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July 1, 2002

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: 960786-B-TL and 981834-TP(Section 271)

Dear Ms. Bayó:

Enclosed please find the original and six copies of BellSouth Telecommunications, Inc.'s Notice of Filing with attached Affidavit of Alphonso J. Varner which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties by Federal Express as shown on the attached Certificate of Service.

Sincerely,

Lisa S. Foshee (AA)

Lisa S. Foshee

Enclosures

cc: All Parties of Record
Marshall M. Criser III
Fred J. McCallum

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996.	&	Docket No. 960786-B-TL Docket No. 981834-TP Filed: July 1, 2002

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of Alphonso J. Varner that attaches BellSouth's performance data reflecting performance for the month of April, 2002. The Affidavit and the accompanying attachments describe the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 1st day of July 2002.

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CERTIFICATE OF SERVICE
DOCKET NO. 960786-B-TL and 981834-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by Federal Express this 1st day of July, 2002 to the following:

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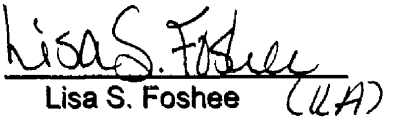
Lisa S. Foshee (LAD)

(+) Signed Protective Agreement

Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED JUNE 28, 2002

I, Alphonso J. Varner, being of lawful age and duly sworn upon my oath, depose and state:

1. My name is Alphonso J. Varner. I am employed by BellSouth as Senior Director in Interconnection Services. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

PROFESSIONAL AND EDUCATIONAL BACKGROUND

2. I graduated from Florida State University in 1972 with a Bachelor of Engineering Science degree in systems design engineering. I immediately joined Southern Bell in the division of revenues organization with the responsibility for preparation of all Florida investment separations studies for division of revenues and for reviewing interstate settlements.
3. Subsequently, I accepted an assignment in the rates and tariffs organization with responsibilities for administering selected rates and tariffs including preparation of tariff filings. In January 1994, I was appointed Senior Director of Pricing for the nine-state region. I was named Senior Director for Regulatory Policy and Planning in August 1994.

In April 1997, I was named Senior Director of Regulatory for the nine-state BellSouth region, and I accepted my current position in March 2001.

II. PURPOSE OF AFFIDAVIT

4. The purpose of my Affidavit is to provide data specific to BellSouth's operations in Florida. This filing reflects performance for the month of April 2002. Exhibit April 2002 PM Data and Attachments 1K though 3K that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

Attachment 1K is the Monthly State Summary (MSS) for Florida Performance Measurements for April 2002. The MSS contains 2,330 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1K, there were 885 sub-metrics for which there was CLEC activity in April 2002 and that were compared to either benchmarks or retail analogues. BellSouth met or exceeded the criteria for 761 of these 885 sub-metrics, or 86%.

As explained in previous updates to this Exhibit, three of the measures were identified by BellSouth as having deficiencies in their calculations and were investigated and evaluated for appropriate program code corrections. These three measures were Average Jeopardy Notice Interval, FOC & Reject Completeness (including the "Multiple Responses" sub-metrics), and LNP Disconnect Timeliness. Program coding modifications have been completed for the Average Jeopardy Notice Interval and FOC and Reject Completeness measures. A variation on the FOC & Reject Response Completeness (O-11)

measurement, FOC/Reject Completeness (Multiple Responses), indicates the proportion of times that multiple FOCs/Rejects for an LSR are returned. The Georgia PSC did not order this measure to be implemented. Also, this measurement can be misleading because sometimes multiple responses are required for efficient operation of the business, such as when a second FOC is returned to notify a CLEC when a jeopardy is cleared. Consequently, while BellSouth reports data on this measure in the Monthly State Summary, BellSouth has not included it in the calculation of performance measurements that had CLEC activity and has not addressed those sub-metrics in this Exhibit. The LNP Disconnect Timeliness measure is still under review by the Georgia PSC. These measures are included in the MSS and in the total number of measurements calculation (2,330), but are excluded from the "Met/Total" (761/885) percentage calculations.

During the three-month period, February through April 2002, again adjusting for the measures mentioned above where appropriate, there were a total of 799 sub-metrics that had CLEC activity for all three months and that were compared with either benchmarks or retail analogues. Of these 799 sub-metrics, 695 sub-metrics (87%) satisfied the comparison criteria in at least two of the three months.

Two general issues can impact the degree to which BellSouth's performance data is meaningful. First, the extreme disaggregation of the data in the reports often dilutes the universe size of individual measurements, which in turn reduces the confidence level of each of the individual Z-test results. As a result, there are many performance measurements for which the results are statistically inconclusive due to the small number of observations. Second, in situations in which there are a large number of observations and the difference between the means is very small, the results can be misleading and not indicative of the absolute level of performance that BellSouth provides to CLECs.

With respect to the first issue, in many cases, the extensive levels of disaggregation leads to numerous sub-metrics with fewer than 30 observations, which is generally accepted as the smallest number of observations for application of the Z-test. Despite this fact, BellSouth has reported results for all of the measures, even those with statistically inconclusive universe sizes.

The second issue arises in situations where BellSouth provides very high quality service to both BellSouth's retail units and the CLECs, where there are very large universe sizes, and the difference between the means is very small. This scenario can cause an apparent missed condition from a

quantitative viewpoint. For example, in April 2002, the % Missed Installation Appointments (%MIA), for Resale Residence / Non-Dispatch / < 10 Circuits (A.2.11.1.1.2) showed that BellSouth retail had 0.16% missed appointments for the 681,747 scheduled orders. The CLEC %MIA for the same period is 0.26% missed appointments for 56,111 scheduled orders. While there is very little difference in the results, only one tenth of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria, but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, over 99.7%. From a practical point of view, the CLECs' ability to compete has not been hindered, even though the statistical result does not technically meet the retail analogue.

In reviewing the data, the Florida Public Service Commission (Commission) should use the data as a tool in analyzing whether BellSouth has met its commitments. It is not a substitute for the qualitative evaluation of BellSouth's performance. The commission will still need to conduct a qualitative assessment of the data that considers, among other things, universe size, distributional properties of the data, as well as overall performance.

Each sub-metric designated as having not satisfied the benchmark or BellSouth retail analogue requirement for February, March and/or April 2002 is included in this Exhibit. Each sub-metric discussed is labeled as being missed in any one or more of the months (February/March/April) included in this filing.

The following paragraphs will address specific performance measurements associated with each checklist item.

B. CHECKLIST ITEM 1 – INTERCONNECTION

1. Collocation

BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E in Attachment 1K, Items E.1.1.1 through E.1.3.2, provides these results. BellSouth met the approved benchmarks for all 9 of the 9 sub-metrics that had CLEC activity in February, for all 11 of the 11 benchmarks that had CLEC activity in March and for all 10 of the 10 benchmarks that had CLEC activity in April 2002.

For the three-month period, February through April 2002, there were 9 sub-metrics for which there was CLEC activity in all three months and were

compared to retail analogues or benchmarks. All 9 of these sub-metrics met the retail analogue/benchmark comparisons in all three months.

2. Local Interconnection Trunking

Trunking Reports

Attachment 1K, Section C, Items C.1.1 to C.4.2 of the MSS contains data for ordering, provisioning, maintenance and repair, and billing associated with Local Interconnection Trunks. Trunk Blocking, Item C.5.1, will be discussed separately following this suction.

In February BellSouth met 22 of 24 sub-metrics or 92% and in March 2002, met 24 of the 25 sub-metrics or 96% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. In April 2002, BellSouth met all 25 of the 25 sub-metrics or 100% of the benchmarks/retail analogues having CLEC activity. The sub-metrics that did not meet the benchmarks/retail analogues for February, March and/or April 2002 are as follows:

Order Completion Interval / Local Interconnection Trunks (C.2.1) (February)

The average order completion interval for CLEC orders for this sub-metric for February was 21.96 days compared to 15.49 days for the BellSouth retail analogue. The standard interval for trunk orders covered by this

measurement is 30 days for new trunks and 20 days for augments, and the orders are managed as "projects." The CLEC orders are meeting the due dates committed to the customer, but the intervals are longer than for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Repeat Troubles within 30 Days / Local Interconnection Trunks (C.3.4.2) (March)

In March 2002, there were only two orders for the sub-metric. The small universe size does not provide a conclusive benchmark comparison. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Invoice Accuracy – Interconnection (C.4.1) (February)

The CLECs experienced Local Interconnection invoice accuracy rates in February that were slightly less than for the invoices BellSouth sent to its customers (97.86% accuracy for BellSouth versus 97.34% for the CLEC invoices). The difference in performance was the result of adjustments given to customers who were billed for some rate elements for which they should not have been billed because of bill and keep provisions in their contracts. These bill and keep rate elements were not distinguishable in the contract so the corresponding rate element fields were populated with non-zero amounts on the rate file. As a result, a new process was implemented which requires

all bill and keep rate element Universal Service Order Codes (USOCs) be followed by "BK" so that the rate groups will know to zero rate these elements. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Trunk Blockage

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group Performance Report (TGP), Attachment 3K, displays trunk blocking in a manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic, and provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The analogue/benchmark for the Trunk Group Performance measure is any consecutive two-hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-metric in February, March and April 2002.

C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)

This section addresses the measures associated with UNEs under checklist item 2. Attachment 1K, Sections B1 – B3, provides data that is divided into

Ordering, Provisioning and Maintenance & Repair operations. In general, the Ordering function is disaggregated into 17 sub-metrics, the Provisioning function has 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair function. All Ordering measures will be included in this checklist item because of the overall relationship of the mechanized, partially mechanized and manual processing of Local Service Requests (LSRs). The Provisioning and Maintenance & Repair measures for the following products are included in the checklist item as shown below:

Product	Checklist Item:
Combo (Loop & Port)	#2 – Unbundled Network Elements
Combo (Other)	#2 – Unbundled Network Elements
Other Design	#2 – Unbundled Network Elements
Other Non-Design	#2 – Unbundled Network Elements
xDSL Loop	#4 – Unbundled Local Loops
UNE ISDN Loop	#4 – Unbundled Local Loops
Line Sharing	#4 – Unbundled Local Loops
2w Analog Loop Design	#4 – Unbundled Local Loops
2w Analog Loop Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops

Digital Loop < DS1	#4 – Unbundled Local Loops
Digital Loop => DS1	#4 – Unbundled Local Loops
Local Interoffice Transport	#5 – Unbundled Local Transport
Switch Ports	#6 – Unbundled Local Switching
INP Standalone	#11 – Local Number Portability
LNP Standalone	#11 – Local Number Portability

An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance & Repair and Billing indicates that BellSouth met the benchmark/analogue for 84% of the sub-metrics each month for February, March and April 2002.

For the three-month period, February through April 2002, there were 447 sub-metrics in the UNE measurements for which there was CLEC activity in all three months and that were compared to retail analogues or benchmarks. Of those 447 sub-metrics, 380 sub-metrics (85%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. UNE Ordering Measures

Items B.1.1 – B.1.19 in Attachment 1K show data for Percent Rejected Service Requests, Reject Interval, FOC Timeliness and FOC & Reject

Response Completeness. These reports are disaggregated by interface type (electronic, partial electronic and manual), as well as product type.

Reject Interval

Items B.1.4 - B.1.8 in Attachment 1K examine the Reject Interval for the month of April 2002. For orders submitted electronically, the benchmark is 97% within one hour. In February, March and April 2002, 73%, 86% and 84%, respectively, of all rejected electronic service requests were delivered within the one-hour benchmark interval. (See the write-up below for Items B.1.4.2 – B.1.4.17 for further discussion concerning electronically submitted orders.)

For partially mechanized orders, which are LSRs submitted electronically but requiring intervention by a BellSouth service representative, the benchmark is 85% returned within 10 hours. BellSouth exceeded these benchmarks in February, March and April 2002, with 95%, 92% and 89%, respectively, of partially mechanized rejects being returned to the CLECs within the benchmark interval.

For manual orders, the current benchmark is 85% within 24 hours. BellSouth also exceeded this requirement, with over 99% of the LSRs submitted

manually being returned to the CLECs within the 24-hour time period in each of the three months.

The following sub-metrics did not meet the established benchmarks in February, March and/or April 2002:

Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (February/March/April)

Reject Interval / Combo Other / Electronic (B.1.4.4) (April)

Reject Interval / xDSL / Electronic (B.1.4.5) (April)

Reject Interval / UNE ISDN / Electron .1.4.6) (March/April)

Reject Interval / Line Sharing / Electronic (B.1.4.7) (February/March/April)

Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8) (February/March/April)

Reject Interval / 2w Analog Loop Non-Design / Electronic (B.1.4.9) (February/March/April)

Reject Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12) (February/April)

Reject Interval / 2w Analog Loop w/LNP Non-Design / Electronic (B.1.4.13) (April)

Reject Interval / Other Design / Electronic (B.1.4.14) (February/March/April)

Reject Interval / Other Non-Design / Electronic (B.1.4.15)

(February/March/April)

The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP, intended to ensure that scheduled OSS downtime was properly excluded. The coding change assumed that EDI and TAG timestamps reflected Eastern Time. However, the timestamps used by EDI and TAG actually reflects Central Time. As a result of this discrepancy, an hour is being added during PMAP timestamp "synchronization," which causes the results to inaccurately reflect the Reject Interval duration. A change to address this issue for EDI was implemented effective with February 2002 data, and the update for TAG was implemented effective with April 2002 data.

In addition to the system downtime issue, with the implementation of the GPSC *January 16, 2001 Order*, BellSouth was directed to change the time

stamp identification for the start and complete times of the interval for this measurement. The time stamp was changed from the Local Exchange Ordering ("LEO") System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was temporarily unable to identify multiple issues of the same version of LSRs that are fatally rejected, which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the FOC and reject interval such that BellSouth's performance appears to be worse than it actually is. The interval is calculated from the initial issue date and time of the LSR to the return of a non-fatal reject or FOC. No exclusion applies for the amount of time it takes the CLEC to resubmit it after it is fatally rejected. Consequently, BellSouth's performance level is inappropriately understated. BellSouth has identified a fix for this issue consisting of adding a "transaction identification" to each version of the LSR that will allow PMAP to properly identify the beginning time stamp. The EDI system was corrected with release of February data and the TAG update was implemented effective with April 2002 data.

BellSouth has also identified a LESOG application defect that affects the Reject Interval measure. Currently, the Working Service on Premise indicator is not verified prior to the FOC. If this indicator is not populated on orders for additional lines, the order is manually clarified back to the CLEC during post-

FOC error handling. With implementation of the fix for this defect, the systems will verify the Working Service on Premise indicator prior to the issuance of a FOC for LSRs attempting to add additional lines. The fix for this defect is scheduled for implementation with June data.

Reject Interval / xDSL / Partially Electronic (B.1.7.5) (April)

There were only seven LSRs rejected for this sub-metric in April 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002. There was no CLEC activity for this sub-metric in February 2002.

Reject Interval / UNE ISDN / Partially Electronic (B.1.7.6) (February/April)

There were only ten LSRs rejected for this sub-metric in February 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison for this sub-metric. BellSouth met the benchmark interval for 25 of the 32 LSRs rejected for this sub-metric in April 2002. The 85% benchmark required that 28 of the 32 rejects be returned in the 10-hour period. BellSouth met the benchmark for this sub-metric in March 2002.

Reject Interval / Line Sharing / Partially Electronic (B.1.7.7) (February/April)

BellSouth met the 10-hour benchmark interval for 67 of the 83 LSRs rejected in February and for 99 of the 126 LSRs rejected in April 2002. The 85% benchmark required that 71 of the 83 rejects for February and 108 of the 126 rejects for April be returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in March 2002.

Reject Interval / 2w Analog Loop Design / Partially Electronic (B.1.7.8) (March)

BellSouth met the 10-hour benchmark interval for 161 of the 190 (84.74%) LSRs rejected for this sub-metric in March 2002. Normal rounding convention indicates that there is no significant difference between the results for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in February and April 2002.

Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.7.9) (February/March/April)

BellSouth met the 10-hour benchmark interval for 114 of the 147 rejected LSRs for this sub-metric in February, for 201 of the 283 rejected LSRs in March and for 148 of the 207 rejected LSRs in April 2002. The 85% benchmark required that 125 of the 147 orders for February, 241 of the 283 orders for March and 176 of the 207 orders for April be returned within 10

hours. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.7.12) (February/March)

BellSouth met the benchmark for 220 of the 275 of the LSRs rejected in this sub-metric for February and for 232 of the 288 LSRs rejected in March 2002. The 85% benchmark required that 224 of the 275 rejects for February and 274 of the 288 rejects for March be returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in April 2002.

Reject Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic (B.1.7.13) (February/March/April)

BellSouth met the benchmark for 426 of the 543 rejected LSRs for this sub-metric in February, for 639 of the 840 rejected LSRs in March and for 480 of the 566 rejected LSRs in April 2002. The 85% benchmark required that 462 of the 543 orders for February, 714 of the 840 orders for March and 482 of the 566 orders for April be returned within the benchmark interval. Normal rounding convention indicates that there is no significant difference between the April results for this sub-metric and the benchmark. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. BellSouth met the benchmark interval for 99% of the electronically submitted LSRs in February and March 2002, and for over 98% of the electronically submitted LSRs in April 2002. For partially mechanized LSRs, the benchmark is 85% of FOCs returned within 10 hours. BellSouth met the benchmark for 92%, 94% and 91% of partially electronic FOCs in February, March and April 2002, respectively. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. BellSouth met the benchmark interval for 99% of the manual LSRs submitted in all three months. The sub-metrics that did not meet the benchmark in February, March and/or April 2002 are as follows:

FOC Timeliness / UNE ISDN / Electronic (B.1.9.6) (February/March)

BellSouth met the 3-hour benchmark interval for 16 of the 18 FOCs returned for this sub-metric in February and for 51 of the 54 FOCs returned in March 2002. The 95% benchmark set a requirement that all 18 of the 18 FOCs for February and 52 of the 54 FOCs for March meet the interval. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Timeliness / Line Sharing / Electronic (B.1.9.7) (February)

BellSouth met the benchmark for 144 of the 152 LSRs (94.74%) that received a FOC in February 2002. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in March and April 2002.

FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12) (April)

BellSouth missed the benchmark interval for only one of the eleven FOCs returned for this sub-metric in April 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC Timeliness / Other Non-Design / Electronic (B.1.9.15) (April)

BellSouth met the benchmark interval for 6,940 (94.55%) of the 7,340 FOCs returned for this sub-metric in April 2002. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC Timeliness / xDSL / Partially Electronic (B.1.12.5) (March)

BellSouth met the 10-hour benchmark for 16 of the 22 FOCs returned for this sub-metric in March 2002. The 85% benchmark required that 19 of the 22 orders be returned, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and April 2002.

FOC Timeliness / 2w Analog Loop Design / Partially Electronic (B.1.12.8) (March)

BellSouth met the benchmark for 271 of the 319 LSRs (84.95%) that received a FOC in March 2002. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in February and April 2002.

FOC Timeliness / Other Design / Partially Electronic (B.1.12.14) (February/March)

BellSouth met the 10-hour benchmark interval for 146 of the 180 FOCs returned for this sub-metric in February and for 78 of the 92 FOCs returned in March 2002. The 85% benchmark set requirements of 153 of the 180 orders in February and 79 of the 92 orders for March, based on the quantity of orders in the sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Timeliness / Other Non-Design / Partially Electronic (B.1.12.15) (April)

BellSouth met the 10-hour benchmark interval for 3,790 (84.77%) of the 4,471 FOCs returned for this sub-metric in April 2002. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / xDSL / TAG / Electronic (B.1.14.5.2) (April)

BellSouth met the benchmark standard for 208 of the 229 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 218 of the 229 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / Line Sharing / TAG / Electronic (B.1.14.7.2) (April)

BellSouth met the benchmark standard for 76 of the 85 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 81 of the 85 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / EDI / Electronic (B.1.14.12.1) (April)

BellSouth met the benchmark standard for 23 of the 26 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 25 of the 26 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-Design / TAG / Electronic (B.1.14.13.2) (February)

BellSouth met the benchmark standard for 134 of the 147 responses for this sub-metric in February 2002. The 95% benchmark required that the criteria be met for 140 of the 147 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

FOC & Reject Response Completeness / Other Non-Design / TAG / Electronic (B.1.14.15.2) (April)

BellSouth met the benchmark standard for 1,269 of the 1,463 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 1,390 of the 1,463 responses based on the number of orders for

this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / Combo (Loop & Port) / EDI / Partial Electronic (B.1.15.3.1) (April)

BellSouth met the benchmark standard for 2,075 of the 2,197 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 2,088 of the 2,197 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / xDSL / EDI / Partial Electronic (B.1.15.5.1) (April)

BellSouth met the benchmark standard for 30 of the 40 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 38 of the 40 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / xDSL / TAG / Partial Electronic (B.1.15.5.2) (April)

BellSouth met the benchmark standard for 33 of the 50 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 48 of the 50 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / LNP (Standalone) / EDI / Partial Electronic (B.1.15.17.1) (April)

BellSouth met the benchmark standard for 1,612 of the 1,719 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 1,634 of the 1,719 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC & Reject Response Completeness / Local Interoffice Transport / Manual (B.1.16.2) (March/April)

BellSouth met the benchmark standard for 66 of the 71 responses for this sub-metric in March and for 96 of the 105 responses returned in April 2002. The 95% benchmark required that the criteria be met for 68 of the 71 responses in March and for 100 of the 105 responses in April, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February 2002.

FOC & Reject Response Completeness / Combo (Loop & Port) / Manual (B.1.16.3) (March/April)

BellSouth met the benchmark standard for 1,357 of the 1,473 responses for this sub-metric March and for 1,437 of the 1,520 responses returned in April 2002. The 95% benchmark required that the criteria be met for 1,400 of the 1,473 responses in March and for 1,444 of the 1,520 responses returned in April, based on the number of orders for this sub-metric. Normal rounding convention indicates that there is no significant difference between the April result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in February 2002.

FOC & Reject Response Completeness / 2w Analog Loop w/INP Design / Manual (B.1.16.10) (April)

There were only seven responses returned for this sub-metric in April 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February 2002. There was no CLEC activity for this sub-metric in March 2002.

FOC & Reject Response Completeness / 2w Analog Loop w/INP Non-Design / Manual (B.1.16.11) (March/April)

BellSouth met the benchmark standard for 13 of the 14 responses for this sub-metric in March and for 8 of the 10 responses returned in April 2002. The 95% benchmark required that the criteria be met for all 14 of the 14 responses for March and for all 10 of the 10 responses for April. BellSouth met the benchmark for this sub-metric in February 2002.

FOC & Reject Response Completeness / INP (Standalone) / Manual (B.1.16.16) (April)

BellSouth met the benchmark standard for 51 of the 60 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 57 of the 60 responses, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and March 2002.

Flow-Through

Attachment 1K, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. Detailed flow-through results for individual CLECs are included in Attachment 2K. The following table shows the Regional Flow-Through results for February, March and April 2002 as compared with the Interim SQM benchmarks.

% Flow-through Service Requests (F.1.1.1 – F.1.3.4)

Customer Type	February 2002	March 2002	April 2002	Benchmark
Residence	87.17%	86.49%	87.39%	95%
Business	75.20%	73.55%	71.89%	90%
UNE	84.86%	83.88%	84.78%	85%
LNP	94.12%	92.25%	92.59%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. The business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is being done to determine trends and identify flow-through problems. To date, fifteen system enhancements have been identified and are targeted for Encore releases. Three of the enhancements were implemented in August 2001, five enhancements implemented in November

2001 and two enhancements implemented in January 2002. The remainder of the enhancements are scheduled for release during 2002.

2. UNE Provisioning Measures

BellSouth met 82% of the overall UNE Provisioning measurements in the month of February, 84% of these measurements in March and 87% in April 2002.

The following sub-metrics did not meet the applicable retail analogues in the months of February, March and/or April 2002:

Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Switch Based Orders (B.2.1.3.1.3) (February/March)

This sub-metric is a further disaggregation of Item B.2.1.3.1.2. The completion interval difference between the CLEC result and the result for the BellSouth retail analogue for this sub-metric was less than 0.01 days in each of the two months. Both measures were approximately one-third day. This indicates virtually identical service for both the CLECs and the retail analogue for each month. BellSouth met the retail analogue for this sub-metric in April 2002.

Order Completion Interval / Combo Other / < 10 Circuits / Dispatch (B.2.1.4.1.1) (February/March/April)

The primary factor for the miss in this sub-metric is that the standard installation interval for this product is 10 days. This is much longer than for the retail analogue product. Even though the committed dates to the customer are being met, the intervals are longer than for the retail analogue product.

Order Completion Interval / Other Non-Design / < 10 Circuits / Dispatch (B.2.1.15.1.1) (March/April)

In March 2002, 23 of the 35 CLEC orders for this sub-metric carried a standard installation interval of 5 days. This interval is longer than the "available in 3 days" standard set for the retail analogue. In April 2002, two factors contributed toward the miss for this sub-metric. There were a large number of very short duration BellSouth "record only" orders that should have been excluded from the measure. These orders caused the retail analogue result to be artificially low. In addition, the standard interval for CLEC orders in this sub-metric is longer than the standard interval for most of the orders that make up the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February 2002.

Order Completion Interval / Other Non-Design / < 10 Circuits / Non-Dispatch (B.2.1.15.1.2) (March)

There were 26 orders completed for this sub-metric in March 2002. The average completion interval for the CLEC orders was 1.9 days compared to .9 days for the retail analogue. No systemic installation issues were identified for the orders in this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Jeopardies / Combo Other (B.2.5.4) (February/March/April)

There were nine orders for this sub-metric placed in jeopardy status in February, four orders placed in jeopardy in March and one order placed in jeopardy in April 2002. All of these jeopardy situations were resolved prior to the order due dates and were completed as scheduled.

% Jeopardy Notice >= 48 Hours / Combo (Loop & Port) / Electronic (B.2.10.3) (February/April)

BellSouth met the 48-hour benchmark for 17 of the 18 jeopardy notices for this sub-metric in February and for 35 of the 41 notices in April 2002. The 95% benchmark required that all 18 of 18 notices for February and 39 of 41 notices for April meet the 48-hour interval. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Dispatch (B.2.18.3.1.1) (March)

BellSouth missed 46 of the 998 scheduled appointments in this sub-metric for March 2002. BellSouth is investigating the data underlying this sub-metric to determine the accuracy of the apparent disparity with the retail analogue in March. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.18.3.1.2) (February/March/April)

BellSouth missed 29 of the 12,390 scheduled appointments for this sub-metric in February, missed 48 of the 20,137 appointments for March and missed 48 of the 24,127 appointments for April 2002. BellSouth met over 99% of the scheduled appointments for both retail and CLEC orders in this sub-metric for all three months. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%.

From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Switch Based Orders (B.2.18.3.1.3) (February)

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed only 1 of the 6,007 appointments in this sub-metric scheduled for February 2002. BellSouth met over 99% of the scheduled appointments for both retail and CLEC orders in this sub-metric for the month. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Dispatch In (B.2.18.3.1.4) (February/March)

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed 28 of the 6,383 appointments for this sub-metric scheduled in February and missed 49 of the 9,201 appointments scheduled for March 2002. BellSouth completed over 99% of the appointments as scheduled in February and March 2002. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Missed Installation Appointments / Other Non-Design / < 10 Circuits / Non-Dispatch (B.2.18.15.1.2) (March)

BellSouth missed 2 of the 29 installation appointments scheduled for this sub-metric in March 2002. No systemic installation issues or patterns were identified for these two missed appointments. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Dispatch (B.2.19.3.1.1) (February)

There were 57 troubles reported for this sub-metric in February 2002 for the 779 orders completed in the prior 30 days. Of the 57 total reports, 18 reports were closed to "no trouble found." Without these reports, the CLEC measure would have been better than for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Dispatch In (B.2.19.3.1.1) (February)

There were 358 troubles reported for this sub-metric in April 2002 for the 9,252 orders completed in the prior 30 days. The trouble rate for this sub-metric for April was only 0.3% higher for CLEC orders than for the orders for the retail analogue. For very large universes of orders, the statistical test becomes overly sensitive to small percentage differences in results. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / >= 10 Circuits / Dispatch (B.2.19.3.2.1) (February)

There were only 4 troubles reported for this sub-metric in February 2002. There were no patterns or systemic installation issues identified for these 4 reports. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch (B.2.19.4.1.1) (February/March)

BellSouth is currently checking the data for this sub-metric to verify that the appropriate trouble reports are being included in the measurement. Of the 11 troubles reported for March, 4 reports (36%) were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch In (B.2.19.4.1.4) (February)

BellSouth is currently checking the data for this sub-metric to verify that the appropriate trouble reports are being included in the measurement. There was no CLEC activity for this sub-metric in either March or April 2002.

% Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch (B.2.19.14.1.1) (February)

There were only 2 troubles reported for the 20 orders completed in the 30 days prior to February 2002 for this sub-metric. No patterns or systemic installation issues were identified for the two troubles. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits / Non-Dispatch (B.2.19.15.1.2) (February)

There were only five orders completed for this sub-metric in the 30 days prior to February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits / Dispatch In (B.2.21.3.1.4) (February)

The difference between the average notice intervals for CLECs and the retail analogue for this sub-metric in February 2002 was less than 10 minutes. The root cause analysis of this measure indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates,

mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Service Order Accuracy / Design (Specials) / >= 10 Circuits / Dispatch (B.2.34.1.2.1) (February)

In February 2002, BellSouth met the standard criteria for 27 of the 29 orders (93.10%) reviewed. The 95% benchmark set a requirement that 28 of the 29 orders meet the criteria. BellSouth met the benchmark for this sub-metric in March and April 2002.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch (B.2.34.2.2.1) (April)

In April 2002, BellSouth met the standard criteria for 97 of the 108 orders reviewed. The 95% benchmark set a requirement that 103 of the 108 orders meet the criteria. BellSouth met the benchmark for this sub-metric in February and March 2002.

3. UNE Maintenance and Repair (M&R) Measures

BellSouth met the applicable performance standard for 83% in February, 82% in March and 87% in April 2002 of the overall UNE M&R measurements. The sub-metrics that did not meet the fixed critical value for this checklist item in February, March and/or April 2002 are as follows:

% Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch (B.3.1.3.2) (March/April)

BellSouth completed 1,690 of the 1,720 repair appointments as scheduled for this sub-metric in March and met 1,910 of the 1,953 appointments as scheduled for April 2002. This represented an approximately 98% completion rate for the two months. There were no systemic maintenance issues identified for the missed appointments. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in February 2002.

% Missed Repair Appointments / Other Design / Dispatch (B.3.1.10.1) (February)

BellSouth completed 13 of the 15 repair appointments as scheduled for this sub-metric in February 2002. There were no systemic maintenance problems identified for the two missed appointments. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Missed Repair Appointments / Other Non-Design / Dispatch (B.3.1.11.1) (April)

BellSouth completed 13 of the 19 repair appointments as scheduled for April 2002. There were no patterns or systemic maintenance issues identified for the 6 missed due dates. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Missed Repair Appointments / Other Non-Design / Non-Dispatch (B.3.1.11.2) (March)

BellSouth missed only 2 of the 51 repair appointments scheduled for this sub-metric in March 2002. No systemic problems or patterns were identified for the missed appointments. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Customer Trouble Report Rate / Combo Other / Dispatch (B.3.2.4.1) (February/March/April)

There were a total of 34 trouble reports for this sub-metric for the 1,434 lines in service in February, 34 trouble reports for the 1,527 lines in service in March and 32 troubles reported for the 1,597 lines in service in April 2002. Both the CLECs and BellSouth retail customers received more than 97% trouble free service for three-month period. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Customer Trouble Report Rate / Combo Other / Non-Dispatch (B.3.2.4.2) (February)

There were a total of 36 trouble reports for this sub-metric for the 1,434 lines in service in February 2002. Of the 36 total trouble reports, 19 (53%) were closed to "no trouble found." Both the CLECs and BellSouth retail customers received more than 97% trouble free service for the month. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1) (February/March)

The difference between the results for the retail analogue and the CLEC aggregate was 1.2% or less in February and March 2002. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric in both months. Of the 15 total troubles reported in February 2002, 40% were closed as "no trouble found," indicating minimal impact on the customer. In March, 5 of the 13 total trouble reports were the result of one facility problem in one central office. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Customer Trouble Report Rate / Other Non-Design / Dispatch (B.3.2.11.1) (February/March/April)

There were a total of 71 trouble reports for the 619 in service lines for this sub-metric in February, 67 trouble reports for the 590 lines in service in March and 19 trouble reports for the 592 lines in service in April 2002. Although there was significant improvement in the CLEC results in April, continuing analysis is underway to determine if any systemic issues or data reporting problems exist with this sub-metric.

Customer Trouble Report Rate / Other Non-Design / Non-Dispatch (B.3.2.11.2) (February/March)

There were a total of 46 troubles reports for the 619 in service lines for this sub-metric in February and 51 troubles reported for the 590 in service lines for March 2002. An analysis revealed 26 of the 46 reports (57%) for February and 25 of the 51 trouble reports (49%) for March 2002 were closed out as "no trouble found," or about half of the troubles reported had minimal impact on the end-user customer. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Maintenance Average Duration / Other Non-Design / Dispatch (B.3.3.11.1) (April)

There were 19 repair orders completed for this sub-metric in April 2002. The average interval for these orders was 33.42 hours compared to 15.58 hours for the retail analogue. The six repair orders that had missed repair appointments caused the average duration to be extended longer than for the retail analogue. BellSouth met the retail analogue for this sub-metric in February and March 2002.

Out of Service > 24 Hours / Other Design / Dispatch (B.3.5.10.1) (February)

There were two service affecting trouble reports for this sub-metric in February 2002 that caused service outages longer than 24 hours. Neither of

these outages revealed a systemic maintenance process issue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Out of Service > 24 Hours / Other Non-Design / Dispatch (B.3.5.11.1)
(March/April)

There were 10 trouble reports out of service longer than 24 hours for this sub-metric in March and 4 reports out of services longer than 24 hours in April 2002. Of the 10 March outages, 6 were from the same customer and were received on Friday but not cleared until Monday. There were no patterns or systemic maintenance issues identified for the 4 orders out of service longer than 24 hours in April 2002. BellSouth met the retail analogue comparison for this sub-metric in February 2002.

UNE – Billing

Mean Time to Deliver Invoices – CRIS / Region (B.4.2)
(February/March/April)

This metric measures the mean interval for timeliness of billing records delivered to CLECs. The CLECs experienced UNE invoice delivery rates that were higher than the rates for BellSouth's retail customers during February, March and April 2002 (3.64 days for BellSouth versus 6.13 for CLECs in

February, 3.68 days for BellSouth compared to 7.51 days for CLECs in March and 3.86 days for BellSouth compared to 4.97 days in April). The difference in performance in all three months was the result of bill period delays encountered with BellSouth's billing system upgrade associated with UNE CLEC bills and usage volumes. Processing cycles ran longer than expected. BellSouth is currently working on enhancements that will decrease processing time and speed the delivery of bills that will help to improve performance for this metric.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering measurements. BellSouth met the benchmarks for all four of the sub-metrics for these measurements in February and March 2002. The sub-metrics that did not meet the benchmarks in April 2002 are as follows:

Loop Makeup Inquiry (Manual) (F.2.1) (April)

There were only two inquiries for this sub-metric in April 2002. The small universe of orders does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February and March 2002.

Loop Makeup Inquiry (Electronic) (F.2.2) (April)

BellSouth met the 1-minute response time benchmark for 2,857 of the 3,212 inquiries for this sub-metric in April 2002. The 95% benchmark set a requirement of 3,051 of the 3,212 responses returned within the 1-minute interval. BellSouth met the benchmark for this sub-metric in February and March 2002.

Operations Support Systems (OSS)

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in February, March and/or April 2002 were:

Average Response Interval / CRSECSRL / ROS / Region (D.1.3.5.2) (February)

The CLECs received slightly longer response times from this system in February 2002 than for the retail analogue standard (3.77 seconds average for CLECS compared to 3.11 seconds for BellSouth). BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Average Response Interval / CRIS / Region (D.2.4.1.) (February/March)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. For the 4-second interval, there was only approximately 1% difference between the CLEC responses as compared with the retail analogue in both months. Both the CLECs and the retail analogue received approximately 99% or more responses within the less than 10 second interval. Similarly, for the greater than 10 seconds interval measure, the CLECs and the BellSouth retail analogue received approximately 1% or less of responses in over 10 seconds. These very small differences in response intervals indicate equivalent service levels for the CLECs and BellSouth retail. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Average Response Interval / DLR / Region (D.2.4.3) (February/March/April)

The average response intervals for these sub-metrics are measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. BellSouth missed the standard for percentage of queries responded to in less than 4 seconds during February, March and April 2002, but met the standards

for both the "less than 10 seconds" and "greater than ten seconds" intervals. Even though BellSouth technically missed the standard the difference in performance for the CLECs versus BellSouth's retail analogue was only 2.4% in February, 1.9% in March and 1.7% in April. There is no evidence of disparate performance for this sub-metric.

Average Response Interval / LMOS / Region (D.2.4.4) (April)

The average response intervals for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. BellSouth missed the standard for percentage of queries responded to in less than 4 seconds during April 2002, but met the standards for both the "less than 10 seconds" and "greater than ten seconds" intervals. Even though BellSouth technically missed the standard, the difference in performance for the CLECs versus BellSouth's retail analogue was 0.04% in April. There is no evidence of disparate performance for this sub-metric.

Average Response Interval / LMOSupd / Region (D.2.4.5, D.2.5.5, D.2.6.5) (February/March/April)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

For each of the three sub-metrics, there was approximately a 10% or less difference in the percentage of responses received by the CLECs and by BellSouth retail customers in each month, February through April 2002. Differences of 10%, or less, for these intervals indicate virtually equivalent service levels for both the CLECs and BellSouth retail.

Average Response Interval / LNP/ Region (D.2.4.6) (March/April)

Average Response Interval / LNP/ Region (D.2.5.6, D.2.6.6) (March)

The average response interval for this measurement is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In April 2002, the average response interval for the CLEC requests did not meet the retail analogue interval for the less than 4-second disaggregation but exceeded the less than 10 and greater than 10 seconds responses. In both March and April the "less than 4 second" and "less than 10 second" measures for both BellSouth retail and for CLECs was over 99%. The "greater than 10 second" measure for both BellSouth retail and for CLECs was less than 0.5%. These performance results also indicate virtually equivalent service being provided for the CLECs and BellSouth retail.

Average Response Interval / OSPCM / Region (D.2.4.8) (March/April)

Average Response Interval / OSPCM / Region (D.2.5.8) (April)

Average Response Interval / OSPCM / Region (D.2.6.8) (April)

The average response interval for these sub-metrics is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In March 2002, the CLEC response interval for the "less than, or equal to 4 seconds" measure was 13.59% compared to 23.94% for the retail analogue. In April the CLECs had 20.73% of responses in less than 4 seconds compared to 27.25% for the retail analogue. For both the "less than, or equal to 10 seconds" measure and the "greater than 10 seconds" measures, the April CLEC results were within 2.5% of the results for the retail analogue. BellSouth met the retail analogue comparison for all three of the sub-metrics in this measure for February 2002 and two out of three in March 2002.

Average Response Interval / NIW / Region (D.2.4.11) (March/April)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In both March and April 2002, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 81.81% within 4 seconds in March, as compared with 82.97% for the retail analogue, and

83.15% within 4 seconds in April, as compared to 84.36% for the retail analogue. The small difference between the CLEC and retail analogue results should not impede the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in February 2002.

General – Maintenance Center

Average Answer Time / Region (F.5.1) (February)

BellSouth missed the retail analogue comparison for this measure in February 2002 but met the retail analogue comparison for both March and April 2002.

General – Billing

Usage Data Delivery Accuracy (F.9.1) (February)

This measure compares the rate at which error-free usage data is sent to CLECs with the same measure for the BellSouth retail analog. The CLECs experienced usage data delivery accuracy rates that were slightly lower than the rates for BellSouth customers during February 2002 (99.85% for BellSouth versus 99.62% for CLECs). The difference in performance was the result of a problem with ODUF pack sequence numbers. This problem did not involve any missing or incorrect usage data from ODUF. The problem only involved ODUF pack sequence numbers which normally go in sequence from '01' to '99' for each customer. After a system problem occurred with the

output sequence table on February 19, 2002, the sequence numbers were inadvertently restarted to '01' on all ODUFs for all CLECs. The sequence table was corrected, and the correct pack number for each customer was restarted on February 22, 2002. All CLECs, who questioned BellSouth about this problem, reported that they understood that no usage data was actually missing or incorrect as a result of the problem, and none of the CLECs requested that BellSouth retransmit any ODUF data. Bellsouth met the retail analogue comparison for this sub-metric in March and April 2002.

Usage Data Delivery Timeliness (F.9.2) (March)

This measure tracks the percentage of usage data delivered within six calendar days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during March 2002 (98.37% for BellSouth compared to 93.11% for CLECs). The difference in performance for March was the result of bill period delays encountered with BellSouth's billing system upgrade associated with UNE CLEC bills and usage volumes. Processing cycles ran longer than expected. BellSouth is currently working on enhancements that will decrease processing time and speed the delivery of bills that will help to improve performance for this metric. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Usage Data Delivery Completeness (F.9.3) (April)

This metric provides a percentage of complete and accurately recorded usage data processed and transmitted to the CLEC with within thirty (30) days of the message recording date. The CLECs experienced usage data delivery completeness rates that were less than the rates for BellSouth's retail customers during April 2002 (99.77% for BellSouth versus 99.54% for CLECs). The difference in performance was the result of bill period delays encountered with BellSouth's billing system upgrade associated with UNE CLEC bills and usage volumes. Processing cycles ran longer than expected. BellSouth is currently working on enhancements that will decrease processing time and speed the delivery of bills that will help to improve performance for this metric. BellSouth met the retail analogue for this sub-metric in February and March 2002.

Non-Recurring Charge Completeness / Interconnection (F.9.6.3) (March)

This measure tracks the ability of the ordering and billing systems to begin billing a CLEC non-recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been set as the level of performance to meet. In March 2002, BellSouth's performance was 89.14%. This measure was missed because of problems encountered in correcting service order errors in a timely manner. In an effort to prevent this problem from occurring in the future, BellSouth continues to adjust its error handling procedures to recognize, prioritize, work and resolve all errors in a timelier manner. The most recent changes made include the

implementation of changes to the error report to capture the next available bill period date for each order. This change will allow BellSouth to prioritize and work errors by bill period. However, since this measure is calculated one month in arrears, the revised error report is effective and utilized with errors generated in April 2002.

It is important to point out that the results for this measure are calculated using dollar amounts associated with completed service orders and not by using the actual number of orders. This measure was missed in March as a result of a large amount of money billed late on a relatively small number of orders. BellSouth is currently in the process of developing a way to associate dollar amounts to orders in error before billing has occurred for the orders. BellSouth met the benchmark for this sub-metric in February and April 2002

General - Change Management

% Change Management Documentation Sent On Time (F.10.3) (February)

Average Documentation Release Delay Days (F.10.5) (February)

There were two Change Management Documentation notices issued in February 2002. Both of the notices for February missed the standard notice interval. The February notices were only one day short of meeting the 25

days prior to release benchmark. BellSouth met the benchmark for these sub-metrics in March 2002. There were no releases for this sub-metric in April 2002.

General – Ordering

% Acknowledgement Message Completeness / TAG (F.12.2.2)

(February/March/April)

BellSouth failed to deliver 2 (0.0006%) of the 341,453 messages in February for this sub-metric, 6 (0.0018%) of the 334,739 messages for this sub-metric in March and 11 (0.0030%) of the 366,061 messages in April 2002. Analysis continues to identify any issues in this process. However, such a small number of failed records have not revealed any systemic process problems.

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1K provide data for provisioning and maintenance & repair measures for unbundled local loops.

For purposes of discussion in this checklist item, the local loop sub-metrics have been separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN

and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital loop sub-metrics.

xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for February, March and/or April 2002 are as follows:

Order Completion Interval / Line Sharing / < 6 Circuits / Dispatch (B.2.1.7.3.1) (March)

There were only six orders for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Order Completion Interval / Line Sharing / < 6 Circuits / Non-Dispatch (B.2.1.7.3.2) (April)

There were 180 CLEC orders completed for this sub-metric in April 2002. The average completion interval for the CLEC orders was 3.96 days compared to 3.59 days for the BellSouth retail analogue, a difference of less

than 0.4 days. The primary cause of the miss for this sub-metric is that the standard interval for the orders in this sub-metric is four days as compared to the "available in three days" requirement for the retail analogue orders. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

Held Orders / UNE ISDN / < 10 Circuits / Facility (B.2.3.6.1.1) (February)

There were only two orders for this sub-metric in February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Held Orders / Line Sharing / < 10 Circuits / Other (B.2.3.7.1.3) (April)

There was only one order for this sub-metric in April 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Jeopardies / UNE ISDN (B.2.5.6) (February/March/April)

There were 15 orders placed in jeopardy for facilities reasons for orders in this sub-metric in February, 43 orders put in jeopardy for March and 58 jeopardy orders in April 2002. All of the February jeopardies, 39 of the 43

March jeopardies and 47 of the April jeopardies were resolved prior to the due dates and the orders completed on time. All 4 jeopardies not resolved by the due dates in March and 7 of the 11 jeopardies not resolved by the due dates in April were held due to customer reasons.

% Jeopardy Notice >= 48 Hours / xDSL / Electronic (B.2.10.5) (February/March)

There were only five jeopardy notices issued for this sub-metric in February and ten notices issued in March 2002. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. There were no xDSL orders placed in jeopardy status in April 2002.

% Provisioning Troubles within 30 Days / xDSL / < 10 Circuits / Dispatch (B.2.19.5.1.1) (April)

There were 22 troubles reported for orders that completed for this sub-metric in the prior 30 days for March 2002. Four of the troubles (18%) were closed as "no trouble found." No patterns or systemic installation issues were identified for the remainder of the troubles. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Provisioning Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch (B.2.19.6.1.1) (March/April)

There were 15 troubles reported for orders that completed for this sub-metric in the prior 30 days for March and 24 troubles reported for the 253 orders completed in the 30 days prior to April 2002. BellSouth has implemented an improved procedure to document circuit test results in the order closeout narratives. This initiative, along with added emphasis on cooperative testing procedures, should improve the results for this sub-metric. No patterns or systemic installation issues were identified for the trouble reports for this sub-metric. BellSouth met the retail analogue for this sub-metric in February 2002.

<u>% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Dispatch (B.2.19.7.1.1) (February/April)</u>

There were only seven orders for this sub-metric in February 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. There were 15 troubles reported for orders completed for this sub-metric in the 30 days prior to April 2002. Of the 15 April troubles, 4 (27%) were closed to "no trouble found." No patterns or systemic installation issues were identified for the trouble reports for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.19.7.1.2) (February/April)

There were only thirteen orders completed for this sub-metric in February 2002. This small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. There were 23 troubles reported for orders completed for this sub-metric in the 30 days prior to April 2002. Of the 23 total trouble reports for April, 15 (65%) were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in March 2002.

Average Completion Notice Interval / xDSL / < 10 Circuits / Dispatch (B.2.21.5.1.1) (March)

The root cause analysis of this measure indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates,

mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results. There was no CLEC activity for this sub-metric in either February or April 2002.

2. Maintenance & Repair Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for February, March and/or April 2002 are as follows:

% Missed Repair Appointments / UNE ISDN / Non-Dispatch (B.3.1.6.2)

(February)

BellSouth completed 40 of the 41 repair appointments as scheduled for this sub-metric in February 2002. There were no systemic maintenance issues revealed for the missed appointment in February. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2)
(February/March/April)

BellSouth completed 28 of the 34 repair appointments as scheduled for this sub-metric in February, 27 of the 37 appointments scheduled for March and 31 of the 37 repair appointments as scheduled for April 2002. There were no patterns or systemic maintenance issues revealed for the 6 missed appointments in February. In March, all ten of the trouble reports associated with these missed due dates were closed as "no trouble found," but the appointment dates were missed due to improper order closeout procedures. Of the 6 total trouble reports for this sub-metric in April 2002, 4 (67%) were closed to "no trouble found." The following of proper Line Sharing methods and procedures is being emphasized to all Central Office technicians.

Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1)
(February/March/April)

Both the CLECs and BellSouth retail had 97% to 98% trouble free service for all in service lines in this sub-metric in February, March and April 2002. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth is developing an action plan to improve circuit testing and turn-up documentation. ISDN test jacks have been

installed in each central office to facilitate improved testing and turn-up control procedures.

Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2) (February)

There were a total of 34 troubles for the 1,565 in service lines for this sub-metric in February 2002. In February 2002, 29 of the 34 troubles (85%) were closed as "no trouble found," indicating minimal impact on the customer. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (February/March)

In February 2002, the average maintenance duration for CLEC orders was 5.67 days compared to 2.45 days for the retail analogue. In March the average duration for CLEC orders was reduced to 3.88 days compared to 2.60 days for the retail analogue. The average maintenance interval for CLEC orders has been reduced by 48% from February to April. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Maintenance Average Duration / Line Sharing / Non-Dispatch (B.3.3.7.2) (March)

The average maintenance interval for CLEC orders in this sub-metric was 17.86 hours in March compared to 4.28 hours for the retail analogue. Of the 37 total trouble reports for the orders associated with this sub-metric, 28 (76%) were closed as "no trouble found." Ten of the trouble reports that were closed as "no trouble found," had abnormally long completion intervals due to improper order closeout procedures. The following of proper Line Sharing methods and procedures is being emphasized to all Central Office technicians. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Repeat Troubles within 30 Days / Line Sharing / Non-Dispatch (B.3.4.7.2) (February/March)

There were 11 repeat reports for February 2002 of the 34 total troubles reported. All 11 of the repeat reports were closed as "no trouble found." Of the 37 total trouble reports for March, 12 were repeat reports. Nine of these twelve repeat reports were closed as "no trouble found." BellSouth met the retail analogue for this sub-metric in April 2002.

Out of Service > 24 Hours / UNE ISDN / Non-dispatch (B.3.5.6.2) (February)

Only 1 of the 41 repair orders in February was out of service longer than 24 hours. No systemic maintenance issues were identified for the missed order. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

SL1/SL2/Digital Loop Group

1. Provisioning Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for February, March and/or April 2002 are as follows:

Order Completion Interval (OCI)

OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code should be entered on the Service Order generated by BellSouth. Such "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.1.8.1.1) (February/March/April)

There were a total of 365 orders completed for this sub-metric in February, 298 orders completed in March and 159 orders completed in April 2002. The

primary factor for the misses in this sub-metric is that the standard installation interval for this product is 4 business days. Even though the committed dates to the customer are generally being met, the intervals for orders in this sub-metric are longer than for the retail analogue product. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida.

Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch (B.2.1.9.1.1) (February/March)

The February and March 2002 misses were caused in large part due to the 4-day standard interval for orders in this sub-metric as compared to the 3-day interval required for the retail analogue. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch In (B.2.1.9.1.4) (February/March/April)

There were only five orders for this sub-metric in February and fifteen orders in March 2002. The small universe of orders for these months does not provide a statistically conclusive comparison to the retail analogue. There were 36 CLEC orders completed for this sub-metric in April 2002. The

average completion interval for these orders was 3.81 days compared to 1.74 days for the BellSouth retail analogue. The primary cause for the miss for this sub-metric is that the standard interval for the orders in this sub-metric is four days as compared to the "available in three days" requirement for the retail analogue orders.

Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.1.12.1.1) (February/March/April)

There were a total of 172 orders that completed for this sub-metric in February, 125 orders that completed in March and 156 orders that completed in April 2002. A detailed analysis indicated a significant number of orders with customer requested extended intervals were not "L coded" and should have been excluded from the measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for orders in this sub-metric is four business days as compared to the three-calendar day interval for the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch (B.2.1.13.1.1) (February/March/April)

There were a total of 270 orders that completed for this sub-metric in February, 566 orders that completed in March and 477 orders that completed

in April 2002. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch In (B.2.1.13.1.4) (February/March/April)

There were a total of 360 orders completed for this sub-metric in February, 491 orders that completed in March and 213 orders that completed in April 2002. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue.

Order Completion Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch (B.2.1.18.1.1) (February/March/April)

There were a total of 366 orders that completed for this sub-metric in February, 391 orders that completed in March and 377 orders that completed in April 2002. BellSouth continues to work to lower the interval for this sub-metric. Only 14 of the February orders, 13 of the March orders and 14 of the April orders missed the committed installation interval due to company

reasons. BellSouth is currently investigating the makeup of the retail analogue for this sub-metric.

The remainder of the provisioning measures that did not meet the retail analogue for provisioning is as follows:

Held Orders / 2w Analog Loop w/LNP Non-Design / >= 10 Circuits / Facility (B.2.3.13.2.1) (February)

There was only one order for this sub-metric in February 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Jeopardies / 2w Analog Loop Design (B.2.5.8) (February/March/April)

In February 2002, there were a total of 67 jeopardies issued for the 486 orders that were scheduled for this sub-metric. Of the 67 February jeopardies, 42 were resolved prior to the due dates and the orders completed on time, and the remaining 15 jeopardy orders were held for customer reasons. In March 2002, there were a total of 61 jeopardies issued for the 405 orders that were scheduled for this sub-metric. All but 8 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. Of the 8 unresolved jeopardies, all 8 orders were held due to customer reasons.

In April 2002, there were a total of 34 jeopardies issued for the 217 orders that were scheduled for this sub-metric. All but 5 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. Of the 34 total April jeopardies, only 2 caused missed appointments due to company reasons.

% Jeopardies / 2w Analog Loop Non-Design (B.2.5.9) (February/March/April)

In February 2002, there were a total of 61 jeopardies issued for the 745 orders scheduled. All but 6 of the February jeopardies were resolved prior to the due date and the orders were completed as scheduled. Four of the six missed February appointments were due to customer reasons, and only two were due to company reasons. In March 2002, there were a total of 103 jeopardies issued for the 912 orders that were scheduled for this sub-metric. Of the 103 total March jeopardies, 90 were resolved prior to the due dates and the orders completed on time. All 13 of the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 90 jeopardies issued for the 1,235 orders that were scheduled for this sub-metric. Of the 90 April jeopardies, only 8 resulted in a missed installation appointments due to BellSouth reasons.

% Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12)
(February/March/April)

In February 2002, there were a total of 42 jeopardies issued for the 379 orders that were scheduled for this sub-metric. All but 6 of the February jeopardies were resolved prior to the due dates, and the orders were completed on time. All six of the jeopardies causing missed appointments in February were due to customer reasons. In March 2002, there were a total of 21 jeopardies issued for the 273 orders that were scheduled for this sub-metric. Of the 21 total March jeopardies, 18 were resolved prior to the due dates and the orders completed on time. All 3 of the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 32 jeopardies issued for the 425 orders that were scheduled for this sub-metric. Of the 32 April jeopardies, 29 were resolved prior to the scheduled due date and the orders completed as scheduled. All three of the unresolved jeopardy orders were missed due to customer reasons.

<u>% Jeopardies / 2w Analog Loop w/LNP Non-Design (B.2.5.13)</u>

<u>(February/March/April)</u>

In February 2002, there were a total of 69 jeopardies issued for the 1,036 scheduled orders. Only 4 of the 69 February jeopardies resulted in missed installation appointments, all of which were missed due to customer reasons. In March 2002, there were a total of 87 jeopardies issued for the 1,694 orders that were scheduled for this sub-metric. Of the 87 total March jeopardies, 78 were resolved prior to the due dates and the orders completed on time. All of

the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 69 jeopardies issued for the 1,121 orders that were scheduled for this sub-metric. Of the 69 April jeopardies for this sub-metric, 60 were resolved prior to the due dates and the orders completed on time. Only 1 of the jeopardy orders was held for company reasons.

% Jeopardies / Digital Loop < DS1 (B.2.5.18) (April)

There were a total of 57 jeopardies issued for the 128 installation appointments that were scheduled for this sub-metric in April 2002. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 11 of the April jeopardies were resolved prior to the due dates, and the orders were worked on time. Of the 11 April jeopardies causing missed appointments, only four were missed due to company reasons. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Jeopardies / Digital Loop >= DS1 (B.2.5.19) (February/March/April)

There were a total of 91 jeopardies issued for the 177 installation appointments that were scheduled for this sub-metric in February, 69 jeopardies for the 139 appointments scheduled for March and 123 jeopardies issued for the 181 orders scheduled for April 2002. All 14 of the February

jeopardies, all 9 of the March jeopardies and 17 of the 21 April jeopardies causing missed appointments were missed due to customer reasons.

% Jeopardy Notice >= 48 Hours / 2w Analog Loop Non-Design / Electronic (B.2.10.9) (February/April)

BellSouth met the 48-hour benchmark for 47 of the 50 (94.00%) jeopardy notices for this sub-metric in February and for 72 of the 74 (94.74%) 2002. The 95% benchmark required that 48 of the 50 notices meet the 48-hour interval. Normal rounding convention indicates that there is no significant difference between the April CLEC result and the benchmark. BellSouth met the benchmark for this sub-metric in March 2002.

% Jeopardy Notice >= 48 Hours / Digital Loop < DS1 / Electronic (B.2.10.18) (March)

BellSouth met the 48-hour benchmark for 48 of the 52 jeopardy notices for this sub-metric in March 2002. The 95% benchmark required that 50 of the 52 notices meet the 48-hour interval. BellSouth met the benchmark for this sub-metric in February and April 2002.

% Missed Installation Appointments / 2w Analog Loop Non-Design / >= 10 Circuits / Dispatch (B.2.18.9.2.1) (February)

BellSouth completed 13 of the 16 installation orders as scheduled for this sub-metric in February 2002. There were no patterns or systemic installation issues identified for the 3 missed orders. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Missed Installation Appointments / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch In (B.2.18.13.1.4) (February/March)

BellSouth completed 584 of the 587 (99.5%) installation orders as scheduled for this sub-metric in February and completed 814 of the 819 (99.4%) appointments as scheduled in March 2002. There were no patterns or systemic installation issues identified for any of the missed orders. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Missed Installation Appointments / Digital Loop >= DS1 / < 10 Circuits / Dispatch (B.2.18.19.1.1) (February/April)

BellSouth completed 348 of the 363 installation appointments as scheduled for this sub-metric in February and 373 of the 385 appointments as scheduled for April 2002. The majority of the February and April missed appointments were due to lack of available company facilities. The remainder of the missed appointments was due to various scheduling and prioritization problems. BellSouth is refocusing its efforts on this area to improve its performance on

these orders. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.19.8.1.1) (February/March)

There were 38 troubles reported for this sub-metric in February for the 364 orders completed in the prior 30 days and 46 troubles reported in March 2002 for the 459 orders completed in the prior 30 days. The majority of the troubles were due to defective cable facilities and serving wire. Of the 38 troubles reported for February and 46 reports for March, 24% and 26%, respectively, were closed as "no trouble found." Of the 38 total reports for February and 46 trouble reports for March, 84% and 93%, respectively, were reported by the same CLEC. BellSouth has begun a trial with that CLEC to improve the provisioning process on conversion orders. An analysis of the remainder of the troubles revealed no specific patterns or trends. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch (B.2.19.9.1.1) (February/March)

There were a total of 57 troubles reported for this sub-metric for the 759 orders that completed in the 30 days prior to February and 59 troubles reported for the 762 orders completed in the 30 days prior to March 2002.

Most of the reported troubles for this sub-metric were due to defective cable facilities. Of the 57 total reports for February and 59 total reports for March, 49% and 53%, respectively, were reported by the same CLEC. BellSouth has begun a trial with that CLEC to improve the provisioning process on conversion orders. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch In (B.2.19.9.1.4) (March)

There were only six orders for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / >= 10 Circuits / Dispatch (B.2.19.9.2.1) (March)

There were only four troubles reported for the CLEC aggregate for this sub-metric in March 2002. This small universe does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / >= 10 Circuits / Dispatch In (B.2.19.9.2.4) (April)

There were only three troubles reported for the CLEC aggregate for this sub-metric in April 2002. This small universe does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in either February or March 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.19.12.1.1) (February/March)

There were a total of 31 troubles reported for this sub-metric for the 363 orders that completed in the 30 days prior to February and 31 troubles reported for the 386 orders completed in the 30 days prior to March 2002. Of the 31 February trouble reports, 5 (16%) were closed as "no trouble found." Of the 31 March trouble reports, 13 (42%) were closed as "no trouble found." The remainder of the troubles were generally due to facility and equipment wiring problems. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design / >= 10 Circuits / Dispatch (B.2.19.13.2.1) (February/March)

There were a total of 9 troubles reported for this sub-metric for the 45 orders that completed in the 30 days prior to February and 4 troubles reported for the

26 orders that completed in the 30 days prior to March 2002. No trends or systemic installation issues were identified for the troubles reported for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design / >= 10 Circuits / Dispatch In (B.2.19.13.2.4) (February/March/April)

There were a total of 3 troubles reported for this sub-metric for the 28 orders that completed in the 30 days prior to February, 1 trouble reported for the 15 orders that completed in the 30 days prior to March and 2 troubles reported for the 26 orders that completed in the 30 days prior to April 2002. No trends or systemic installation issues were identified for the small number of troubles reported for this sub-metric.

% Provisioning Troubles w/i 30 Days / Digital Loops < DS1 / < 10 Circuits / Dispatch (B.2.19.18.1.1) (April)

There were a total of 42 troubles reported for this sub-metric for the 510 orders that completed in the 30 days prior to April 2002. In April, 14% of the trouble reports in this sub-metric were closed as "no trouble found" indicating minimal impact on the end user. The majority of the troubles found for April were due to defective plant facilities. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits / Dispatch (B.2.19.19.1.1) (February/March/April)

There were a total of 18 troubles reported for this sub-metric for the 273 orders that completed in the 30 days prior to February, 19 troubles reported for the 363 orders that completed in the 30 days prior to March and 46 troubles reported for the 373 orders that completed in the 30 days prior to April 2002. In February, March and April 2002, 5%, 32% and 50%, respectively, of the trouble reports in this sub-metric were closed as "no trouble found" indicating minimal impact on the end user. BellSouth is currently investigating the caused for the misses in this sub-metric.

Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.21.8.1.1) (February/March/April)

Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.21.12.1.1) (February/March/April)

Average Completion Notice Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch (B.2.21.18.1.1) (March)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician

completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results.

2. Maintenance & Repair Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for February, March and/or April 2002 are as follows:

% Missed Repair Appointments / 2W Analog Loop Non-Design / Non-Dispatch (B.3.1.9.2) (February/March/April)

BellSouth completed 61 of the 63 repair appointments for this sub-metric as scheduled in February, 50 of the 55 appointments scheduled for March and 71 of the 75 repair appointments as scheduled for April 2002. Both of the orders shown missed for February were vendor meet requests and should have been excluded from this measure. All 5 of the missed dates in March were due to one C.O. equipment failure and affected one customer. Repair Service Attendants are being re-covered on proper order closeout procedures. There were only 4 missed repair appointments for this sub-metric in April. All 4 missed appointments were the result of a single digital carrier equipment failure. There were no distinct patterns or systemic maintenance problems identified for any of the remainder of the missed appointments in these three months.

Customer Trouble Report Rate / 2w Analog Loop Non-Design / Dispatch (B.3.2.9.1) (April)

There were 998 troubles reported for the 39456 lines in service for this sub-metric in April 2002. Both CLECs and BellSouth's retail customers received trouble free service on more than 97% of lines in service for the month for this sub-metric. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

Maintenance Average Duration / 2w Analog Loop Non-Design / Non-Dispatch (B.3.3.9.2) (April)

There were 75 CLEC repair orders completed for this sub-metric in April 2002. The average repair interval for CLEC orders was 7.93 hours as compared to 5.01 hours for the BellSouth retail analogue. Even though BellSouth missed the retail analogue comparison for this sub-metric in April, only 3 of the 75 repair orders resulted in missed appointments. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

Out of Service > 24 Hours / 2W Analog Loop Non-Design / Dispatch (B.3.5.9.1) (February/April)

Of the 36 and 34 total "service affecting" trouble reports for this sub-metric in February and April 2002, respectively, 9 and 8, respectively, were out of service longer than 24 hours. No patterns or systemic maintenance issues were identified for any of these reports. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

Out of Service > 24 Hours / 2W Analog Loop Non-Design / Non-Dispatch (B.3.5.9.2) (March)

There were only 4 "out of service" trouble reports for this sub-metric in March 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

The Provisioning and Maintenance & Repair sub-metrics that did not meet the retail analogue in February, March and/or April 2002 associated with Checklist Item 5 are as follows:

Order Completion Interval / Local Interoffice Transport / < 10 Circuits / Dispatch (B.2.1.2.1.1) (February/March)

In February 2002, there were 21 orders for this sub-metric with an average completion interval of 21 days. There were 29 orders for this sub-metric in March 2002, with an average completion interval of 20 days. In February, 19 of the 21 orders, and 25 of the 29 orders for March 2002, completed within the standard order interval or met the due date requested by the customer, if later than the standard interval due date. Of the 21 orders for February 2002, 11 had extended due date intervals at the customer request, but were not given an "L" code. These orders should have been excluded from the measurement for February. Proper coding of these orders would have

produced an average CLEC OCI for this sub-metric of 14.45 days, which is below the average OCI for the retail analogue for the month.

Missed Repair Appointments / Local Interoffice Transport / Dispatch (B.3.1.2.1) (March)

There was only one order for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Maintenance Average Duration / Local Interoffice Transport / Dispatch (B.3.3.2.1) (March)

There was only one order for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Out of Service > 24 Hours / Local Interoffice Transport / Dispatch (B.3.5.2.1) (March)

There was only one order for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive

comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 6 for February, March and April 2002 for which there was CLEC activity.

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR SERVICES

As indicated in Attachment 1K, Sections F.6, F.7 and F.8, BellSouth met the benchmark/analogue requirements of Checklist Items 7a and 7b in February, March and April 2002. Even though BellSouth tracks and reports these measures, the processes used in providing these services are designed to provide parity for all users.

I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED SIGNALING

BellSouth met the required benchmarks for all four of the four sub-metrics associated with this checklist item in February and April 2002 and met three

of the four sub-metrics in March 2002. See items F.13.1.1 through F.13.3 in Attachment 1K for further details. The sub-metric that did not meet the benchmark for March 2002 was as follows:

% NXXs / LRNs Loaded by LERG Effective Date / Region (F.13.3) (March)

BellSouth met the effective date for loading 29 of the 30 NXXs implemented during March 2002. This is regional measure. BellSouth met the LERG effective dates for all NXXs loaded for Florida operations in March 2002. BellSouth met the benchmark for this sub-metric in February and April 2002.

J. CHECKLIST ITEM 11 – NUMBER PORTABILITY

All the measurements in this Checklist Item were met or exceeded for February, March and/or April 2002 except for the following:

% Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-Dispatch (B.2.18.17.1.2) (February/March)

BellSouth missed only 9 of the 3,475 appointments scheduled for this sub-metric in February and missed only 3 of the 3,341 appointments scheduled for March 2002. BellSouth met over 99.7% of the scheduled appointments for both retail and the CLECs in this sub-metric for February and over 99.9% in March. When BellSouth provisions high quality service coupled with very

large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Disconnect Timeliness / LNP / < 10 Circuits (B.2.31)

The Disconnect Timeliness measure is supposed to track the time it takes to disconnect a number in the central office switch after the message has been received from the Local Number Portability (LNP) Gateway that it is ready. However, this measurement does not track the relevant time to perform this function.

On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation. This

ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked.

As it currently exists, Performance Measure P-13 does not recognize the importance of triggers and their effect on the LNP process. Rather, the current measure calculates the end time of the LNP activity as the processing of the actual disconnect order in the host switch, even though, from a customer's perspective, this activity is totally meaningless on most LNP orders. It is the activation of the LNP and the routing function accomplished by the LSMS that ultimately determines whether the end user is back in full service and is able to make and receive calls when a trigger is used in porting a telephone number. So, while BellSouth may be missing this measure, the actual impact on CLECs and their end users, for a great majority of the orders is minimal, or nonexistent. The Georgia PSC is currently evaluating a change in this measure that more accurately reflects the LNP process and its impacts on end users.

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 86% of the 213 Resale metrics for the month of February, for 84% of the 220 metrics in March and for 88% of the 223 metrics in April 2002. The details are delineated in Attachment 1K, Items A.1.1.1 through A.4.2.

For the three-month period, February through April 2002, there were 204 sub-metrics in the Resale measurements for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. Of those 204 sub-metrics, 179 sub-metrics (88%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. Resale Ordering Measures

Reject Interval

The benchmark for electronic rejects is 97% within 1 hour. In February 2002, 26,200 resale LSRs were rejected, with 87% meeting the relevant benchmark or retail analogue. Of the 26,200 rejected LSRs, 71% were processed electronically with 91% of them meeting the 1-hour benchmark interval. In March 2002, 21,827 resale LSRs were rejected, with 90% meeting the relevant benchmark or retail analogue. Of the 21,827 rejected LSRs, 66% were processed electronically with 93% of them meeting the 1-hour benchmark interval. In April 2002, there were a total of 16,957 resale LSRs rejected, with 93% meeting the relevant benchmark. Of the 16,957 rejected

LSRs, 66% were processed electronically with 95% of them meeting the 1-hour benchmark interval. See Attachment 1K, Items A.1.4 through A.1.8 for further details.

FOC Timeliness

In February 2002, BellSouth issued FOCs for 76,781 resale LSRs and met the relevant benchmark for 93% of them. Of the 76,781 FOCs returned, 57,899 were fully mechanized with 99.5% meeting the 3-hour benchmark interval. In March, BellSouth issued FOCs for 72,739 resale LSRs and met the relevant benchmark for 95% of them. Of the 72,739 FOCs returned, 54,602 were fully mechanized with 99.5% meeting the 3-hour benchmark interval. In April 2002, BellSouth issued FOCs for 70,584 resale LSRs and met the relevant benchmark for 97% of them. Of the 70,584 FOCs returned, 53,723 were fully mechanized with 99.6% meeting the 3-hour benchmark interval. See Attachment 1K, Sections A.1.9 through A.1.13 for further details.

The Resale Ordering sub-metrics for which BellSouth did not meet the benchmarks/analogues for February, March and/or April 2002 were:

Reject Interval / Residence / Electronic (A.1.4.1) (February/March/April)

The current benchmark for this sub-metric is >= 97% within one hour. In February, 16,013 of the 17,576 total rejected LSRs met the one-hour benchmark, and in March 2002, 12,603 of the 13,556 rejected LSRs in this sub-metric met the benchmark interval. In April 2002, 9,890 of the 10,420 total rejected LSRs for this sub-metric met the 1-hour benchmark interval.

BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP to ensure that scheduled OSS downtime was properly excluded. This change was made with September 2001 data and was expected to improve sub-metric results for Reject Interval performance.

The coding change assumed that EDI and TAG timestamps reflected Eastern Time. However, the timestamps used by EDI and TAG actually reflected Central Time. As a result of this discrepancy, an hour was being added during PMAP timestamp "synchronization," which caused the results to inaccurately reflect the reject Interval duration. A change to address this issue for EDI was implemented effective with February 2002 data reporting, and BellSouth implemented a similar change for TAG effective with April 2002

data. BellSouth's root cause analysis has determined that, had the scheduled OSS downtime exclusion been properly implemented, BellSouth's Reject Interval performance would generally have met the Commission's benchmark.

BellSouth's root cause analysis also identified an additional issue that impacts the electronic Reject Interval sub-metrics. This issue arises when a fully mechanized Firm Order Confirmation ("FOC") is followed by a manual Clarification, a scenario that occurs when the Local Carrier Service Center ("LCSC") must resolve specific types of errors after the issuance of the FOC. This issue distorts the timeliness of BellSouth's electronic reject notices, and BellSouth is currently analyzing this situation to determine an appropriate solution.

Reject Interval / Business / Electronic (A.1.4.2) (February/March/April)

The current benchmark for this sub-metric is >= 97% within one hour. In February, 860 of the 920 rejected LSRs for this sub-metric met the one-hour benchmark, and in March 2002, 765 of the 816 rejected LSRs met the 1-hour benchmark. There were 824 LSRs rejected in this sub-metric in March 2002, with 796 meeting the one-hour benchmark. BellSouth has conducted a detailed root cause analysis of the process for electronic ordering. This analysis addressed the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are

accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item A.1.4.1.

Reject Interval / Residence / Partial Electronic (A.1.7.1) (February/March)

BellSouth met the 10-hour benchmark interval for 4,386 of the 6,001 rejected LSRs for this sub-metric in February and for 4,349 of the 5,523 rejected LSRs in March 2002. BellSouth met the benchmark for this sub-metric in April 2002.

Reject Interval / PBX / Partial Electronic (A.1.7.4) (March)

There was only one LSR rejected for this sub-metric in March and two LSRs rejected in April 2002. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in February 2002.

Reject Interval / Centrex / Manual (A.1.8.5) (April)

There were only two LSRs rejected for this sub-metric in April 2002. This small universe does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC Timeliness / Residence / Partial Electronic (A.1.12.1) (February/March)

BellSouth met the 10-hour benchmark interval for 11,303 of the 16,433 FOCs returned for this sub-metric in February and for 12,470 of the 15,771 FOCs returned in March 2002. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Timeliness / PBX / Partial Electronic (A.1.12.4) (April)

There was only one LSR rejected for this sub-metric in April 2002. This small universe does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in either February or March 2002.

FOC Timeliness / ISDN / Partial Electronic (A.1.12.6) (March/April)

There was only one LSR rejected for this sub-metric in March and two LSRs rejected in April 2002. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February 2002.

FOC Reject & Response Completeness / ISDN / TAG / Electronic (A.1.14.6.2) (February)

There was only one order for this sub-metric in February 2002. The small universe for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in March 2002. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Reject & Response Completeness / Residence / EDI / Partial Electronic (A.1.15.1.1) (April)

BellSouth met the standard criteria for 31 of the 33 responses returned for this sub-metric in April 2002. The 95% benchmark set a requirement that 32 of the 33 responses meet the criteria. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC Reject & Response Completeness / Residence / Manual (A.1.16.1) (March)

BellSouth met the completeness criteria for 672 of the 821 responses for this sub-metric in March 2002. The 95% benchmark required that 780 of the 821 LSRs meet the criteria. BellSouth met the benchmark for this sub-metric in February and April 2002.

FOC Reject & Response Completeness / Business / Manual (A.1.16.2) (February/March/April)

BellSouth met the completeness criteria for 884 of the 933 responses for this sub-metric in February, for 1,026 of the 1,093 responses in March and for 863 of the 913 responses in April 2002. The 95% benchmark required that 887 of 933 LSRs for February, 1,039 of the 1,093 LSRs for March and 868 of the

913 LSRs for April meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Reject & Response Completeness / Design (Specials) / Manual (A.1.16.3) (February/March)

BellSouth met the completeness criteria for 112 of the 119 responses for this sub-metric in February and for 102 of the 114 responses returned in March 2002. The 95% benchmark required that 114 of 119 LSRs for February and 109 of the 114 responses for March meet the criteria. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Reject & Response Completeness / PBX / Manual (A.1.16.4) (February/March/April)

BellSouth met the completeness criteria for 30 of the 34 responses for this sub-metric in February, for 32 of the 36 responses in March and for 35 of the 37 responses in April 2002. The 95% benchmark required that 33 of 34 LSRs in February, 35 of 36 LSRs in March and 36 of 37 LSRs in April meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Reject & Response Completeness / Centrex / Manual (A.1.16.5) (April)

There were only six LSR responses returned for this sub-metric in April 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February and March 2002.

FOC Reject & Response Completeness / ISDN / Manual (A.1.16.6) (March)

BellSouth met the completeness criteria for 24 of the 27 orders for this sub-metric in March 2002. The 95% benchmark required that 26 of 27 LSRs meet the criteria. BellSouth met the benchmark for this sub-metric in February and April 2002.

2. Resale Provisioning Measures

For the months of February, March and April 2002, BellSouth met or exceeded the benchmark or retail analogue for 87%, 88% and 89%, respectively, of all Resale provisioning measures. The details supporting the April 2002 percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of Attachment 1K.

The following are the Resale provisioning measures for which BellSouth did not meet the retail analogue in February, March and/or April 2002:

Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1)
(February/March)

The average order completion interval for CLEC orders in this sub-metric for February was 2.94 days for CLECs compared to 2.35 days for the retail analogue and for March 2002 was 2.96 days for CLECS compared to 2.16 days for the retail analogue. These differences of less than one day, on average, do not hinder the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Order Completion Interval / PBX / >= 10 Circuits / Dispatch (A.2.1.4.2.1)
(February)

There was only one order for this sub-metric in February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March 2002. There was no CLEC activity for this sub-metric in April 2002.

Order Completion Interval / PBX / >= 10 Circuits / Non-Dispatch (A.2.1.4.2.2)
(March)

There were only four orders for this sub-metric in March 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail

analogue comparison for this sub-metric in April 2002. There was no CLEC activity for this sub-metric in February 2002.

Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch (A.2.1.5.1.2) (February)

There were only ten orders for this sub-metric in February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Order Completion Interval / ISDN / >= 10 Circuits / Non-Dispatch (A.2.1.6.2.2) (March)

The average order completion interval for CLEC orders in this sub-metric for March was 9.79 days compared to an average of 3.73 days for the retail analogue. OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code should be entered on the Service Order generated by BellSouth. Such "L" coded orders are excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Missed Installation Appointments / Residence / < 10 Circuits / Non-Dispatch (A.2.11.1.1.2) (February/March/April)

BellSouth missed only 216 of the 55,392 installation appointments scheduled for this sub-metric in February, missed 179 of the 57,811 appointments scheduled for March and missed 146 of the 56,111 installation appointments scheduled for April 2002. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in February, March and April 2002. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

% Missed Installation Appointments / Business / < 10 Circuits / Dispatch (A.2.11.2.1.1) (February/March/April)

BellSouth missed only 15 installation appointments out of the 393 appointments scheduled for this sub-metric in February, missed 12 of the 396 appointments scheduled in March and missed 16 of the 340 appointments scheduled for April 2002. BellSouth completed between 95% and 97% of appointments for both BellSouth retail and the CLECs over the three-month period.

% Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch (A.2.11.2.1.2) (February/March/April)

BellSouth missed only 7 of the 2,980 scheduled appointments for this sub-metric in February, missed 17 of the 2,868 appointments scheduled for March and missed 13 of the 3,227 installation appointments scheduled for April 2002. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in all three months. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

% Missed Installation Appointments / Design (Specials) / < 10 Circuits / Dispatch (A.2.11.3.1.1) (April)

BellSouth completed 15 of the 17 installation appointments as scheduled in April 2002. There were no systemic installation issues identified for the two

missed appointments. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Missed Installation Appointments / PBX / < 10 Circuits / Non-Dispatch (A.2.11.4.1.2) (February)

BellSouth completed 25 of the 26 installation appointments as scheduled in February 2002. There were no systemic installation issues identified for the missed appointment. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Missed Installation Appointments / ISDN / < 10 Circuits / Non-Dispatch (A.2.11.6.1.2) (February)

BellSouth completed 12 of the 13 scheduled appointments for this sub-metric in February 2002. There were no patterns or systemic installation issues identified for the missed appointment. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-Dispatch (A.2.12.1.1.2) (February/March/April)

In February 2002, there were 2,654 troubles reported for the 61,307 orders that completed in the prior 30 days. In March 2002, there were 2,520 troubles reported for the 55,392 orders that completed in the prior 30 days. Thirty-six

percent of the February trouble reports and thirty-three percent of the March reports were closed as "no trouble found." In April 2002, there were 2,250 troubles reported for the 58,086 orders that completed in the prior 30 days. Thirty percent of those troubles were closed as "no trouble found." Sixty-five percent of the total trouble reports for this sub-metric over the three-month period were associated with one customer. With the exclusion of the "no trouble found" reports, CLEC results for this sub-metric would have been better than for the retail analogue in each of the three months. BellSouth is conducting an analysis of the provisioning situation with CLECs and will conduct joint sessions to determine how to reduce the number of "no trouble found" reports.

<u>% Provisioning Troubles w/i 30 days / Residence / >= 10 Circuits / Dispatch (A.2.12.1.2.1) (February)</u>

There was only one trouble report for this sub-metric in February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

<u>% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch (A.2.12.2.1.1) (February/March)</u>

In February 2002, there were 27 troubles reported for the 554 orders that completed in the prior 30 days. Of the 27 troubles reported in February, 10 (37%) were closed as "no trouble found." In March 2002, there were 19 troubles reported for the 393 orders that completed in the prior 30 days. Of the 19 troubles reported, 6 (32%) were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in April 2002.

% Provisioning Troubles w/i 30 days / Design (Specials) / < 10 Circuits / Dispatch (A.2.12.3.1.2) (April)

There were only five troubles reported for this sub-metric in April 2002 for orders that completed in the prior 30 days. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

% Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Dispatch (A.2.12.5.1.1) (March)

There were only three troubles reported for this sub-metric in March 2002 for orders that completed in the prior 30 days. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail

analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non-Dispatch (A.2.12.5.1.2) (April)

There were five troubles reported for this sub-metric in April 2002 for the 20 orders that completed in the prior 30 days. There were no systemic installation issues identified for these trouble reports. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

Service Order Accuracy / Residence / < 10 Circuits / Dispatch (A.2.25.1.1.1) (March)

BellSouth met the standard criteria for 129 of the 140 orders reviewed in this sub-metric in March 2002. The 95% benchmark required that 133 of the 140 orders meet the criteria. BellSouth met the benchmark for this sub-metric in February and April 2002.

Service Order Accuracy / Residence / < 10 Circuits / Non-Dispatch (A.2.25.1.1.2) (April)

BellSouth met the standard criteria for 132 of the 140 orders reviewed in this sub-metric in April 2002. The 95% benchmark required that 133 of the 140

orders meet the criteria. BellSouth met the benchmark for this sub-metric in February and March 2002.

Service Order Accuracy / Residence / >= 10 Circuits / Dispatch (A.2.25.1.2.1) (April)

BellSouth met the standard for 15 of the 17 orders reviewed in this sub-metric for April 2002. The 95% benchmark required that all 17 of the 17 orders meet the criteria. BellSouth met the benchmark for this sub-metric in February and March 2002.

Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1) (February/March)

BellSouth met the standard for 146 of the 155 orders reviewed in this sub-metric in February and for 137 of the 150 orders reviewed in March 2002. The 95% benchmark required that 148 of the 155 orders for February and 143 of the 150 orders for March meet the criteria, based on the quantity of orders for the sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch (A.2.25.2.1.2) (March)

BellSouth met the standard for 122 of the 130 orders reviewed for this sub-metric in March 2002. The 95% benchmark set a requirement of 124 of the 130 orders, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February and April 2002.

Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1) (April)

There were only nine orders reviewed for this sub-metric in April 2002. The small universe of orders does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in February and March 2002.

Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch (A.2.25.2.2.2) (February/March)

BellSouth met the standard criteria for 15 of the 16 orders reviewed for this sub-metric in February and for 11 of the 13 orders reviewed in March 2002. The 95% benchmark set requirements of all 16 of the 16 orders in February and all 13 of the 13 orders for March, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1) (February/March/April)

BellSouth met the standard for 54 of the 60 orders reviewed for this sub-metric in February, for 30 of the 37 orders reviewed for March and for 32 of the 35 orders reviewed for April 2002. The 95% benchmark set requirements of 57 of the 60 orders for February, 36 of the 37 orders for March and 34 of the 35 orders for April, based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement to improve performance to meet the benchmark for this sub-metric.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch (A.2.25.3.1.2) (March/April)

BellSouth met the standard for 90 of the 98 orders reviewed for this sub-metric in March and for 127 of the 134 orders reviewed in April 2002. The 95% benchmark set requirements of 94 of the 98 orders for March and for 128 of the 134 orders for April, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in February 2002.

Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch (A.2.25.3.2.2) (February/April)

BellSouth met the standard criteria for 14 of the 17 orders reviewed for this sub-metric in February and for 18 of the 20 orders reviewed in April 2002. The 95% benchmark set requirements of all 17 of the 17 orders for February

and for 19 of the 20 orders for April. BellSouth met the benchmark for this sub-metric in March 2002.

3. Resale Maintenance and Repair (M&R) Measures

BellSouth met the relevant retail analogues for 89%, 84% and 94% of all the Resale Maintenance & Repair measurements in February, March and April 2002, respectively. The sub-metrics for which BellSouth did not meet the retail analogues were:

Missed Repair Appointments / Residence / Non-Dispatch (A.3.1.1.2) (March/April)

BellSouth completed 1,787 of the 1,811 repair appointments as scheduled for this sub-metric in March and completed 1,555 of the 1,596 appointments scheduled for April 2002. BellSouth provided over 97% repair completion rate for both CLECs and the retail analogue in both months. In March, 14 of the 24 reports (58%) were closed as "no trouble found." In April, 13 of the 41 reports (32%) were closed as "no trouble found." No other patterns or systemic issues were identified for the missed repair appointments. BellSouth met the retail analogue comparison for this sub-metric in February 2002.

Missed Repair Appointments / PBX / Non-Dispatch (A.3.1.4.2) (March)

BellSouth completed 10 of the 15 repair appointments as scheduled for this sub-metric in March 2002. There were no patterns or systemic maintenance issues identified for the five missed appointments for the month. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1) (February/March/April)

There were 3,839 troubles reported for the 190,036 in service lines for this sub-metric in February, 2,952 trouble reports for the 159,559 lines in service in March and 2,917 trouble reports for the 157,650 lines in service in April 2002. Both the CLECs and BellSouth retail had no trouble reports for over 97% of the in service lines in all three months. There was less than 1% difference in the report rates between retail and resale results for this sub-metric for any of the three months. Many of the troubles due to wire and facilities appear to be caused by CPE and/or CLEC problems. BellSouth technicians will be trained on proper closeout procedures on troubles involving CPE and CLEC interfaces.

Customer Trouble Report Rate / Residence / Non-Dispatch (A.3.2.1.2) (February/March)

There were 2,280 troubles reported for the 190,036 lines in service for this sub-metric in February and 1,811 troubles reported for the 159,559 lines in service in February 2002. Both the CLECs and BellSouth retail had no trouble reports for over 98% of the in service lines in either month. There was less than 0.7% difference in the report rates between retail and resale results for this sub-metric for the two months. Of the 2,280 total February trouble reports, 1,668 reports (73%) were closed as "no trouble found." Of the 1,819 total March trouble reports, 1,173 reports (65%) were closed as "no trouble found." Without these "no trouble found" reports, CLEC results would have been better than for the retail analogue for this sub-metric in both months. One CLEC generated 83% of the February trouble reports and 78% of the March 2002 trouble reports for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1)
(February/March)

There were 631 trouble reports for the 6,772 lines in service for this sub-metric in February and 383 troubles reported for the 5,832 lines in service in March 2002. In February and March, 87 (14%) and 55 (14%), respectively, of the trouble reports were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2) (February/March)

There were 335 troubles reported for the 6,772 lines in service for this sub-metric in February and 193 troubles reported for the 5,832 lines in service in March 2002. Of the 335 total February trouble reports, 225 (67%) of the reports were closed as "no trouble found." Of the 193 total March trouble reports, 110 (57%) of the reports were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Customer Trouble Report Rate / Design (Specials) / Dispatch (A.3.2.3.1) (March)

There were 36 troubles reported in March 2002 for the 2,717 lines in service for this sub-metric. Both the CLECs and BellSouth retail customers received over 98% trouble free service for the lines in service for this sub-metric for the month. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Customer Trouble Report Rate / PBX / Non-Dispatch (A.3.2.4.2) (March)

There were only 15 trouble reports for the 7,292 in service lines for this sub-metric in March 2002. BellSouth provided over 99.7% trouble free service for both retail and the CLECs for this sub-metric in March. Of the 16 March trouble reports, 11 (73%) were closed as "no trouble found." From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

Maintenance Average Duration / PBX / Non-Dispatch (A.3.3.4.2) (March)

There were only 15 trouble reports for this sub-metric in March 2002. The average repair interval for these 15 orders was 8.75 hours for CLEC orders compared to 4.05 hours for the retail analogue. There were no patterns or systemic maintenance issues identified for any of these orders. BellSouth met the retail analogue comparison for this sub-metric in February and April 2002.

% Repeat Troubles within 30 Days / PBX / Non-Dispatch (A.3.4.4.2) (February/March/April)

There were only 8 trouble reports for this sub-metric in February, 4 troubles reported in March and 5 troubles reported in April 2002. The small universe

of orders for this sub-metric each month does not provide a statistically conclusive comparison to the retail analogue.

% Repeat Troubles within 30 Days / ISDN / Dispatch (A.3.4.6.1) (February)

There was only one trouble report for this sub-metric in February 2002. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Out of Service > 24 Hours / Business / Dispatch (A.3.5.2.1) (April)

In April 2002, only 38 of the 370 service affecting repair orders for this sub-metric were out of service longer than 24 hours. Of these 38 longer interval orders, 17 of the trouble reports (45%) were received on Friday or Saturday and were scheduled for and completed on Monday. BellSouth met the retail analogue comparison for this sub-metric in February and March 2002.

Out of Service > 24 Hours / Business / Non-Dispatch (A.3.5.2.2) (February)

In February 2001, 10 of the 162 trouble reports were out of service longer than 24 hours. Seven of the ten orders involved one customer and were out of service due to a single switch failure. None of the remainder of the out of service orders revealed any systemic maintenance issues. BellSouth met the retail analogue for this sub-metric in March and April 2002.

II. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 737 of the 863 sub-metrics (85%) for which there was CLEC activity in February, for 741 of 874 sub-metrics (85%) in March and for 761 of 885 sub-metrics (86%) in April 2002.

During the three-month period of February through April 2002, there were a total of 799 sub-metrics that had CLEC activity for all three months and that were compared with either a benchmark or retail analogue. Of those 799 sub-metrics, 695 or 87% satisfied the comparison criteria for a minimum of two of the three months.

BellSouth Monthly State Summary

Florida, April 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering											
	% Rejected Service Requests - Mechanized											
A111	O-7	Residence/FL(%)		Diagnostic			16.66%	62,460				Diagnostic
A112	O-7	Business/FL(%)		Diagnostic			28.91%	2,847				Diagnostic
A113	O-7	Design (Specials)/FL(%)		Diagnostic								Diagnostic
A114	O-7	PBX/FL(%)		Diagnostic								Diagnostic
A115	O-7	Centrex/FL(%)		Diagnostic								Diagnostic
A116	O-7	ISDN/FL(%)		Diagnostic			0.00%	1				Diagnostic
	% Rejected Service Requests - Partially Mechanized											
A121	O-7	Residence/FL(%)		Diagnostic			21.31%	18,865				Diagnostic
A122	O-7	Business/FL(%)		Diagnostic			30.83%	2,186				Diagnostic
A123	O-7	Design (Specials)/FL(%)		Diagnostic								Diagnostic
A124	O-7	PBX/FL(%)		Diagnostic			66.67%	3				Diagnostic
A125	O-7	Centrex/FL(%)		Diagnostic								Diagnostic
A126	O-7	ISDN/FL(%)		Diagnostic			50.00%	4				Diagnostic
	% Rejected Service Requests - Non-Mechanized											
A131	O-7	Residence/FL(%)		Diagnostic			40.16%	1,031				Diagnostic
A132	O-7	Business/FL(%)		Diagnostic			47.21%	913				Diagnostic
A133	O-7	Design (Specials)/FL(%)		Diagnostic			25.50%	149				Diagnostic
A134	O-7	PBX/FL(%)		Diagnostic			56.76%	37				Diagnostic
A135	O-7	Centrex/FL(%)		Diagnostic			33.33%	6				Diagnostic
A136	O-7	ISDN/FL(%)		Diagnostic			30.30%	33				Diagnostic
	Reject Interval - Mechanized											
A141	O-8	Residence/FL(%)		>= 97% w in 1 hr			94.91%	10,420				NO
A142	O-8	Business/FL(%)		>= 97% w in 1 hr			96.60%	824				NO
A143	O-8	Design (Specials)/FL(%)		>= 97% w in 1 hr								
A144	O-8	PBX/FL(%)		>= 97% w in 1 hr								
A145	O-8	Centrex/FL(%)		>= 97% w in 1 hr								
A146	O-8	ISDN/FL(%)		>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours											
A171	O-8	Residence/FL(%)		>= 85% w in 10 hrs			85.72%	4,103				YES
A172	O-8	Business/FL(%)		>= 85% w in 10 hrs			94.58%	683				YES
A173	O-8	Design (Specials)/FL(%)		>= 85% w in 10 hrs								
A174	O-8	PBX/FL(%)		>= 85% w in 10 hrs			0.00%	2				NO
A175	O-8	Centrex/FL(%)		>= 85% w in 10 hrs								
A176	O-8	ISDN/FL(%)		>= 85% w in 10 hrs			100.00%	2				YES
	Reject Interval - Non-Mechanized											
A181	O-8	Residence/FL(%)		>= 85% w in 24 hrs			98.33%	418				YES
A182	O-8	Business/FL(%)		>= 85% w in 24 hrs			99.54%	431				YES
A183	O-8	Design (Specials)/FL(%)		>= 85% w in 24 hrs			97.44%	39				YES
A184	O-8	PBX/FL(%)		>= 85% w in 24 hrs			95.65%	23				YES
A185	O-8	Centrex/FL(%)		>= 85% w in 24 hrs			50.00%	2				NO
A186	O-8	ISDN/FL(%)		>= 85% w in 24 hrs			100.00%	10				YES
	FOC Timeliness - Mechanized											
A191	O-9	Residence/FL(%)		>= 95% w in 3 hrs			99.60%	51,763				YES
A192	O-9	Business/FL(%)		>= 95% w in 3 hrs			99.74%	1,959				YES
A193	O-9	Design (Specials)/FL(%)		>= 95% w in 3 hrs								
A194	O-9	PBX/FL(%)		>= 95% w in 3 hrs								
A195	O-9	Centrex/FL(%)		>= 95% w in 3 hrs								
A196	O-9	ISDN/FL(%)		>= 95% w in 3 hrs			100.00%	1				YES
	FOC Timeliness - Partially Mechanized - 10 hours											
A1121	O-9	Residence/FL(%)		>= 85% w in 10 hrs			87.34%	14,342				YES

BellSouth Monthly State Summary

Florida, April 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.95%	1,404				YES
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	2				NO
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/FL(%)	>= 85% w [illegible] rs			98.42%	570				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.24%	397				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			98.11%	106				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	15				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			95.45%	22				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			98.81%	672				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			98.96%	61,788				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	20				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			96.99%	2,827				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	1				YES
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.94%	33				NO
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			95.74%	18,832				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	26				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.54%	2,160				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	3				YES
A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	4				YES
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/FL(%)	>= 95%			95.73%	1,031				YES
A.1.16.2	O-11	Business/FL(%)	>= 95%			94.52%	913				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			95.97%	149				YES
A.1.16.4	O-11	PBX/FL(%)	>= 95%			94.59%	37				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			66.67%	6				NO
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			96.97%	33				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	664				YES
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.36%	61,143				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	20				YES
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.02%	2,742				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								

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A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	1				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			96.77%	31				YES
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			95.12%	18,030				YES
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			88.46%	26				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			92.51%	2,150				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	3				YES
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	4				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/FL(%)	>= 95%			91.39%	987				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			91.43%	863				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			93.01%	143				NO
A.1.19.4	O-11	PBX/FL(%)	>= 95%			94.29%	35				NO
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	4				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			93.75%	32				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.47	36,591	3.69	2,079	5.086	0.11466	6.7331	YES
A.2.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.86	600,419	0.69	53,732	1.473	0.00663	25.2442	YES
A.2.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.80	79	2.27	5	3.806	1.75497	1.4445	YES
A.2.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res	0.33	2			0.000			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	3.00	39,180	3.19	235	8.008	0.52395	-0.3704	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.50	47,275	1.07	2,812	4.909	0.09528	4.5171	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.47	231	9.27	5	10.072	4.55267	0.0441	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	4.13	15	7.50	2	3.596	2.70719	-1.2436	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	20.09	2,463	13.23	13	22.392	6.22666	1.1012	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	8.72	550	7.67	12	7.441	2.17147	0.4865	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	17.62	13			5.347			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design	3.17	6			1.602			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	14.00	82	15.00	3	21.147	12.43078	-0.0801	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	5.84	193	2.62	26	21.187	4.42613	0.7284	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	60.33	3			73.385			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	2.95	45	1.58	4	3.866	2.01731	0.6766	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	6.39	732	4.00	1	8.453	8.45901	0.2822	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.53	1,303	1.67	25	3.434	0.69338	-0.2007	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	10.39	66			12.906			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	3.46	95	2.50	2	6.408	4.57883	0.2103	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	17.04	578	8.33	3	20.298	11.74957	0.7407	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.41	1,285	1.59	17	4.456	1.08790	0.7567	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	27.63	8			19.471			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.87	66	4.00	2	5.091	3.65396	-0.0359	YES
A.2.2.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	8.31	201	3.00	4	8.517	4.30082	1.2343	YES
A.2.2.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	10.08	13	0.00	0	8.967			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0				YES

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	8.28	72	8.00	1	7.962	8.01666	0.0347	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	12.50	6	0.00	0	11.415			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	15.00	2	0.00	0	1.414			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	25.27	11	0.00	0	25.495			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	8.00	1			0.000			
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	7.40	5	0.00	0	8.295			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	1.00	1	0.00	0	0.000			YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/FL(%)	Res	0.60%	726,119	0.27%	57,217		0.00033	9.7731	
A.2.4.2	P-2	Business/FL(%)	Bus	1.55%	88,785	0.55%	3,075		0.00226	4.3899	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	17.84%	3,189						
A.2.4.4	P-2	PBX/FL(%)	PBX	3.75%	320	0.00%	8		0.06800	0.5514	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.69%	2,283	0.00%	1		0.21140	0.2217	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	5.51%	1,977	0.00%	9		0.07625	0.7230	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			0.54%	1,305				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.62%	481				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			1.12%	178				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	32				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	32				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	17				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			123.78	123				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			105.62	12				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			179.43	4				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			100.56	3				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			336.93	2				Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic

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A 2 8 6	P-2	ISDN/FL(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A 2 9 1	P-2	Residence/FL(%)	95% >= 48 hrs			98 37%	123				YES
A 2 9 2	P-2	Business/FL(%)	95% >= 48 hrs			100 00%	12				YES
A 2 9 3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A 2 9 4	P-2	PBX/FL(%)	95% >= 48 hrs								
A 2 9 5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A 2.9 6	P-2	ISDN/FL(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A 2 10 1	P-2	Residence/FL(%)	Diagnostic			75 00%	4				Diagnostic
A 2 10 2	P-2	Business/FL(%)	Diagnostic			100 00%	3				Diagnostic
A 2 10 3	P-2	Design (Specials)/FL(%)	Diagnostic			100 00%	2				Diagnostic
A 2 10 4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A 2 10 5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A 2 10 6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A 2 11 1 1 1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4 89%	45,262	3 53%	2 464		0 00446	3 0495	YES
A 2 11 1 1 2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0 16%	681,747	0 26%	56,111		0 00018	5 7389	NO
A 2 11.1 2 1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	3 06%	98	0 00%	5		0 07898	0 3876	YES
A 2 11 1 2 2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0 00%	2						
A 2 11 2 1 1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1 44%	40,527	4 71%	340		0 00650	-5 0224	NO
A 2 11 2 1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0 09%	47,902	0 40%	3,227		0 00054	-5 8551	NO
A 2 11 2 2 1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	4 18%	263	0 00%	13		0 05688	0 7353	YES
A 2 11 2 2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0 00%	18	0 00%	4		0 00000		YES
A 2.11 3 1 1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	2 82%	2,589	11 76%	17		0 04028	-2 2208	NO
A 2 11 3 1 2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0 70%	568	0 00%	165		0 00740	0 9523	YES
A 2.11 3 2 1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0 00%	16						
A 2 11.3 2 2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design	0 00%	6						
A 2 11 4 1 1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	1 19%	84	0 00%	3		0 06373	0 1868	YES
A 2.11 4 1 2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0 00%	197	0 00%	29		0 00000		YES
A 2 11 4 2 1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0 00%	3						
A 2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0 00%	47	0 00%	6		0 00000		YES
A 2 11 5 1 1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	3 39%	796	0 00%	1		0 18114	0 1873	YES
A 2 11 5 1 2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	1,320	0 00%	27		0 00000		YES
A 2 11 5 2 1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	4 23%	71						
A 2 11 5.2 2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	1 00%	100	0 00%	2		0 07106	0 1407	YES
A 2 11.6.1 1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2 27%	618	0 00%	3		0 08612	0 2631	YES
A 2 11 6 1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0 08%	1,300	0 00%	21		0 00610	0 1261	YES
A 2 11 6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	9						
A 2 11 6 2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0 00%	68	0 00%	2		0 00000		YES
		% Provisioning Troubles within 30 Days									
A 2 12 1 1 1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	9 54%	49,712	6 25%	3 695		0 00501	6 5696	YES
A 2 12 1 1 2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3 52%	635,853	3 87%	58,086		0 00080	-4 4180	NO
A 2 12 1.2 1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	12 50%	80	0 00%	5		0 15245	0 8199	YES
A 2 12 1 2 2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A 2 12 2 1 1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	10 32%	47,384	9 69%	413		0 01504	0 4235	YES
A 2 12 2 1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	7 08%	46,132	4 91%	3,155		0 00472	4 5830	YES
A 2 12 2.2 1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	20 44%	274	25 00%	4		0 20309	-0 2246	YES
A 2 12 2 2 2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0 00%	12	0 00%	2		0 00000		YES
A 2 12 3 1 1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	6 36%	2,390	9 52%	21		0 05349	-0 5915	YES
A 2 12.3 1 2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	3 18%	629	20 00%	5		0 07878	2 1351	NO
A 2 12 3.2 1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0 00%	8						
A 2 12 3 2 2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A 2 12 4 1 1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0 00%	74	0 00%	1		0 00000		YES
A 2 12 4 1 2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	3 95%	253	0 00%	12		0 05756	0 6866	YES
A 2 12 4 2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0 00%	4	0 00%	1		0 00000		YES
A 2 12 4 2 2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	2 00%	50	0 00%	6		0 06049	0 3307	YES

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A 2 12 5 1 1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	9 49%	653	0 00%	5		0 13160	0 7215	YES
A 2 12 5 1 2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	6 95%	1,626	25 00%	20		0 05721	-3 1551	NO
A 2 12 5 2 1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	23 91%	92						
A 2 12 5 2 2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	12 20%	82	0 00%	3		0 19235	0 6340	YES
A 2 12 6 1 1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	5 08%	748	0 00%	2		0 15548	0 3267	YES
A 2 12 6 1 2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1 56%	639	0 00%	18		0 02966	0 5276	YES
A 2 12 6 2 1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	3						
A 2 12 6.2 2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	3 03%	66	0 00%	15		0 04903	0 6180	YES
		Average Completion Notice Interval - Mechanized									
A.2.14 1 1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5 21	44,798	0 56	2,297	22 576	0 48297	9 6132	YES
A.2.14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1 00	678,982	0 84	54 851	4 969	0 02206	7 3020	YES
A 2 14 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	2 54	96	0 63	5	9 418	4 32007	0 4412	YES
A 2 14 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res	0 60	2			0 519			
A 2 14 2 1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2 99	40,214	1 03	243	17 918	1 15294	1 7010	YES
A 2 14 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2 60	47,388	0 87	2 824	18 198	0 35251	4 9091	YES
A 2 14 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	7 13	261	1 53	8	35 878	12 87779	0 4345	YES
A 2 14 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	13 36	16	0 93	3	36 366	22 87969	0 5431	YES
A 2.14 3 1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	161 53	2,480			588 164			
A 2 14 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	16 84	563			66 942			
A 2 14 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	11 05	16			30 535			
A 2 14.3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design	0 57	6			0 667			
A 2 14 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	68 20	77			127 259			
A 2 14 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	25 53	190	0 02	7	183 900	70 77664	0 3604	YES
A 2 14.4.2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	43 28	3			70 715			
A 2 14.4.2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	4 40	47	1 03	1	24 998	25 26264	0 1334	YES
A 2 14 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	13 31	786			42 757			
A 2 14 5 1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	3 20	1,311	0 70	1	18 077	18 08356	0 1381	YES
A 2 14.5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	8 78	70			22 826			
A 2 14 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	1 00	100			0 811			
A 2 14 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	113 41	577			241 687			
A 2 14 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	5 49	1,294	0 27	9	36 952	12 36006	0 4227	YES
A 2 14 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	14 55	7			26 902			
A 2 14 6 2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	13 53	67			55 830			
		Average Completion Notice Interval - Non-Mechanized									
A.2 15 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			15 75	157				Diagnostic
A 2 15.1.1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			8 21	1,138				Diagnostic
A 2 15 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15.1 2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15 2.1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			22 79	98				Diagnostic
A.2.15 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			12 19	381				Diagnostic
A 2 15.2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			12 06	5				Diagnostic
A 2 15 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18 53	1				Diagnostic
A.2.15.3 1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			117 38	17				Diagnostic
A 2 15.3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			2 38	165				Diagnostic
A 2 15 3 2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 3 2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			46 08	3				Diagnostic
A 2 15.4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			29 40	22				Diagnostic
A 2 15.4.2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 4 2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13 23	5				Diagnostic
A 2 15.5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			43 90	1				Diagnostic
A 2 15 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 25	26				Diagnostic
A 2 15 5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15.5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 00	2				Diagnostic
A 2 15 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			16 47	3				Diagnostic
A 2 15 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13 44	12				Diagnostic
A 2 15 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 6 2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 00	2				Diagnostic

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Total Service Order Cycle Time - Mechanized											
A.2 17 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3 92	1 531				Diagnostic
A.2 17 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 68	38,719				Diagnostic
A.2 17 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 18	5				Diagnostic
A.2 17 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 40	103				Diagnostic
A.2 17 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 09	1,153				Diagnostic
A.2 17 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 08	1				Diagnostic
A.2 17 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 4.2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 6 1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 6 2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time - Partially Mechanized											
A.2 18 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3 02	247				Diagnostic
A.2 18 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 18	11 926				Diagnostic
A.2 18 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 1.2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 90	43				Diagnostic
A.2 18 2.1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 16	1,060				Diagnostic
A.2 18 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 80	2				Diagnostic
A.2 18 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			9 06	1				Diagnostic
A.2 18 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 3 1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18.3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 4.2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 5.1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 5.2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 6.1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 6 1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 6.2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 6 2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time - Non-Mechanized											
A.2 19 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3 76	81				Diagnostic
A.2 19 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 70	242				Diagnostic
A.2.19 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 19.2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 44	34				Diagnostic
A.2 19 2 1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 12	161				Diagnostic
A.2 19 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			20 34	1				Diagnostic

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A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.96	9				
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.85	10				
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			5.22	1				
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.70	12				
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.30	3				
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			4.73	1				
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.40	21				
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.72	2				
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.37	2				
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.42	7				
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.27	1				
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.86	1,364				
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.77	29,839				
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.98	4				
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.40	102				
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	1,095				
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.08	1				
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.02	231				
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.15	10,646				
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.44	38				
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.14	902				
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.80	2				
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.06	1				
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	70				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.80	193				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.64	29				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.22	136				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			20.34	1				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.97	7				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.61	7				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			5.22	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.93	10				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.31	2				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			4.73	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.40	21				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.72	2				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.37	2				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.42	7				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.27	1				Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			8.55%	2,211				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			17.79%	54,006				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			12.94%	255				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			15.84%	2,822				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			43.75%	16				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			7.69%	13				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			6.67%	30				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	27				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			23.81%	21				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			96.55%	145				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			94.29%	140				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			88.24%	17				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			95.76%	165				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97.93%	145				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			77.78%	9				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			97.56%	41				YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			91.43%	35				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			94.78%	134				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			90.00%	20				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	7.25%	73,306	4.22%	2,912		0.00490	6.1765	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.90%	46,536	2.57%	1,596		0.00241	-6.9046	NO
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	6.89%	14,805	7.00%	514		0.01136	-0.1006	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	2.31%	10,639	2.19%	319		0.00854	0.1380	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	1.65%	1,816	0.00%	20		0.02866	0.5764	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.63%	2,075	0.00%	24		0.01620	0.3868	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	23.10%	368	0.00%	14		0.11476	2.0127	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	4.84%	289	0.00%	5		0.09684	0.5002	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	13.24%	1,299	0.00%	3		0.19591	0.6759	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	4.83%	1,036	0.00%	1		0.21442	0.2251	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.51%	279	0.00%	4		0.07876	0.3186	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.88%	454	0.00%	1		0.09355	0.0942	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.71%	4,289,257	1.85%	157,650		0.00034	-4.1184	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.08%	4,289,257	1.01%	157,650		0.00027	2.7170	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.26%	1,177,933	1.18%	43,656		0.00055	1.4545	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.90%	1,177,933	0.73%	43,656		0.00046	3.7236	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	1.27%	143,222	0.64%	3,129		0.00203	3.0900	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	1.45%	143,222	0.77%	3,129		0.00218	3.1344	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.19%	190,690	0.27%	5,091		0.00062	-1.3146	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.15%	190,690	0.10%	5,091		0.00055	0.9649	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.56%	233,045	0.30%	987		0.00238	1.0643	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.44%	233,045	0.10%	987		0.00213	1.6139	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	406,102	0.09%	4,344		0.00040	-0.5848	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	406,102	0.02%	4,344		0.00051	1.7406	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	16.22	73,306	13.99	2,912	20.780	0.39266	5.6881	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.16	46,536	5.15	1,596	13.457	0.34256	0.0271	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	12.48	14,805	12.57	514	20.006	0.89760	-0.1095	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.89	10,639	2.94	319	11.148	0.63347	1.4954	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	5.29	1,816	6.09	20	12.239	2.75167	-0.2878	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.22	2,075	1.78	24	4.002	0.82169	0.5327	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	14.38	368	8.60	14	24.688	6.72257	0.8601	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	3.96	289	6.50	5	7.158	3.22883	-0.7890	Y
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	14.69	1,299	3.00	3	18.888	10.91766	1.0708	
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.99	1,036	1.00	1	9.080	9.08473	0.3288	
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	5.74	279	3.28	4	6.392	3.21908	0.7635	YI
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	3.09	454	7.47	1	5.627	5.63366	-0.7782	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.49%	73,306	11.54%	2,912		0.00684	5.7762	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.46%	46,536	10.59%	1,596		0.00895	4.3213	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.16%	14,805	10.31%	514		0.01517	1.8768	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.77%	10,639	9.09%	319		0.01958	2.3898	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	20.70%	1,816	5.00%	20		0.09110	1.7239	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	17.16%	2,075	4.17%	24		0.07740	1.6783	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	13.32%	368	7.14%	14		0.09251	0.6672	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	10.38%	289	40.00%	5		0.13758	-2.1529	NO
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	12.47%	1,299	0.00%	3		0.19097	0.6530	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	11.39%	1,036	0.00%	1		0.31784	0.3584	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	15.05%	279	25.00%	4		0.18008	-0.5523	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	9.03%	454	0.00%	1		0.28694	0.3147	YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)		Res	11.41%	47,449	8.38%	2,101		0.00709	4.2819	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)		Res	3.09%	11,261	2.19%	594		0.00729	1.2378	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)		Bus	7.59%	9,180	10.27%	370		0.01405	-1.9065	NO
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)		Bus	1.77%	3,957	1.32%	151		0.01093	0.4067	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)		Design	1.65%	1,816	0.00%	20		0.02866	0.5764	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)		Design	0.63%	2,075	0.00%	24		0.01620	0.3868	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)		PBX	11.26%	302	0.00%	12		0.09304	1.2100	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)		PBX	1.70%	235	0.00%	5		0.05846	0.2912	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)		Centrex	15.21%	894	0.00%	3		0.20770	0.7324	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)		Centrex	4.09%	367	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)		ISDN	2.17%	277	0.00%	4		0.07331	0.2955	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)		ISDN	0.88%	454	0.00%	1		0.09355	0.0942	YES
	Resale - Billing											
	Invoice Accuracy											
A.4.1	B-1	FL(%)		BST - State	94.50%	$534,970.962	99.88%	$11,034.464		0.00007	-776.8057	YES
	Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)		BST - Region	3.86	1	3.27	1,837				YES

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Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 1 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 1 1 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B 1 1 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			14 34%	26,025				Diagnostic
B 1 1 4	O-7	Combo Other/FL(%)	Diagnostic			50 00%	2				Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			23 69%	629				Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			17 50%	80				Diagnostic
B 1 1 7	O-7	Line Sharing/FL(%)	Diagnostic			30 84%	334				Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			16 36%	880				Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			10 96%	903				Diagnostic
B 1 1 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.1 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1 1 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			64 10%	39				Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			91 67%	144				Diagnostic
B 1 1 14	O-7	Other Design/FL(%)	Diagnostic			23 46%	324				Diagnostic
B 1 1 15	O-7	Other Non-Design/FL(%)	Diagnostic			45 95%	13,517				Diagnostic
B 1 1 16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1 1 17	O-13	LNP Standalone/FL(%)	Diagnostic			7 64%	4 083				Diagnostic

% Rejected Service Requests - Partially Mechanized

B 1 2 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1 2 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1 2 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			17 06%	12,176				Diagnostic
B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic			0 00%	1				Diagnostic
B.1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			3 33%	90				Diagnostic
B.1 2 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			10 45%	287				Diagnostic
B 1 2 7	O-7	Line Sharing/FL(%)	Diagnostic			38 03%	305				Diagnostic
B.1 2 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			24 63%	337				Diagnostic
B 1 2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			15 76%	1,250				Diagnostic
B 1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B 1 2 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 1 2 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			33 81%	698				Diagnostic
B 1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			25 60%	2,176				Diagnostic
B.1.2 14	O-7	Other Design/FL(%)	Diagnostic			50 95%	263				Diagnostic
B 1.2 15	O-7	Other Non-Design/FL(%)	Diagnostic			33 51%	8,843				Diagnostic
B 1 2 16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1 2 17	O-13	LNP Standalone/FL(%)	Diagnostic			33 78%	2,232				Diagnostic

% Rejected Service Requests - Non-Mechanized

B 1.3 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 1 3 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			48 57%	105				Diagnostic
B.1 3 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			38 29%	1,520				Diagnostic
B 1 3 4	O-7	Combo Other/FL(%)	Diagnostic			66 67%	9				Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			25 84%	267				Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13 57%	398				Diagnostic
B 1 3 7	O-7	Line Sharing/FL(%)	Diagnostic			22 94%	109				Diagnostic
B 1.3 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			37 06%	170				Diagnostic
B 1.3 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			33 78%	1 051				Diagnostic
B 1 3 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			28 57%	7				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			30 00%	10				Diagnostic
B 1 3 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			43 14%	51				Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			41 46%	164				Diagnostic
B 1 3 14	O-7	Other Design/FL(%)	Diagnostic			29 17%	809				Diagnostic
B 1 3 15	O-7	Other Non-Design/FL(%)	Diagnostic			38 42%	1 796				Diagnostic
B 1 3 16	O-7	INP Standalone/FL(%)	Diagnostic			46 67%	60				Diagnostic
B 1 3 17	O-13	LNP Standalone/FL(%)	Diagnostic			32 33%	999				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Reject Interval - Mechanized										
B141	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B142	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B143	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			92 91%	3,740				NO
B144	O-8	Combo Other/FL(%)	>= 97% w in 1 hr			0 00%	1				NO
B145	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			96 64%	149				NO
B146	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			50 00%	14				NO
B147	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			73 15%	108				NO
B148	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			78 08%	146				NO
B149	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			78 64%	103				NO
B1410	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr								
B1411	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr								
B1412	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			96 00%	25				NO
B1413	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			96 21%	132				NO
B1414	O-8	Other Design/FL(%)	>= 97% w in 1 hr			67 95%	78				NO
B1415	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			77 60%	6,318				NO
B1416	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr								
B1417	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98 40%	312				YES
	Reject Interval - Partially Mechanized - 10 hours										
B1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.172	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B173	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			92 13%	2,174				YES
B174	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs								
B17.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			28 57%	7				NO
B176	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			78 13%	32				NO
B177	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			78 57%	126				NO
B178	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			85 39%	89				YES
B179	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			71 50%	207				NO
B1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B1711	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B1712	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			87 87%	239				YES
B1713	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			84 81%	566				NO
B1714	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			91 37%	139				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			87 35%	3,092				YES
B1716	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			93 97%	763				YES
	Reject Interval - Non-Mechanized										
B181	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B182	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100 00%	51				YES
B183	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			99 15%	585				YES
B184	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs			100 00%	6				YES
B185	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			98 57%	70				YES
B186	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100 00%	54				YES
B187	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100 00%	25				YES
B188	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100 00%	64				YES
B189	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			100 00%	356				YES
B1810	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs			100 00%	2				YES
B1811	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100 00%	4				YES
B1812	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			100 00%	22				YES
B1813	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			100 00%	72				YES
B1814	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			100 00%	236				YES
B1815	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99 43%	700				YES
B1816	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100 00%	29				YES
B1817	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			97 24%	326				YES
	FOC Timeliness - Mechanized										
B191	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs								
B192	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 9 3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99 49%	21 719				YES
B 1 9 4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs			100 00%	2				YES
B 1 9 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			97 89%	473				YES
B 1 9 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			97 01%	67				YES
B 1 9 7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			98 74%	239				YES
B 1 9 8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99 58%	719				YES
B 1 9 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99 13%	803				YES
B 1 9 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs								
B 1 9 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs								
B 1 9 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			90 91%	11				NO
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100 00%	7				YES
B 1 9 14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			98 39%	249				YES
B 1 9 15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			94 55%	7,340				NO
B 1 9 16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B 1 9 17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			98 71%	3 716				YES
		FOC Timeliness - Partially Mechanized - 10 hours									
B 1 12 1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B 1.12 2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B 1 12 3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			91 13%	9,767				YES
B 1 12 4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs			100 00%	1				YES
B 1 12 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			85 94%	64				YES
B 1 12 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			96 43%	252				YES
B.1.12 7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			98 62%	217				YES
B 1 12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			91 40%	279				YES
B 1 12 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			92 24%	1,070				YES
B 1 12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B 1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B 1 12 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			93 16%	453				YES
B 1.12 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			96 03%	1,563				YES
B 1 12 14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			85 71%	140				YES
B 1 12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			84 77%	4,471				NO
B 1 12 16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B 1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			94 87%	1,364				YES
		FOC Timeliness - Non-Mechanized									
B 1 13 1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B 1.13 2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			100 00%	39				YES
B 1 13 3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98 18%	825				YES
B 1 13 4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs			100 00%	2				YES
B 1 13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			100 00%	189				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99 38%	322				YES
B 1 13 7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100 00%	80				YES
B.1.13 8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100 00%	91				YES
B 1 13 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99 68%	632				YES
B 1 13 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100 00%	4				YES
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	5				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100 00%	20				YES
B 1 13 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	88				YES
B 1.13 14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99 18%	485				YES
B.1.13 15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99 39%	977				YES
B.1 13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100 00%	21				YES
B 1 13 17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99 45%	548				YES
B 1 14 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 14 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 14 2 1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B 1 14 3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			95 90%	7 346				YES
B 1 14 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			97 70%	18,679				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 14 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 14 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%			100 00%	2				YES
B 1 14 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			99 25%	400				YES
B 1 14 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			90 83%	229				NO
B 1 14 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100 00%	9				YES
B.1.14 6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			98 59%	71				YES
B 1 14 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100 00%	249				YES
B 1 14 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			89 41%	85				NO
B 1 14 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95 31%	405				YES
B 1 14 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			97 26%	475				YES
B 1 14 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B 1 14 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			98 23%	903				YES
B 1 14 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 14 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 14 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 14 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1 14 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			88 46%	26				NO
B 1 14 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100 00%	13				YES
B 1 14 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B 1 14 13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			96 53%	144				YES
B 1 14.14 1	O-11	Other Design/EDI/FL(%)	>= 95%			96 12%	129				YES
B 1 14 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			96 41%	195				YES
B 1 14.15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			96 57%	12,054				YES
B 1 14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			86 74%	1,463				NO
B 1.14 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1.14 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1.14 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98 47%	3,783				YES
B 1 14 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99 00%	300				YES
		FOC & Reject Response Completeness - Partially Mechanized									
B 1 15 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1.15 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1 15 2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1 15.3 1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94 45%	2,197				NO
B 1 15 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96 45%	9,979				YES
B 1 15 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1.15 4.2	O-11	Combo Other/TAG/FL(%)	>= 95%			100 00%	1				YES
B.1 15 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			75 00%	40				NO
B 1 15 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			66 00%	50				NO
B 1 15 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100 00%	32				YES
B 1 15 6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99 61%	255				YES
B 1 15 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			99 34%	152				YES
B.1.15.7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			99 35%	153				YES
B 1 15.8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			100 00%	249				YES
B 1 15 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98 86%	88				YES
B.1 15.9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B 1 15 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			98 72%	1,250				YES
B 1 15 10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 15 10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15 11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 15 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1 15 12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100 00%	423				YES
B 1 15 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100 00%	275				YES
B 1 15 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100 00%	1				YES
B 1 15.13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99 91%	2 175				YES
B 1 15 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			100 00%	82				YES
B 1 15 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			99 45%	181				YES
B 1 15.15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			95 73%	8,485				YES
B 1 15 15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96 09%	358				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 15 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 15 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 15 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			93 78%	1,719				NO
B 1 15 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100 00%	513				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B 1 16 1	O-11	Switch Ports/FL(%)	>= 95%								
B 1 16 2	O-11	Local Interoffice Transport/FL(%)	>= 95%			91 43%	105				NO
B 1 16 3	O-11	Loop + Port Combinations/FL(%)	>= 95%			94 54%	1,520				NO
B 1 16 4	O-11	Combo Other/FL(%)	>= 95%			100 00%	9				YES
B.1.16 5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99 25%	267				YES
B 1 16 6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			98 74%	398				YES
B 1 16 7	O-11	Line Sharing/FL(%)	>= 95%			100 00%	109				YES
B 1 16 8	O-11	2W Analog Loop Design/FL(%)	>= 95%			97 65%	170				YES
B 1 16 9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			95 81%	1 051				YES
B 1 16 10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			85 71%	7				NO
B 1 16 11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			80 00%	10				NO
B.1 16 12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			98 04%	51				YES
B.1.16 13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			95 73%	164				YES
B.1.16 14	O-11	Other Design/FL(%)	>= 95%			96 54%	809				YES
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			95 49%	1,796				YES
B 1 16.16	O-11	INP Standalone/FL(%)	>= 95%			85 00%	60				NO
B 1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			96 10%	999				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B 1 17 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 17 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 17 2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 17 2 2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1 17 3 1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99 84%	7,045				YES
B.1 17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99 07%	18,249				YES
B 1.17 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.17 4.2	O-11	Combo Other/TAG/FL(%)	>= 95%			50 00%	2				NO
B.1 17 5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			98 74%	397				YES
B 1 17 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			94 71%	208				NO
B.1 17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			88 89%	9				NO
B.1 17.6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			92 86%	70				NO
B.1 17 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			93 57%	249				NO
B 1 17 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			96 05%	76				YES
B 1.17 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96 63%	386				YES
B 1.17 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99 13%	462				YES
B 1 17 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B 1 17 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			98 20%	887				YES
B 1 17 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 17 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 17 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100 00%	23				YES
B 1.17 12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			92 31%	13				NO
B 1 17 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B 1 17 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99 28%	139				YES
B 1 17 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			96 77%	124				YES
B 1 17 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			95 21%	188				YES
B 1 17 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			93 14%	11,640				NO
B 1.17 15 2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			97 24%	1,269				YES
B 1 17 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 17 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 17 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			66 60%	3,725				NO
B 1 17 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			69 70%	297				NO
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			97.06%	2,075				YES
B1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			93.79%	9,625				NO
B1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%			100.00%	1				YES
B1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	30				YES
B1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			93.94%	33				NO
B1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	32				YES
B1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			95.28%	254				YES
B1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			96.69%	151				YES
B1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			84.21%	152				NO
B1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			93.57%	249				NO
B1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.40%	87				YES
B1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			94.08%	1,234				NO
B1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			60.52%	423				NO
B1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			73.09%	275				NO
B1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			0.00%	1				NO
B1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			69.90%	2,173				NO
B1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			95.12%	82				YES
B1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			91.11%	180				NO
B1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			98.97%	8,123				YES
B1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.06%	344				YES
B1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			80.33%	1,612				NO
B1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			84.99%	513				NO
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			96.88%	96				YES
B1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			90.12%	1,437				NO
B1.19.4	O-11	Combo Other/FL(%)	>= 95%			88.89%	9				NO
B1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98.11%	265				YES
B1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			93.89%	393				NO
B1.19.7	O-11	Line Sharing/FL(%)	>= 95%			94.50%	109				NO
B1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			92.77%	166				NO
B1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.75%	1,007				NO
B1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	6				YES
B1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	8				YES
B1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			90.00%	50				NO
B1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			87.90%	157				NO
B1.19.14	O-11	Other Design/FL(%)	>= 95%			94.24%	781				NO
B1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.98%	1,715				YES
B1.19.16	O-11	INP Standalone/FL(%)	>= 95%			96.08%	51				YES
B1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			94.38%	960				NO
B2.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.71	75,771			6.796			
B2.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.91	647,694			1.949			
				8.28	310			9.127			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	3.69	17			3.593			
B2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	16.34	2,497	13.00	13	13.936	3.87520	0.8617	YES
B2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3								
B2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.72	76,533	3.23	982	6.819	0.21900	2.2619	YES
B2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.91	650,322	0.64	18,634	1.966	0.01460	18.5916	YES
B2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	384,002	0.33	11,960	0.000	0.00000		YES
B2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.75	266,320	1.19	6,674	2.873	0.03561	15.5997	YES
B2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.00	378	5.17	6	12.121	4.98761	0.7677	YES
B2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	3.31	218	3.00	1	5.216	5.22799	0.0602	YES
B2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	68			0.000			
B2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	4.67	150	3.00	1	5.808	5.82683	0.2860	YES
B2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	4.35	79,626	11.48	66	8.539	1.05146	-6.7894	NO
B2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	4.35	79,626			8.539			
B2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	9.71	400			12.473			
B2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	9.71	400			12.473			
B2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	12.75	312	9.81	182	9.836	0.91741	3.2037	YES
B2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.15	304			4.464			
B2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI								
B2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	3.00	1			0.000			
B2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	3.89	6,656	4.26	68	3.087	0.37625	-1.0081	YES
B2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.59	4,540	3.96	180	1.163	0.08836	-4.2606	NO
B2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	5.43	7	5.00	1	2.070	2.21313	0.1936	YES
B2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	10.00	3			1.732			
B2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	4.00	1			0.000			
B2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.72	76,533	5.27	159	6.819	0.54135	-2.8557	NO
B2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.72	76,533			6.819			
B2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.00	378	7.67	3	12.121	7.02593	0.1891	YES
B2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.00	378			12.121			
B2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.71	75,771	3.81	780	6.796	0.24459	-0.4310	YES
B2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.74	264,534	3.81	36	2.851	0.47518	-4.3424	NO
B2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.28	310	8.18	17	9.127	2.27358	0.0449	YES
B2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.08	12			3.397			
B2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.72	76,533	8.00	1	6.819	6.81916	-0.6270	YES
B2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.72	76,533			6.819			
B2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.00	378			12.121			
B2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.00	378			12.121			
B2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.71	75,771	5.50	2	6.796	4.80562	-0.3730	YES
B2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.74	264,534			2.851			
B2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.28	310			9.127			
B2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.08	12			3.397			
B2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.72	76,533	5.69	156	6.819	0.54652	-3.6006	NO
B2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.72	76,533			6.819			
B2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.00	378	6.50	4	12.121	6.09262	0.4096	YES
B2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.00	378			12.121			
B2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.71	75,771	5.16	477	6.796	0.31215	-4.6603	NO
B2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.74	264,534	5.26	213	2.851	0.19542	-17.9926	NO
B2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.28	310	6.92	25	9.127	1.89764	0.7159	YES
B2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.08	12	6.82	11	3.397	1.41788	-1.2235	YES
B2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	19.73	3,093	32.00	1	21.916	21.91974	-0.5599	YES
B2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	9.36	703			11.758			
B2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	21.95	22			12.323			
B2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	6.91	11			6.379			
B2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.72	76,533	6.63	34	6.819	1.16973	-2.4817	NO
B2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.91	650,322	3.00	1	1.966	1.96554	-1.0624	YES

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B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.00	378			12.121			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	3.31	218			5.216			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.71	75,771			6.796			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.91	647,694	0.33	1	1.949	1.94910	0.2952	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.28	310			9.127			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	3.69	17			3.593			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.71	75,771	0.33	5	6.796	3.03940	1.1101	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.91	647,694	0.76	3,859	1.949	0.03147	4.7716	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.28	310			9.127			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	3.69	17	0.44	6	3.593	1.70614	1.9001	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.88	7,539	7.07	377	5.362	0.28300	-7.7411	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.83	5,507			2.978			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.50	4			0.577			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.00	3			1.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	23.02	323	6.35	251	24.533	2.06432	8.0767	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.13	871			5.402			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	27.63	8	6.00	1	19.471	20.65225	1.0471	YES
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.87	66			5.091			
		Order Completion Interval within X days									
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.49	214				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	8.30	273			8.360			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	10.84	19			9.547			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	48.00	1	0.00	0	0.000			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	9.40	5	0.00	0	7.635			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	8.28	278	3.75	4	8.345	4.20225	1.0790	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	10.84	19	2.67	3	9.547	5.93102	1.3784	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	1.00	1	0.00	0	0.000			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	8.33	280	0.00	0	8.334			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	16.13	30	0.00	0	18.186			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	1.00	1			0.000			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	8.00	1			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	14.08	49	0.00	0	17.233			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B23711	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	14 08	49	14 00	1	17 233	17 40845	0 00417	YES
B23712	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23713	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	0 00	0	1 00	1				NO
B23721	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23722	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23723	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23811	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	8 28	278	2 00	1	8 345	8 35968	0 7517	YES
B23812	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23813	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	10 84	19	0 00	0	9 547			YES
B23821	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1 00	1	0 00	0	0 000			YES
B23822	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23823	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23911	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8 30	273	3 25	4	8 360	4 21044	1 1995	YES
B23912	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23913	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	10 84	19	0 00	0	9 547			YES
B23921	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23922	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23923	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23.10 1 1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8 28	278	0 00	0	8 345			YES
B23.10 1 2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23.10 1 3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	10 84	19	0 00	0	9 547			YES
B23.10 2 1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1 00	1			0 000			
B23.10 2 2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0						
B23.10 2 3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0 00	0						
B23.11 1 1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8 30	273	0 00	0	8 360			YES
B23.11 1 2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23.11 1 3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	10 84	19	0 00	0	9 547			YES
B23.11.2 1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	0 00	0						
B23.11 2 2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0						
B23.11 2 3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0 00	0						
B23.12 1 1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8 28	278	0 00	0	8 345			YES
B23.12 1 2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23.12 1 3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	10 84	19	0 00	0	9 547			YES
B23.12 2 1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1 00	1	0 00	0	0 000			YES
B23.12 2 2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23.12 2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23.13 1 1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8 30	273	6 00	2	8 360	5 93293	0 3877	YES
B23.13 1 2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23.13 1 3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	10 84	19	0 00	0	9 547			YES
B23.13 2 1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23.13 2 2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B23.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0 00	0	0 00	0				YES
B.2.3 14.1 1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	15 00	2	0 00	0	1 414			YES
B.2.3 14 1 2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0 00	0	0 00	0				YES
B23 14 1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	25 27	11	0 00	0	25 495			YES
B23 14 2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0 00	0						
B23 14 2 2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0 00	0						
B2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	8 00	1			0 000			
B.2 3 15.1 1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	8 28	278	0 00	0	8 345			YES
B23 15 1 2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0 00	0	0 00	0				YES
B2.3.15 1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	10 84	19	0 00	0	9 547			YES
B2.3.15 2 1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	1 00	1			0 000			
B23 15 2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0 00	0						
B2.3 15 2 3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0 00	0						
B2.3 16 1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8 30	273	0 00	0	8 360			YES
B23 16 1 2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0 00	0	0 00	0				YES
B23 16 1 3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	10 84	19	0 00	0	9 547			YES
B23 16 2 1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0 00	0						
B2.3 16.2 2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0 00	0						

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B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.30	273	0.00	0	8.360			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	10.84	19	0.00	0	9.547			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	14.12	51	0.00	0	16.887			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.70%	814,904						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	41.24%	2,483						
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.71%	818,682	0.23%	24,253		0.00055	8.8188	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	7.18%	90,400	100.00%	1		0.25824	-3.5942	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	14.61%	13,719						
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	7.24%	815	44.53%	128		0.02464	-15.1361	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	14.61%	13,719	0.00%	4		0.17662	0.8271	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.71%	818,682	15.67%	217		0.00570	-26.2641	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.32%	431,678	7.29%	1,235		0.00326	-18.3098	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.71%	818,682						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.32%	431,678						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.71%	818,682	7.53%	425		0.00407	-16.7564	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.32%	431,678	6.18%	1,121		0.00342	-14.1342	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	17.79%	3,991						
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.71%	818,682						
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.70%	814,904	0.00%	1		0.08346	0.0840	YES
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.70%	814,904	0.00%	3,477		0.00142	4.9454	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	14.48%	15,533	44.53%	128		0.03123	-9.6227	NO
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	8.89%	1,305	67.96%	181		0.02257	-26.1680	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	19				
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			1.46%	1,237				
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			53.66%	82				
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			6.94%	288				
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			19.23%	52				
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.65%	306				
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			13.89%	36				
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			6.49%	262				
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1				
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			25.00%	4				
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			22.22%	9				
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			3.77%	53				
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			0.00%	1				
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			1.75%	57				
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	414				
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			8.44%	320				

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B 2 6 19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			44 06%	202				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B 2 8 1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B 2 8 2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B 2 8 3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			122 15	41				YES
B 2 8 4	P-2	Combo Other/FL(hours)	>= 48 hrs			121 33	1				YES
B 2 8 5	P-2	xDSL (ADSL HDSL and UCL)/FL(hours)	>= 48 hrs								
B 2 8 6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			302 39	57				YES
B 2 8 7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B 2 8 8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			197 39	32				YES
B 2 8 9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			126 29	76				YES
B 2 8 10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B 2 8 11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B 2 8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			154 66	32				
B 2 8 13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			136 36	69				YE
B 2 8 14	P-2	Other Design/FL(hours)	>= 48 hrs								
B 2 8 15	P-2	Other Non-Design/FL(hours)	>= 48 hrs								
B.2 8 16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B 2 8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			302 39	57				YES
B 2 8 19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			226 78	122				YES
B 2 9 1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9 2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B 2 9 3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			88 45	17				Diagnostic
B 2 9 4	P-2	Combo Other/FL(hours)	Diagnostic			342 29	42				Diagnostic
B 2 9 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			153 53	18				Diagnostic
B 2.9 6	P-2	UNE ISDN/FL(hours)	Diagnostic			170 02	8				Diagnostic
B 2 9 7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B 2 9 8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			114 38	5				Diagnostic
B 2 9 9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			131 01	17				Diagnostic
B.2.9 10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B 2.9 11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic			146 33	1				Diagnostic
B 2 9 12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			109 05	2				Diagnostic
B 2 9 13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			131 28	2				Diagnostic
B 2 9 14	P-2	Other Design/FL(hours)	Diagnostic								Diagnostic
B 2 9 15	P-2	Other Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2 9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9 17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B 2 9 18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			146 20	23				Diagnostic
B.2 9 19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			212 47	84				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B 2.10 1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2 10 2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B 2 10 3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			85 37%	41				NO
B 2.10 4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100 00%	1				YES
B 2 10 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs								
B 2 10 6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			96 49%	57				YES
B 2.10 7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B 2 10 8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			100 00%	32				YES
B 2.10 9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			94 74%	76				NO
B 2.10 10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B 2 10 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B 2 10 12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			96 88%	32				YES
B 2 10 13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			95 65%	69				YES
B.2 10 14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B 2 10 15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs								
B 2 10 16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								

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B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			96.49%	57				YES
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	122				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			76.47%	17				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	42				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			83.33%	18				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			100.00%	8				Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			76.47%	17				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			86.96%	23				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	84				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.73%	6,274				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			1.09%	920				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	21				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.33%	303				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	392				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			98.59%	920				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			95.24%	21				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			99.67%	303				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	392				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.33%	920				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			4.76%	21				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	303				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	392				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			308.75	34				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.67%	957				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			1.44%	3,130				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.51%	2,565				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.26%	85,789						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.15%	729,649						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.88%	361						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	20						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.96%	2,497	0.00%	20		0.02190	0.4388	YES

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B 2 18 2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B 2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B 2 18 2.2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3 26%	86,612	3 63%	1,379		0 00482	-0 7603	YES
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0 15%	732,311	0 20%	24,127		0 00026	-1 7321	NO
B 2 18 3 1 3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0 00%	384,314	0 00%	12,061		0 00000		YES
B 2 18 3 1 4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0 33%	347,997	0 40%	12,066		0 00053	-1 3814	YES
B 2 18 3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	3 92%	434	0 00%	9		0 06533	0 5995	YES
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0 43%	230	0 00%	2		0 04673	0 0931	YES
B 2 18 3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0 00%	69						
B 2 18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0 62%	161	0 00%	2		0 05590	0 1111	YES
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3 24%	89,876	2 30%	87		0 01900	0 4966	YES
B 2 18 4 1 4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3 24%	89,876						
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	3 70%	460						
B 2 18 4 2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3 70%	460						
B 2 18 5 1 1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3 27%	9,001	1 65%	303		0 01038	1 5567	YES
B 2 18 5.1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 02%	4,989						
B 2 18 5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	14 29%	7						
B 2 18.5 2 2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B 2 18 6 1 1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3 51%	370	3 41%	205		0 01603	0 0617	YES
B 2 18 6 1 2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0 22%	457						
B 2 18 6 2 1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B 2 18 6 2 2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B 2 18 7 1 1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3 27%	9,001	2 17%	92		0 01863	0 5865	YES
B 2 18 7 1 2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 02%	4,989	0 00%	216		0 00098	0 2037	YES
B.2.18 7.2 1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	14 29%	7	0 00%	1		0 37409	0 3819	YES
B 2 18 7 2 2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 26%	86,612	1 98%	253		0 01118	1 1476	YES
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 26%	86,612						
B.2 18 8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3 92%	434	0 00%	7		0 07391	0 5299	YES
B 2 18 8.2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 92%	434						
B 2 18 9 1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 26%	85 789	2 32%	1,424		0 00475	1 9913	YES
B 2 18 9 1 4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 33%	346,181	0 00%	42		0 00880	0 3708	YES
B 2 18 9 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 88%	361	0 00%	70		0 02521	1 5380	YES
B.2.18 9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	15						
B 2 18 10.1 1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 26%	86,612	0 00%	1		0 17757	0 1836	YES
B 2 18 10 1 2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 26%	86,612						
B 2 18 10 2 1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3 92%	434						
B 2 18 10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 92%	434						
B 2 18 11 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 26%	85,789	0 00%	3		0 10257	0 3181	YES
B 2 18 11 1 4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 33%	346,181	0 00%	1		0 05704	0 0572	YES
B 2 18 11 2 1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 88%	361						
B 2 18.11 2 4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	15						
B 2 18 12.1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 26%	86,612	0 00%	414		0 00875	3 7259	YES
B 2 18 12 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 26%	86,612						
B.2 18 12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3 92%	434	0 00%	6		0 07975	0 4912	YES
B 2 18 12.2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 92%	434						
B 2 18 13.1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 26%	85,789	0 39%	769		0 00644	4 4638	YES
B 2 18 13 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 33%	346,181	0 28%	357		0 00302	0 1533	YES
B 2 18 13 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 88%	361	0 00%	48		0 02966	1 3074	YES
B 2 18 13 2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	15	0 00%	18		0 00000		YES
B 2 18 14 1 1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	2 79%	3,264	0 00%	1		0 16465	0 1693	YES
B 2 18 14 1 2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0 55%	723						
B.2 18 14 2 1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0 00%	26						
B.2 18 14 2 2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0 00%	11						
B 2 18 15 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3 26%	86,612	1 92%	52		0 02463	0 5425	YES
B 2 18 15 1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0 15%	732,311	0 00%	1		0 03927	0 0393	YES
B 2 18 15 2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	3 92%	434						
B 2 18 15 2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0 43%	230						

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B 2 18 16 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3 26%	85 789						
B 2 18 16 1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 15%	729,649	0 00%	1		0 03932	0 0394	YES
B 2 18 16 2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3 88%	361						
B 2 18 16 2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	20						
B 2 18 17 1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3 26%	85,789	0 00%	5		0 07945	0 4106	YES
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 15%	729,649	0 03%	3,873		0 00063	2 0370	YES
B 2 18.17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3 88%	361						
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	20	0 00%	12		0 00000		YES
B 2 18 18 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	3 31%	9 899	2 27%	485		0 00832	1 2559	YES
B 2 18 18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 07%	5 936						
B 2 18 18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	14 29%	7						
B 2 18 18 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 00%	3						
B 2 18 19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 55%	363	3 12%	385		0 00542	-4 7382	NO
B 2 18 19 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0 11%	886						
B 2 18.19 2 1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 00%	9	0 00%	1		0 00000		YES
B 2 18.19 2 2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0 00%	68						
		% Provisioning Troubles within 30 Days									
B 2 19 1 1 1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	9 92%	97,096						
B 2 19 1 1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3 76%	681,985						
B 2 19.1 2 1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	18 64%	354						
B.2.19 1 2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	12						
B 2 19 2 1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	6 45%	2,650	6 90%	29		0 04587	-0 0967	YES
B 2 19 2 1 2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0 00%	2						
B 2 19 2 2 1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B 2 19 2 2 2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2 19.3 1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	9 92%	97,785	9 78%	1,002		0 00949	0 1489	YES
B.2.19 3 1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3 77%	684,335	3 65%	20,254		0 00136	0 8687	YES
B.2 19 3 1 3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3 96%	387,840	3 46%	11 002		0 00188	2 6225	YES
B 2.19.3 1 4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3 52%	296,495	3 87%	9,252		0 00194	-1 8117	NO
B 2 19 3.2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	19 43%	453	37 50%	8		0 14111	-1 2809	YES
B 2 19 3 2 2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	6 19	210	0 00%	1		0 24156	0 2563	YES
B 2 19 3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	8 51%	47	0 00%	1		0 28199	0 3018	YES
B 2 19 3.2 4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	5 52%	163						
B 2 19 4 1 1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	9 79%	100,961	14 14%	99		0 02989	-1 4550	YES
B 2 19.4 1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	9 79%	100,961						
B.2 19 4 2 1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	19 09%	461						
B 2 19 4 2 4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	19 09%	461						
B 2 19 5 1 1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3 84%	8 989	7 77%	283		0 01160	-3 3935	NO
B 2.19 5 1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	2 07%	5,498						
B.2.19 5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0 00%	17						
B 2 19 5 2 2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 00%	1						
B 2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	5 71%	385	9 09%	253		0 01879	-1 7975	NO
B 2 19 6 1 2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2 01%	349						
B.2.19 6.2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B 2 19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0 00%	1						
B 2 19.7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3 84%	8,989	27 27%	55		0 02598	-9 0190	NO
B.2.19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	2 07%	5,498	10 80%	213		0 00995	-8 7677	NO
B 2 19 7 2 1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0 00%	17						
B.2 19 7 2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 00%	1						
B 2 19 8 1 1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	9 92%	97,785	11 49%	409		0 01481	-1 0596	YES
B 2 19 8.1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9 92%	97,785						
B 2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	19 43%	453	25 00%	4		0 19869	-0 2805	YES
B.2.19.8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	19 43%	453						
B.2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9 92%	97,096	8 18%	1 027		0 00938	1 8596	YES
B 2 19 9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 51%	294,923	2 17%	46		0 02714	0 4930	YES
B 2 19 9 2 1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	18 64%	354	20 00%	20		0 08951	-0 1515	YES
B 2 19 9 2 4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	11	33 33%	3		0 00000		NO
B 2 19 10 1 1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	9 92%	97 785						
B 2 19 10 1 2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9 92%	97,785						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 19 10 2 1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	19 43%	453						
B 2 19 10 2 2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	19 43%	453						
B 2 19 11 1 1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9 92%	97 096						
B 2 19 11 1 4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 51%	294,923						
B 2 19 11 2 1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	18 64%	354						
B 2 19 11 2 4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	11						
B 2 19 12 1 1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	9 92%	97,785	8 21%	280		0 01789	0 9544	YES
B 2 19 12 1 2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9 92%	97,785						
B 2 19 12 2 1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	19 43%	453	0 00%	2		0 28037	0 6929	YES
B 2 19 12 2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	19 43%	453						
B 2 19 13.1 1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9 92%	97,096	5 35%	841		0 01035	4 4161	YES
B 2 19 13 1 4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 51%	294,923	4 42%	814		0 00646	-1 4092	YES
B 2 19 13 2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	18 64%	354	24 39%	41		0 06425	-0 8944	YES
B 2 19 13.2 4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	11	7 69%	26		0 00000		NO
B 2 19 14 1 1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	5 82%	3,176	0 00%	1		0 23425	0 2487	YES
B 2 19 14 1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	3 39%	797						
B 2 19 14 2 1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0 00%	8						
B 2 19 14 2 2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design								
B 2 19 15 1 1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	9 92%	97,785	15 79%	38		0 04851	-1 2097	YES
B 2 19 15.1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3 77%	684,335						
B.2 19 15.2 1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	19 43%	453						
B.2.19.15 2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	6 19%	210						
B.2 19.16 1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	9 92%	97,096	0 00%	1		0 29897	0 3319	YES
B 2 19 16 1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3 76%	681,985						
B 2 19 16 2 1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	18 64%	354						
B 2 19.16 2 2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	12						
B.2 19 17.1 1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	9 92%	97,096	0 00%	3		0 17261	0 5749	YES
B 2 19.17.1 2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3 76%	681,985	0 00%	3,325		0 00331	11 3716	YES
B 2 19 17 2 1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	18 64%	354						
B 2 19 17 2 2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	12	0 00%	4		0 00000		YES
B.2 19 18.1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	4 01%	9,951	8 24%	510		0 00891	-4 7441	NO
B 2 19 18 1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	2 19%	6,398						
B 2 19 18 2 1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0 00%	17						
B 2 19 18.2 2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 00%	2						
B 2 19 19.1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5 22%	460	12 33%	373		0 01549	-4 5920	NO
B 2 19 19 1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	1 22%	328						
B 2 19 19 2 1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 00%	3						
B 2 19 19 2 2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	3 08%	65						

Average Completion Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 21 1 1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4 16	85,012			20 535			
B 2 21.1.1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1 11	726,370			6 696			
B 2 21 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5 89	357			31 112			
B 2 21 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	11 94	18			34 408			
B 2 21.2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	66 68	2,403			229 148			
B 2 21.2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B 2 21 2.2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B 2 21 2.2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B 2 21 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	4 20	85,822	0 69	1 083	20 654	0 63156	5 5577	YES
B 2 21 3 1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1 11	729,016	0 84	23,093	6 752	0 04513	5 9247	YES
B 2 21 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1 25	381,511	0 82	11,409	7 911	0 07516	5 7486	YES
B 2 21.3.1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0 95	347,505	0 86	11,684	5 184	0 04876	1 8257	YES
B 2 21 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6 35	429	1 82	5	29 839	13 42183	0 3374	YES
B 2 21 3.2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3 13	227			18 770			
B 2 21 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	0 90	68			0 499			
B.2 21 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	4 08	159			22 378			
B 2 21 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	9 39	88,932	17 83	1	105 828	105 82852	-0 0798	YES
B 2 21 4 1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B 2 21 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6 90	453			30 269			
B 2 21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 21 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	11 27	8 958			33 815			
B 2 21 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1 39	4 981			11 614			
B 2 21 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	42 33	7			89 008			
B 2 21 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B 2 21 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	25 04	349	17 49	133	55 636	5 66950	1 3313	YES
B 2 21 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	2 35	451			12 622			
B 2 21 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B 2 21 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B 2 21 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	11 27	8,958	0 71	3	33 815	19 52613	0 5410	YES
B 2 21 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1 39	4,981	0 70	2	11 614	8 21421	0 0845	YES
B 2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	42 33	7			89 008			
B 2 21 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B 2 21 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4 20	85,822	8 81	213	21 302	1 46140	-3 1535	NO
B 2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4 20	85,822			20 654			
B 2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 35	429	7 09	6	29 839	12 26651	-0 0604	YES
B 2 21 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6 35	429			29 839			
B 2 21 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4 16	85,012	0 43	1,202	20 535	0 59647	6 2444	YES
B 2 21 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0 95	345,694	0 35	11	5 114	1 54185	0 3842	YES
B 2 21 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5 89	357	1 07	46	31 112	4 87377	0 9902	YES
B 2 21 9 2 4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16 23	13			40 068			
B 2 21 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4 20	85,822			20 654			
B 2 21 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4 20	85,822			20 654			
B 2 21.10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 35	429			29 839			
B 2 21 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6 35	429			29 839			
B 2 21 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4 16	85 012			20 535			
B 2 21 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0 95	345,694			5 114			
B 2 21 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5 89	357			31 112			
B 2 21 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16 23	13			40 068			
B 2 21 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4 20	85,822	8 36	404	38 862	1 93801	-2 1437	NO
B 2.21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4 20	85,822			20 654			
B 2.21 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 35	429	2 31	6	29 839	12 26651	0 3293	YES
B 2 21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6 35	429			29 839			
B 2 21 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4 16	85,012	0 69	720	20 535	0 76852	4 5100	YES
B 2.21 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0 95	345 694	0 54	336	5 114	0 27911	1 4559	YES
B 2.21 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5 89	357	0 51	46	31 112	4 87377	1 1039	YES
B 2 21.13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16 23	13	0 15	15	40 068	15 18311	1 0591	YES
B 2 21 14 1 1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	152 58	3,110			536 031			
B 2.21 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	26 88	712			120 089			
B 2 21.14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	16 81	24			36 460			
B 2 21 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	65 53	11			118 918			
B.2.21 15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	4 20	85,822			20 654			
B.2.21.15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1 11	729,016			6 752			
B 2 21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6 35	429			29 839			
B 2 21 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3 13	227			18 770			
B 2 21 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4 16	85,012			20 535			
B 2.21 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1 11	726,370	0 62	1	6 696	6 69636	0 0730	YES
B 2.21 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5 89	357			31 112			
B 2.21 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	11 94	18			34 408			
B 2.21 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4 16	85,012	0 02	2	20 535	14 52042	0 2853	YES
B 2 21 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1 11	726,370	0 71	3,462	6 696	0 11408	3 4514	YES
B 2 21 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5 89	357			31 112			
B 2 21 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	11 94	18	0 59	4	34 408	19 01993	0 6968	YES
B 2 21 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	15 57	9,803	17 49	133	62 692	5 47282	-0 3505	YES
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	2 12	5,920			18 609			
B 2 21 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	42 33	7			89 008			
B 2 21 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0 74	3			0 770			
B 2 21 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	222 08	333	29 73	170	431 278	40 65320	4 7315	YES
B 2 21 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	9 04	884			49 823			
B 2 21 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	14 55	7			26 902			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 21 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	13 53	67			55 830			
		Average Completion Notice Interval - Non-Mechanized									
B 2 22 1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 1 1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			37 13	20				
B 2 22 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			17 54	297				
B 2 22 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			8 70	947				
B 2 22 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			7 44	570				
B 2 22 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			10 61	377				
B 2 22 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			8 08	4				
B 2 22 3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10 70	2				
B 2 22 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic								
B 2 22 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			10 70	2				
B 2 22 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			31 75	83				
B 2 22 4 1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								
B 2 22 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								
B 2 22 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			21 37	301				
B 2 22 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			21 71	68				
B 2 22 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			3 71	89				
B 2 22 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0 90	214				
B 2 22 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic			0 02	1				
B 2 22 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27 89	35				
B 2 22 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			18 15	1				
B 2 22 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			14 23	213				
B 2 22 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			21 77	31				
B 2 22 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			4 28	21				
B 2 22 9 2 4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								
B 2 22 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20 88	1				
B 2 22 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			4 84	3				
B 2 22 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			0 02	1				
B 2 22 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								
B 2 22 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			29 12	9				
B 2 22 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								
B 2 22 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								
B 2 22 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			19 71	35				
B 2 22 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			12 31	15				
B 2 22 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			31 90	2				
B 2 22 13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			15 43	3				
B 2 22 14 1 1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			81 82	1				

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			22 11	52				Diagnostic
B 2 22 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 00	1				Diagnostic
B 2 22 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			7 11	3				Diagnostic
B 2 22 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			3 75	396				Diagnostic
B 2 22 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			2 49	8				Diagnostic
B 2 22 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			21 22	346				Diagnostic
B 2 22 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			52 39	209				Diagnostic
B 2 22 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15 22	1				Diagnostic
B 2 22 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B 2.24.1 1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2.1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 66	516				Diagnostic
B 2 24 3.1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 74	10 216				Diagnostic
B 2 24 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 89	3				Diagnostic
B 2 24.3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4.2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24.5 2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 6 1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10 28	3				Diagnostic
B.2 24 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7.1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24 7 1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 96	90				Diagnostic
B 2 24 8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 76	3				Diagnostic
B.2 24 8.2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3 90	69				Diagnostic
B 2.24 9 1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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B 2 24 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 11	2				
B 2 24 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 16.1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 16.1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2.24 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B.2 24 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B.2 24 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								
B.2 24 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 80	2 608				
B 2 24 17.2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 28	3				
B 2 24 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 24 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 30	98				
B 2 24 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 24 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								

Total Service Order Cycle Time - Partially Mechanized

B 2 25 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 25 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 25.1 2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B.2 25.2.1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								
B.2.25 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 25 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 16	216				
B 2 25 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 32	6 880				
B 2 25 3.2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 78	1				
B 2 25 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			24 89	1				
B.2 25 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								
B 2 25 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								
B 2 25 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 25 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11 67	109				Diagnostic
B 2 25 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7.2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 20	30				Diagnostic
B 2 25 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 07	512				Diagnostic
B 2 25 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 90	6				Diagnostic
B 2 25 9 2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 83	7				Diagnostic
B 2 25 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25.11 2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 31	139				Diagnostic
B 2.25 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 49	4				Diagnostic
B 2 25 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 74	414				Diagnostic
B.2 25 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 49	196				Diagnostic
B.2 25 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 68	22				Diagnostic
B 2 25 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 44	10				Diagnostic
B 2 25 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.15.1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25.16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 16.1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1 45	2				Diagnostic
B 2 25 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 90	756				Diagnostic
B 2 25 17 2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 17 2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 28	1				Diagnostic
B 2 25 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11 67	109				Diagnostic
B 2 25 18 1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25.18.2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 27	9				Diagnostic
B 2 25 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 26 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			13 28	10				Diagnostic
B 2 26 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 47	153				Diagnostic
B 2 26 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 91	299				Diagnostic
B 2 26 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3 00	1				Diagnostic
B 2 26 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 25	1				Diagnostic
B 2 26 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			11 81	53				Diagnostic
B 2 26 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			5 72	79				Diagnostic
B 2 26 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			8 30	58				Diagnostic
B 2 26 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6.2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.6.2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6 01	15				Diagnostic
B 2 26 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 18	23				Diagnostic
B 2 26.7.2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 10	19				Diagnostic
B 2 26 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8.2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26.9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 62	80				Diagnostic
B 2 26 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 46	5				Diagnostic
B 2 26 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 61	4				Diagnostic
B 2 26 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10.1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26 10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 03	2				Diagnostic
B 2 26 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11.2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 69	2				Diagnostic
B 2 26 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12.2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12.2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 13.1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 14	18				Diagnostic
B 2 26 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 24	10				Diagnostic
B 2 26 13.2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 43	2				Diagnostic
B 2 26 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 90	1				Diagnostic
B.2 26 14.1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 52	27				Diagnostic
B 2.26 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			3.51	2				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.91	353				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.55	4				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.76	133				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.13	111				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.26	1				Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.64	468				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.76	9,169				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.89	3				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.28	3				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.94	72				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.56	2				Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.90	69				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 28 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 11	2				Diagnostic
B 2 28 12 1 .	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 80	2,607				Diagnostic
B 2 28 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.28	3				Diagnostic
B 2 28 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6 95	92				Diagnostic
B 2 28 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B 2 29 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 1 2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2 2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 06	199				Diagnostic
B 2 29 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 32	5 786				Diagnostic
B 2 29 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 78	1				Diagnostic
B 2 29 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29.4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			24 89	1				Diagnostic
B 2 29 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12 03	83				Diagnostic
B 2 29 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 29 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 33	26				Diagnostic
B 2 29 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 08	509				Diagnostic
B 2 29 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 64	5				Diagnostic
B 2 29 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 83	7				Diagnostic
B 2 29 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 32	135				Diagnostic
B 2 29 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 41	2				Diagnostic
B 2 29 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 75	404				Diagnostic
B 2 29 13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 49	196				Diagnostic
B 2 29 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 34	20				Diagnostic
B 2 29 13.2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 44	10				Diagnostic
B 2 29 14 1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.14 2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16.1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29 17 1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1 45	2				Diagnostic
B.2 29 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 85	699				Diagnostic
B 2 29 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12 03	83				Diagnostic
B 2 29 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8 38	8				Diagnostic
B 2 29 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) Non M f									
B 2 30 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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B 2 30.2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			13 28	10				Diagnostic
B 2 30 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 58	136				Diagnostic
B 2 30 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 95	248				Diagnostic
B 2 30 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3 00	1				Diagnostic
B 2 30 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 25	1				Diagnostic
B 2 30 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			12 00	45				Diagnostic
B 2 30 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			5 73	69				Diagnostic
B 2 30 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			8 41	50				Diagnostic
B 2 30 6 1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6 01	15				Diagnostic
B 2 30 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 18	23				Diagnostic
B 2 30 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 16	18				Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8.2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 65	77				Diagnostic
B 2 30 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 46	5				Diagnostic
B 2 30 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 61	4				Diagnostic
B 2 30 9 2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30.10.1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 03	2				Diagnostic
B 2 30 11.1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11.2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 98	1				Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 14	18				Diagnostic
B 2 30 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 24	10				Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 43	2				Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 90	1				Diagnostic
B 2 30.14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 65	26				Diagnostic
B 2 30 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16.2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 30 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			3 51	2				Diagnostic
B 2 30 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 87	332				Diagnostic
B 2 30 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 60	3				Diagnostic
B 2 30 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6 79	115				Diagnostic
B 2 30 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 16	104				Diagnostic
B 2 30 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 26	1				Diagnostic
B 2 30 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B 2 31	P-13	LNP/FL(%)	>= 95% w in 15 min								
		% Completions w/o Notice or < 24 hours									
B 2 32 1 1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			13 33%	15				Diagnostic
B 2.32 2 2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 3 1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			13 58%	1,068				Diagnostic
B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			13 05%	18,698				Diagnostic
B 2 32 4 1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			8 70%	69				Diagnostic
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 5 1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			1 87%	214				Diagnostic
B 2 32 5 2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 6 1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			6 42%	187				Diagnostic
B 2 32 6 2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 7 1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			1 45%	69				Diagnostic
B 2 32 7 2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0 00%	173				Diagnostic
B 2 32 8 1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			8 88%	169				Diagnostic
B 2 32 8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			11 16%	851				Diagnostic
B 2 32 9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			2 50%	40				Diagnostic
B 2 32 10 1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2 32 10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	2				Diagnostic
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			10 00%	170				Diagnostic
B.2 32 12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2 32.13 1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			6 91%	521				Diagnostic
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			6 87%	233				Diagnostic
B 2 32 14 1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 2 32 14 2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 15 1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			16 67%	36				Diagnostic
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32 16 1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 16 2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0 00%	5				Diagnostic
B 2 32 17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			27 78%	3,809				Diagnostic
B 2 32 18 1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			4 19%	382				Diagnostic
B 2 32 18 2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 19 1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			11 91%	277				Diagnostic
B.2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B 2 33 1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100 00%	259				YES
B 2 33 2	P-8	xDSL Other/FL(%)	>= 95% of requests								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	200				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	49				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	21				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			95.65%	115				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.18%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			89.81%	108				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			97.98%	99				YES
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	7.19%	88,111						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.17%	57,175						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.23%	877	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.28%	706	0.00%	15		0.01387	0.2043	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	7.34%	89,649	5.27%	3,986		0.00422	4.9066	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.25%	58,351	2.20%	1,953		0.00256	-3.7182	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	7.22%	91,873	0.00%	32		0.04575	1.5772	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	7.22%	91,873	0.00%	24		0.05282	1.3660	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.14%	2,708	0.00%	48		0.07138	5.6238	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	3.53%	5,755	0.00%	16		0.04618	0.7638	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.14%	191	1.72%	116		0.02053	0.6902	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.77%	261	0.00%	50		0.01346	0.5692	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.14%	2,708	11.11%	9		0.16367	1.7737	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	3.53%	5,755	16.22%	37		0.03042	-4.1707	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	7.34%	89,649	2.30%	784		0.00935	5.3919	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	7.34%	89,649	0.00%	194		0.01874	3.9158	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	7.18%	87,832	6.02%	997		0.00822	1.4115	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.77%	45,604	5.33%	75		0.01013	-4.5016	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	2.20%	2,224	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.67%	2,678	0.00%	1		0.08172	0.0822	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	7.34%	89,649	31.58%	19		0.05984	-4.0510	NO
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.25%	58,351	0.00%	1		0.11115	0.1126	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	7.19%	88,111						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.17%	57,175						
		Customer Trouble Report Rate									
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.61%	5,467,190						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.05%	5,467,190						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.58%	55,579	0.00%	1,417		0.00338	4.6694	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.27%	55,579	1.06%	1,417		0.00303	0.6982	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.54%	5,816,477	1.06%	375,500		0.00021	22.9518	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.00%	5,816,477	0.52%	375,500		0.00017	28.6457	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.36%	6,764,642	2.00%	1,597		0.00292	-2.2136	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.36%	6,764,642	1.50%	1,597		0.00292	-0.4961	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.12%	241,383	0.92%	5,235		0.00148	1.3852	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	2.38%	241,383	0.31%	5,235		0.00216	9.6358	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.73%	26,224	1.81%	6,413		0.00119	-9.0882	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	1.00%	26,224	0.78%	6,413		0.00139	1.5514	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.12%	241,383	0.45%	1,989		0.00238	2.8070	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	2.38%	241,383	1.86%	1,989		0.00348	1.5071	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.54%	5,816,477	1.04%	75,511		0.00045	11.0627	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.54%	5,816,477	0.26%	75,511		0.00045	28.2458	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.61%	5,467,190	2.53%	39,456		0.00064	-14.3713	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.83%	5,467,190	0.19%	39,456		0.00046	13.9572	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.23%	948,165	0.00%	108		0.00466	0.5033	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.28%	948,165	0.93%	108		0.00511	1.2582	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B32111	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1 54%	5,816,477	3 21%	592		0 00510	-3 2697	NO
B32112	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1 00%	5,816,477	0 17%	592		0 00412	2 0266	YES
B32121	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1 61%	5,467,190						
B32122	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1 05%	5,467,190						
		Maintenance Average Duration									
B3311	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	15 59	88,111			20 699			
B3312	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	4 93	57,175			13 067			
B3321	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3 30	877	0 00	0	2 634			YES
B3322	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1 70	706	1 67	15	2 961	0 77261	0 0353	YES
B3331	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	15 58	89,649	13 00	3 986	20 665	0 33451	7 6959	YES
B3332	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	4 91	58,351	4 85	1,953	12 999	0 29902	0 2030	YES
B3341	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	15 34	91,873	3 36	32	20 587	3 63993	3 2913	YES
B3342	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	15 34	91,873	1 46	24	20 587	4 20285	3 3013	YES
B3351	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	39 22	2,708	4 03	48	86 485	12 59323	2 7939	YES
B3352	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4 76	5,755	2 89	16	72 743	18 21097	0 1023	YES
B3361	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6 51	191	4 66	116	7 046	0 82939	2 2343	YES
B3362	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	3 01	261	2 96	50	5 831	0 90008	0 0489	YES
B3371	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	39 22	2,708	16 89	9	86 485	28 87631	0 7732	YES
B3372	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4 76	5,755	7 70	37	72 743	11 99723	-0 2455	YES
B3381	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	15 58	89 649	4 69	784	20 665	0 74125	14 6917	YES
B3382	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	15 58	89,649	2 02	194	20 665	1 48526	9 1302	YES
B3391	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	15 58	87,832	10 76	997	20 702	0 65934	7 2985	YES
B3392	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5 01	45,604	7 93	75	13 454	1 55483	-1 8796	NO
B33101	M&R-3	Other Design/Dispatch/FL(hours)	Design	5 77	2,224	0 00	0	14 159			YES
B33102	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2 43	2,678	1 73	1	4 425	4 42580	0 1566	YES
B33111	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	15 58	89,649	33 42	19	20 665	4 74137	-3 7635	NO
B33112	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	4 91	58,351	2 00	1	12 999	12 99880	0 2239	YES
B33121	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	15 59	88,111			20 699			
B33122	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	4 93	57,175			13 067			
		% Repeat Troubles within 30 Days									
B341.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15 10%	88,111						
B341 2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14 33%	57,175						
B3421	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	19 27%	877	0 00%	0				YES
B3422	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	16 43%	706	0 00%	15		0 09669	1 6994	YES
B343.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	15 06%	89 649	12 64%	3,986		0 00579	4 1741	YES
B343.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14 27%	58,351	12 95%	1,953		0 00805	1 6398	YES
B344 1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15 16%	91,873	21 88%	32		0 06341	-1 0586	YES
B344 2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15 16%	91,873	20 83%	24		0 07322	-0 7745	YES
B345 1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	22 82%	2,708	6 25%	48		0 06111	2 7117	YES
B345.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	23 27%	5,755	12 50%	16		0 10578	1 0178	YES
B346.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15 71%	191	12 07%	116		0 04283	0 8493	YES
B346.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	10 73%	261	18 00%	50		0 04777	-1 5222	YES
B347 1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	22 82%	2,708	22 22%	9		0 14013	0 0428	YES
B347 2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	23.27%	5,755	29 73%	37		0 06969	-0 9274	YES
B348 1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15 06%	89,649	6 51%	784		0 01283	6 6688	YES
B348 2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15 06%	89,649	4 64%	194		0 02571	4 0541	YES
B349.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15 08%	87,832	9 83%	997		0 01140	4 6032	YES
B349 2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	12 87%	45,604	16 00%	75		0 03870	-0 8090	YES
B34101	M&R-4	Other Design/Dispatch/FL(%)	Design	19 24%	2,224	0 00%	0				YES
B34102	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	15 27%	2,678	0 00%	1		0 35079	0 4245	YES
B34111	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	15 06%	89,649	15 79%	19		0 08206	-0 0888	YES
B34112	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14 27%	58,351	0 00%	1		0 34981	0 4080	YES
B34121	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15 10%	88,111						
B34122	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14 33%	57,175						
B3511	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	10 79%	56 629						
B3512	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	2 75%	15,218						
B3521	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0 23%	877	0 00%	0				YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B3522	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)		DS1/DS3	0 28%	706	0 00%	15		0 01387	0 .043	YES
B3531	M&R-5	Loop + Port Combinations/Dispatch/FL(%)		R&B	10 87%	57 694	7 73%	2,690		0 00614	5 1047	YES
B3532	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	2 78%	15,671	1 60%	813		0 00592	2 0001	YES
B3541	M&R-5	Combo Other/Dispatch/FL(%)		R&B&D - Disp	10 54%	59 918	0 00%	32		0 05431	1 9416	YES
B3542	M&R-5	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	10 54%	59 918	0 00%	24		0 06270	1 6816	YES
B3551	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	40 14%	2,708	0 00%	48		0 07138	5 6238	YES
B3552	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	3 53%	5,755	0 00%	16		0 04618	0 7638	YES
B3561	M&R-5	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	2 65%	189	1 72%	116		0 01893	0 4868	YES
B3562	M&R-5	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	0 77%	261	0 00%	50		0 01346	0 5692	YES
B3571	M&R-5	Line Sharing/Dispatch/FL(%)		ADSL to Retail	40 14%	2,708	0 00%	0				YES
B3572	M&R-5	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	3 53%	5,755	0 00%	0				YES
B3581	M&R-5	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	10 87%	57,694	2 30%	784		0 01119	7 6587	YES
B3582	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	10 87%	57,694	0 00%	194		0 02238	4 8549	YES
B3591	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	10 79%	56,612	23 53%	34		0 05323	-2 3933	NO
B3592	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	2 73%	15,134	0 00%	1		0 16293	0 1675	YES
B35101	M&R-5	Other Design/Dispatch/FL(%)		Design	2 20%	2 224	0 00%	0				YES
B35102	M&R-5	Other Design/Non-Dispatch/FL(%)		Design	0 67%	2,678	0 00%	1		0 08172	0 0822	YES
B35111	M&R-5	Other Non-Design/Dispatch/FL(%)		R&B	10 87%	57,694	23 53%	17		0 07549	-1 6775	NO
B35112	M&R-5	Other Non-Design/Non-Dispatch/FL(%)		R&B	2 78%	15,671	0 00%	1		0 16447	0 1692	YES
B35121	M&R-5	LNP (Standalone)/Dispatch/FL(%)		R&B (POTS)	10 79%	56,629						
B35122	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	2 75%	15,218						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B41	B-1	FL(%)		BST - State	94 50%	$534,970,962	99 80%	$15,305 380		0 00006	-897 3629	YES
	Mean Time to Deliver Invoices - CRIS											
B42	B-2	Region(business days)		BST - Region	3 86	1	4 97	1 510				NO

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering											
	% Rejected Service Requests											
C.1.1	O-7	Local Interconnection Trunks/FL(%)		Diagnostic			51.05%	190				Diagnostic
	Reject Interval											
C.1.2	O-8	Local Interconnection Trunks/FL(%)		>= 85% w in 4 days			98.97%	97				YES
	FOC Timeliness											
C.1.3	O-9	Local Interconnection Trunks/FL(%)		>= 95% w in 10 days			100.00%	117				YES
	FOC & Reject Response Completeness											
C.1.4	O-11	Local Interconnection Trunks/FL(%)		>= 95%			100.00%	150				YES
	FOC & Reject Response Completeness (Multiple Responses)											
C.1.5	O-11	Local Interconnection Trunks/FL(%)		>= 95%								
	Local Interconnection Trunks - Provisioning											
	Order Completion Interval											
C.2.1	P-4	Local Interconnection Trunks/FL(days)		Parity w Retail	26.81	107	20.25	63	20.220	3.21107	2.0407	YES
	Held Orders											
C.2.2	P-1	Local Interconnection Trunks/FL(days)		Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies											
C.2.3	P-2	Local Interconnection Trunks/FL(%)		Parity w Retail	0.00%	104	0.00%	63		0.00000		YES
	Average Jeopardy Notice Interval											
C.2.4	P-2	Local Interconnection Trunks/FL(hours)		95% >= 48 hrs								
	% Missed Installation Appointments											
C.2.5	P-3	Local Interconnection Trunks/FL(%)		Parity w Retail	0.00%	107	0.00%	69		0.00000		YES
	% Provisioning Troubles within 30 Days											
C.2.6	P-9	Local Interconnection Trunks/FL(%)		Parity w Retail	4.65%	9,288	0.00%	4,685		0.00377	12.3252	YES
	Average Completion Notice Interval											
C.2.7	P-5	Local Interconnection Trunks/FL(hours)		Parity w Retail	87.48	104	20.87	65	304.309	48.11543	1.3843	YES
	Total Service Order Cycle Time											
C.2.8	P-10	Local Interconnection Trunks/FL(days)		Diagnostic			22.18	60				Diagnostic
	% Completions w/o Notice or < 24 hours											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)		Diagnostic			0.00%	63				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)		**Diagnostic**								Diagnostic
	Service Order Accuracy											
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)		**>= 95%**			100.00%	68				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)		>= 95%			100.00%	22				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)		>= 95%			100.00%	1				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)		>= 95%			100.00%	5				YES
	Local Interconnection Trunks - Maintenance and Repair											
	Missed Repair Appointments											
C.3.1.1						0	0.00%	0				
C.3.1.2												
	Customer Trouble Report Rate											
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)		Parity w Retail	0.00%	484.297	0.00%	150.278		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)		Parity w Retail	0.06%	484.297	0.00%	150.278		0.00007	8.2040	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration										
C 3 3 1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0 00	0	0 00	0				YES
C 3 3 2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0 88	284	0 00	0	1 639			YES
	% Repeat Troubles within 30 Days										
C 3 4 1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	0	0 00%	0				YES
C 3 4 2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	8 80%	284	0 00%	0				YES
	Out of Service > 24 hours										
C 3 5 1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	0	0 00%	0				YES
C 3 5 2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 00%	284	0 00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C 4 1	B-1	FL(%)	BST - State	94 50%	$534,970,962	98 76%	$4,937 165		0 00010	-413 5969	YES
	Mean Time to Deliver Invoices - CABS										
C 4 2	B-2	Region(calendar days)	BST - Region	3 94	1	3 89	6,798				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C 5 1	TGP-1	FL	>0 5% drf 2 consec Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D 1 1 1	OSS-2	EDI/Region(%)	>= 99 5%			100 00%					YES
D 1 1 2	OSS-2	HAL/Region(%)	>= 99 5%			100 00%					YES
D 1 1 3	OSS-2	LENS/Region(%)	>= 99 5%			99 98%					YES
D 1 1 4	OSS-2	LEO MAINFRAME/Region(%)	>= 99 5%			100 00%					YES
D 1 1 5	OSS-2	LEO UNIX/Region(%)	>= 99 5%								
D 1 1 6	OSS-2	LESOG/Region(%)	>= 99 5%			100 00%					YES
D 1 1 7	OSS-2	TAG/Region(%)	>= 99 5%			99 95%					YES
D 1 1 8	OSS-2	PSIMS/Region(%)	>= 99 5%			100 00%					YES
	% Interface Availability - BST & CLEC										
D 1 2 1	OSS-2	ATLAS/COFFI/Region(%)	>= 99 5%			100 00%					YES
D 1 2 2	OSS-2	BOCRIS/Region(%)	>= 99 5%			100 00%					YES
D 1 2 3	OSS-2	DSAP/Region(%)	>= 99 5%			100 00%					YES
D 1 2 4	OSS-2	RSAG/Region(%)	>= 99 5%			100 00%					YES
D 1 2 5	OSS-2	SOCS/Region(%)	>= 99 5%			100 00%					YES
D 1 2 6	OSS-2	SONGS/Region(%)	>= 99 5%			100 00%					YES
D 1 2 7	OSS-2	DOE/Region	>= 99 5%			99 99%					YES
D 1 2 8	OSS-2	LNP Gateway Region(%)	>= 99 5%			99 99%					YES
D 1 2 9	OSS-2	COG/Region(%)	>= 99 5%			100 00%					YES
D 1 2 10	OSS-2	DOM/Region(%)	>= 99 5%			100 00%					YES
D 1 2 11	OSS-2	SOG/Region(%)	>= 99 5%			100 00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D 1 3 1 1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1782 46	1,263,331	1 11	431,960				YES
D 1.3 1 2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2 95	11 025	1 11	431 960				YES
D 1.3 2 1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	1204 18	4,678,948	1 02	244 579				YES
D 1 3 2 2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4 86	895,577	1 02	244,579				YES
D 1 3 3 1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2 95	829,072	0 88	84,938				YES
D 1 3 3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2 61	305,742	0 88	84,938				YES
D 1 3 4 1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2 70	1,564 058	0 57	857				YES
D.1.3 4 2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2 58	334,246	0 57	857				YES
D 1.3 5 1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	212 02	5,382,348	1 25	1,464,001				YES
D 1 3 5 2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2 91	618 991	1 25	1 464,001				YES
D.1.3 6 1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4 40	10,411,083	0 67	67,854				YES
D.1.3 6 2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3 92	609,280	0 67	67,854				YES
D 1 3 7 1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4 40	10,411,083	0 04	143,460				YES
D 1 3 7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3 92	609,280	0 04	143,460				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D 1 4 1 1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1782 46	1,263,331	1 31	325,447				YES
D 1 4 1 2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2 95	11,025	1 31	325,447				YES
D 1 4 2 1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	1204 18	4,678,948	1 85	98,531				YES
D 1 4.2 2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4 86	895,577	1 85	98,531				YES
D 1 4.3 1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D 1 4.3 2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D 1.4 4 1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			2 18	156				Diagnostic
D 1 4 4 2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			2 18	156				Diagnostic
D 1 4 5 1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2 95	829 072	1 56	19,408				YES
D 1 4 5 2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2 61	305,742	1 56	19,408				YES
D 1 4 6 1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2 70	1,564,058	1 71	264,610				YES
D 1 4 6 2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2 58	334,246	1 71	264,610				YES
D 1 4 7 1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	212 02	5,382 348	2 15	311,087				YES
D 1 4 7 2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2 91	618 991	2 15	311 087				YES
D 1 4 9 1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D 1 4.7 1*							
D.1 4 9 2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1 4.7.2*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			99.95%					YES
	% Interface Availability - BST & CLEC										
D2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			100.00%					YES
D2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			99.99%					YES
D2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
D2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.75%	1,488,529	94.83%	113,372		0.00069	-1.2339	YES
D2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.14%	44,096	4.03%	1,267		0.00497	-1.7846	YES
D2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.07%	32,489	2.41%	49,677		0.00141	11.8039	NO
D2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.63%	1,488,485	99.59%	114,683		0.00019	1.9314	NO
D2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	76.71%	1,096,583	65.38%	66,564		0.00169	67.1898	NO
D2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.31%	105,426	99.09%	6,067		0.00109	2.0260	NO
D2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.32%	6,942	26.44%	556		0.01986	0.9475	YES
D2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	27.25%	7,053	20.73%	164		0.03517	1.8536	NO
D2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.03%	73,346	20.43%	7,211		0.00441	-12.2369	YES
D2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.83%	205,560	99.90%	16,357		0.00033	-1.9335	YES
D2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.38%	62,823	83.15%	4,185		0.00580	2.1235	NO
	Average Response Interval <= 10 Seconds										
D2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.97%	1,488,529	99.34%	113,372		0.00031	-11.7798	YES
D2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.96%	44,096	87.92%	1,267		0.01161	-7.7187	YES
D2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.45%	32,489	91.98%	49,677		0.00298	-48.7268	YES
D2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.79%	1,488,485	99.82%	114,683		0.00014	-2.1617	YES
D2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	89.31%	1,096,583	80.59%	66,564		0.00123	70.7012	NO
D2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.54%	105,426	99.72%	6,067		0.00090	-2.0299	YES
D2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.32%	6,942	26.44%	556		0.01986	0.9475	YES
D2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	97.38%	7,053	95.12%	164		0.01262	1.7863	NO
D2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.03%	73,346	20.43%	7,211		0.00441	-12.2369	YES
D2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	205,560	99.98%	16,357		0.00009	0.4978	YES
D2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.49%	62,823	99.33%	4,185		0.00114	1.4051	YES
	Average Response Interval > 10 Seconds										
D2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.03%	1,488,529	0.66%	113,372		0.00031	11.7798	YES
D2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.04%	44,096	12.08%	1,267		0.01161	7.7187	YES
D2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.55%	32,489	8.02%	49,677		0.00298	48.7268	YES
D2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.21%	1,488,485	0.18%	114,683		0.00014	2.1617	YES
D2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	10.69%	1,096,583	19.41%	66,564		0.00123	-70.7012	NO
D2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.46%	105,426	0.28%	6,067		0.00090	2.0299	YES
D2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.68%	6,942	73.56%	556		0.01986	-0.9475	YES
D2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	2.62%	7,053	4.88%	164		0.01262	-1.7863	NO
D2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.97%	73,346	79.57%	7,211		0.00441	12.2369	YES
D2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	205,560	0.02%	16,357		0.00009	-0.4978	YES
D2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.51%	62,823	0.67%	4,185		0.00114	1.4051	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	age Response Time										
E 1 1 1	C-1	Virtual/FL(calendar days)	<= 15 days			5	5				YES
E 1 1 2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	38				YES
E 1 1 3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			4	15				YES
	Average Arrangement Time										
E 1 2 1	C-2	Virtual/FL(calendar days)	<= 60 days								
E 1.2 2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			1	3				YES
E 1 2 3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days								
E 1 2 4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			88	5				YES
E 1.2 5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			4	34				YES
E.1.2 6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days								
E 1 2 7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days								
E 1 2 8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			2	12				YES
E 1 2 9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			6	1				YES
	% Due Dates Missed										
E 1 3 1	C-3	Virtual/FL(%)	< 10% missed			0 00%	3				YES
E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0 00%	52				YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through											
	% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region(%)		Diagnostic			86.05%	338,872				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)		Diagnostic			86.05%	338,872				Diagnostic
F.1.1.3	O-3	Residence/Region(%)		>= 95%			87.39%	194,386				NO
F.1.1.4	O-3	Business/Region(%)		>= 90%			71.89%	6,019				NO
F.1.1.5	O-3	UNE/Region(%)		>= 85%			84.78%	138,467				NO
	% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)		Diagnostic			77.51%	376,187				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)		Diagnostic			77.51%	376,187				Diagnostic
F.1.2.3	O-3	Residence/Region(%)		Diagnostic			80.53%	210,941				Diagnostic
F.1.2.4	O-3	Business/Region(%)		Diagnostic			51.15%	8,460				Diagnostic
F.1.2.5	O-3	UNE/Region(%)		Diagnostic			74.87%	156,786				Diagnostic
	% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)		>= 85%			92.59%	11,374				YES
F.1.3.2	O-3	Aggregate/Region(%)		>= 85%			92.59%	11,374				YES
F.1.3.3	O-3	Residence/Region(%)		Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)		Diagnostic								Diagnostic
	General - Pre-Ordering											
	Loop Makeup Inquiry (Manual)											
F.2.1	PO-1	Loops/FL(%)		>= 95% w in 3 bus days			0.00%	2				NO
	Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/FL(%)		>= 95% w in 1 min			88.95%	3,212				NO
	General - Ordering											
	Service Inquiry with Firm Order											
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 95% w in 5 bus days			100.00%	54				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)		>= 95% w in 5 bus days			100.00%	1				YES
	General - Ordering											
	Average Speed of Answer											
F.4.1	O-12	Region(seconds)		Parity w Retail	137.90	6,413,235	28.63	33,728				YES
	General - Maintenance Center											
	Average Answer Time											
F.5.1	M&R-6	Region(seconds)		Parity w Retail	41.00	1,540,772	23.60	86,656				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F.6.1	OS-1	FL(seconds)		PBD			5.73					PBD
	% Answered in 30 seconds											
F.6.2	OS-2	FL(%)		PBD			96.00%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F.7.1	DA-1	FL(seconds)		PBD			6.30					PBD

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Answered in 20 seconds											
F 7 2	DA-2	FL(%)		PBD			92 70%					PBD
	General - E911											
	Mean Interval											
F 8 1	E-3	FL(hours)		PBD			0 86	1,184				PBD
	% Accuracy											
F 8 2	E-2	FL(%)		PBD			96 02%	705,292				PBD
	% Timeliness											
F 8 3	E-1	FL(%)		PBD			100 00%	1,184				PBD
	General - Billing											
	Usage Data Delivery Accuracy											
F 9 1	B-3	Region(%)		Parity w Retail	97 75%	4,445	100 00%	23,185		0 00243	-9 2652	YES
	Usage Data Delivery Timeliness											
F 9 2	B-5	Region(%)		Parity w Retail	75 41%	39,471	94 80%	459,227,277		0 00217	-89 4659	YES
	Usage Data Delivery Completeness											
F 9 3	B-4	Region(%)		Parity w Retail	99 77%	39,471	99 54%	459,227,277		0 00024	9 6609	NO
	Mean Time to Deliver Usage											
F 9 4	B-6	Region(days)		Parity w Retail	6 85	39,471	3 29	459,227,277				YES
F 9 5 1	B-7	Resale/FL(%)		Parity w Retail	87 94%	$20 174,415	95 90%	$1,561,147		0 00078	-102 2389	YES
F 9 5 2	B-7	UNE/FL(%)		>= 90%			98 34%	$695,085				YES
F 9 5 3	B-7	Interconnection/FL(%)		>= 90%			90 43%	$8,468				YES
F 9 6 1	B-8	Resale/FL(%)		Parity w Retail	88 98%	$28,161,536	98 79%	$1,025,377		0 00095	-103 4758	YES
F 9 6 2	B-8	UNE/FL(%)		>= 90%			96 75%	$2,022,604				YES
F 9 6 3	B-8	Interconnect[illegible]%)		>= 90%			94 34%	$575,316				YES
	General - Change Management											
	% Software Release Notices Sent On Time											
F 10 1	CM-1	FL(%)		>= 98% w in 30 days			100 00%	1				YES
	Average Software Release Notice Delay Days											
F 10 2	CM-2	FL(average)		>= 25 days prior to release								
	% Change Management Documentation Sent On Time											
F 10 3	CM-3	FL(%)		>= 98% w in 30 days								
	Average Documentation Release Delay Days											
F 10 5	CM-4	FL(average)		>= 25 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes											
F 10 6	CM-5	FL(%)		>= 97% w in 15 min			100 00%	12				YES
	General - New Business Requests											
	% New Business Requests Processed within 30 Business Days											
F 11 1	BFR-1	Region(%)		>= 90% w in 30 bus days			100 00%	5				YES
	% Quotes Provided within X Business Days											
F 11 2 1	BFR-2A	Region(%)		>= 90% w in 10 bus days								
F 11 2 2	BFR-2B	Region(%)		>= 90% w in 30 bus days								

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Florida, April 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11 2 3	BFR-2C	Region(%)		>= 90% w in 60 bus days			100 00%	5				YES
	General - Ordering											
	Acknowledgement Message Timeliness											
F 12 1 1	O-1	EDI/Region(%)		>= 95% w in 30 min			99 99%	96,149				YES
F 12 1 2	O-1	TAG/Region(%)		>= 95% w in 30 min			100 00%	366,061				YES
	Acknowledgement Message Completeness											
F 12.2 1	O-2	EDI/Region(%)		100%			100 00%	96,149				YES
F 12.2.2	O-2	TAG/Region(%)		100%			100 00%	366,061				NO
	General - Database Updates											
	Average Database Update Interval											
F 13 1 1	D-1	LIDB/FL(hours)		PBD	2 07	17	2 07	17				PBD
F 13 1 2	D-1	Directory Listings/FL(hours)		PBD	0 09	26	0 09	26				PBD
F 13 1 3	D-1	Directory Assistance/FL(hours)		PBD	4 38	25	4 35	25				PBD
	% Update Accuracy											
F 13 2 1	D-2	LIDB/FL(%)		>= 95%			100 00%	571				YES
F 13 2.2	D-2	Directory Listings/FL(%)		>= 95%			99 03%	308				YES
F 13 2.3	D-2	Directory Assistance/FL(%)		>= 95%			100 00%	186				YES
	% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)		100%			100 00%	47				YES
	General - Network Outage Notification											
	Mean Time to Notify CLEC of Major Network Outages											
F 14 1	M&R-7	Region(minutes)		Parity w Retail	0	0	0	0				YES

BellSouth Monthly State Summary

Florida, April 2002

(Georgia Format)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days			5	5				YES
E.1.1.2	C-1	Physical Caged/FL (calendar days)	<= 30 days			6	38				YES
E.1.1.2	C-1	Physical Cageless/FL (calendar days)	<= 30 days			4	15				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/FL (calendar days)	<= 50 days			1	3				YES
E.1.2.2	C-2	Virtual-Extraordinary/FL (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/FL (calendar days)	<= 90 days			15	39				YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			2	13				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed			0.00%	3				YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	52				YES

		PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		77.51%	86.05%

	FLOWTHROUGH %
BST AGGREGATE	
REGION	
- RETAIL RESIDENCE	93.70%
- RETAIL BUSINESS*	TBD

***NOTE: BellSouth is reinstituting the reporting of business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
2		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
3		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
4		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
5		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
10		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
11		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
12		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
13		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
14		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
15		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
16		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
17		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
18		2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
19		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
20		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
21		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
22		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
23		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
24		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
25		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
26		0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
27		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
28		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
29		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
30		3	0	0	3	0	0	1	2	0	0	0	2	100 00%	100 00%	100 00%
31		3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
32		3	0	0	3	0	0	0	3	2	0	2	1	100 00%	33 33%	100 00%
33		0	0	3	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
34		3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
35		4	0	0	4	0	0	0	4	1	0	1	3	100 00%	75 00%	100 00%
36		4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
37		4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
38		4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
39		4	0	0	4	2	1	0	1	0	0	0	1	33 33%	100 00%	100 00%
40		0	0	4	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
41		4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
42		5	0	0	5	1	0	0	4	1	0	1	3	75 00%	75 00%	100 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
43		5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
44		5	0	0	5	1	1	0	3	1	0	1	2	66 67%	66 67%	100 00%
45		5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
46		5	0	0	5	0	3	0	2	0	0	0	2	100 00%	100 00%	100 00%
47		6	0	0	6	5	0	0	1	0	0	0	1	16 67%	100 00%	100 00%
48		6	0	0	6	1	1	1	3	0	0	0	3	75 00%	100 00%	100 00%
49		7	0	0	7	3	0	0	4	0	0	0	4	57 14%	100 00%	100 00%
50		0	0	7	7	1	4	0	2	0	0	0	2	66 67%	100 00%	100 00%
51		7	0	0	7	0	5	0	2	0	0	0	2	100 00%	100 00%	100 00%
52		0	0	8	8	0	5	0	3	1	0	1	2	100 00%	66 67%	100 00%
53		9	0	0	9	1	1	0	7	0	0	0	7	87 50%	100 00%	100 00%
54		9	0	0	9	0	3	0	6	1	0	1	5	100 00%	83 33%	100 00%
55		10	0	0	10	2	4	0	4	0	0	0	4	66 67%	100 00%	100 00%
56		11	0	0	11	0	3	0	8	1	0	1	7	100 00%	87 50%	100 00%
57		12	0	0	12	0	0	0	12	1	0	1	11	100 00%	91 67%	100 00%
58		0	0	12	12	0	2	0	10	1	0	1	9	100 00%	90 00%	100 00%
59		0	12	0	12	6	3	0	3	1	0	1	2	25 00%	66 67%	100 00%
60		13	0	0	13	4	0	0	9	0	0	0	9	69 23%	100 00%	100 00%
61		15	0	0	15	14	0	0	1	0	0	0	1	6 67%	100 00%	100 00%
62		15	0	0	15	0	1	0	14	0	0	0	14	100 00%	100 00%	100 00%
63		16	0	0	16	0	2	1	13	1	0	1	12	100 00%	92 31%	100 00%
64		16	0	0	16	3	4	0	9	0	0	0	9	75 00%	100 00%	100 00%
65		17	0	0	17	4	0	0	13	0	0	0	13	76 47%	100 00%	100 00%
66		18	0	0	18	2	9	0	7	0	0	0	7	77 78%	100 00%	100 00%
67		20	0	0	20	3	3	0	14	0	0	0	14	82 35%	100 00%	100 00%
68		0	0	22	22	0	2	0	20	0	0	0	20	100 00%	100 00%	100 00%
69		29	0	0	29	0	2	0	27	0	0	0	27	100 00%	100 00%	100 00%
70		33	0	0	33	1	0	0	32	1	0	1	31	96 88%	96 88%	100 00%
71		35	0	0	35	2	15	0	18	0	0	0	18	90 00%	100 00%	100 00%
72		39	0	0	39	0	5	1	33	3	0	3	30	100 00%	90 91%	100 00%
73		0	0	56	56	0	8	0	48	1	0	1	47	100 00%	97 92%	100 00%
74		59	0	0	59	56	2	0	1	0	0	0	1	1 75%	100 00%	100 00%
75		60	0	0	60	37	2	0	21	0	0	0	21	36 21%	100 00%	100 00%
76		67	0	0	67	51	0	0	16	0	0	0	16	23 88%	100 00%	100 00%
77		72	0	0	72	2	1	0	69	0	0	0	69	97 18%	100 00%	100 00%
78		98	0	0	98	82	0	0	16	1	0	1	15	15 46%	93 75%	100 00%
79		118	0	0	118	117	0	0	1	0	0	0	1	0 85%	100 00%	100 00%
80		244	0	0	244	233	5	0	6	0	0	0	6	2 51%	100 00%	100 00%
81		0	0	206	206	3	10	0	193	3	2	1	190	97 44%	98 45%	98 96%
82		0	0	385	385	6	19	0	360	4	4	0	356	97 27%	98 89%	98 89%
83		0	0	188	188	1	16	0	171	5	2	3	166	98 22%	97 08%	98 81%
84		83	0	0	83	3	10	0	70	1	1	0	69	94 52%	96 57%	98 57%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
85		0	0	149	149	7	10	1	131	3	2	1	128	93.43%	97.71%	98.46%
86		0	0	1,479	1,479	18	108	3	1,350	30	21	9	1,320	97.13%	97.78%	98.43%
87		68	0	0	68	3	4	0	61	1	1	0	60	93.75%	98.36%	98.36%
88		65	0	0	65	3	1	0	61	3	1	2	58	93.55%	95.08%	98.31%
89		134	0	0	134	6	22	0	106	5	2	3	101	92.66%	95.28%	98.06%
90		1,217	0	0	1,217	84	52	1	1,080	28	21	7	1,052	90.92%	97.41%	98.04%
91		56	0	0	56	4	0	1	51	2	1	1	49	90.74%	96.08%	98.00%
92		0	0	159	159	1	7	0	151	4	3	1	147	97.35%	97.35%	98.00%
93		0	0	58	58	2	5	1	50	2	1	1	48	94.12%	96.00%	97.96%
94		233	0	0	233	169	14	1	49	2	1	1	47	21.66%	95.92%	97.92%
95		305	0	0	305	13	12	0	280	7	6	1	273	93.49%	97.50%	97.85%
96		0	0	1,364	1,364	65	81	7	1,211	54	27	27	1,157	92.63%	95.54%	97.72%
97		55	0	0	55	3	9	0	43	3	1	2	40	90.91%	93.02%	97.56%
98		0	0	257	257	1	11	2	243	8	6	2	235	97.11%	96.71%	97.51%
99		132	0	0	132	13	1	0	118	3	3	0	115	87.79%	97.46%	97.46%
100		308	0	0	308	25	13	0	270	8	7	1	262	89.12%	97.04%	97.40%
101		47	0	0	47	6	3	0	38	2	1	1	36	83.72%	94.74%	97.30%
102		0	0	87	87	8	6	0	73	2	2	0	71	87.65%	97.26%	97.26%
103		0	0	605	605	12	38	3	552	20	15	5	532	95.17%	96.38%	97.26%
104		1,212	0	0	1,212	68	49	1	1,094	32	30	2	1,062	91.55%	97.07%	97.25%
105		0	0	156	156	0	11	0	145	5	4	1	140	97.22%	96.55%	97.22%
106		820	0	0	820	35	68	1	716	24	20	4	692	92.64%	96.65%	97.19%
107		153	0	0	153	10	3	0	140	4	4	0	136	90.67%	97.14%	97.14%
108		0	1,130	0	1,130	112	94	1	923	35	27	8	888	86.47%	96.21%	97.05%
109		0	0	401	401	12	18	0	371	12	11	1	359	93.98%	96.77%	97.03%
110		48	0	0	48	1	14	0	33	1	1	0	32	94.12%	96.97%	96.97%
111		322	0	0	322	30	28	0	264	11	8	3	253	86.94%	95.83%	96.93%
112		398	0	0	398	34	10	2	352	13	11	2	339	88.28%	96.31%	96.86%
113		1,791	0	0	1,791	112	529	5	1,145	47	36	11	1,098	88.12%	95.90%	96.83%
114		746	0	0	746	91	39	1	615	21	20	1	594	84.26%	96.59%	96.74%
115		0	0	978	978	77	51	3	847	49	27	22	798	88.47%	94.[illegible]%	96.73%
116		2,201	0	0	2,201	44	39	1	2,117	83	69	14	2,034	94.74%	9[illegible]	96.72%
117		1,061	0	0	1,061	95	44	2	920	41	30	11	879	87.55%	95.[illegible]	96.70%
118		72	0	0	72	6	5	0	61	3	2	1	58	87.88%	95.08%	96.67%
119		4,646	0	0	4,646	83	377	3	4,183	163	139	24	4,020	94.77%	96.10%	96.66%
120		15,457	0	0	15,457	600	533	11	14,313	535	487	48	13,778	92.69%	96.26%	96.59%
121		0	0	2,242	2,242	53	181	7	2,001	78	69	9	1,923	94.03%	96.10%	96.54%
122		1,137	0	0	1,137	60	60	1	1,016	41	35	6	975	91.12%	95.96%	96.53%
123		30	0	0	30	2	0	0	28	1	1	0	27	90.00%	96.43%	96.43%
124		113	0	0	113	6	19	0	88	7	3	4	81	90.00%	92.05%	96.43%
125		1,235	0	0	1,235	107	17	9	1,102	58	39	19	1,044	87.73%	94.74%	96.40%
126		0	1,958	0	1,958	22	184	0	1,752	70	63	7	1,682	95.19%	96.00%	96.39%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
127		308	0	0	308	21	3	3	281	16	10	6	265	89 53%	94 31%	96 36%
128		368	0	0	368	45	20	1	302	13	11	2	289	83 77%	95 70%	96 33%
129		29	0	0	29	0	2	0	27	1	1	0	26	96 30%	96 30%	96 30%
130		200	0	0	200	30	6	0	164	8	6	2	156	81 25%	95 12%	96 30%
131		720	0	0	720	73	79	0	568	23	21	2	545	85 29%	95 95%	96 29%
132		0	1,449	0	1,449	13	156	0	1,280	51	48	3	1 229	95 27%	96 02%	96 24%
133		233	0	0	233	7	12	0	214	10	8	2	204	93 15%	95 33%	96 23%
134		472	0	0	472	30	16	0	426	18	16	2	408	89 87%	95 77%	96 23%
135		601	0	0	601	33	10	0	558	24	21	3	534	90 82%	95 70%	96 22%
136		357	0	0	357	53	14	0	290	13	11	2	277	81 23%	95 52%	96 18%
137		1,099	0	0	1,099	92	54	5	948	43	36	7	905	87 61%	95 46%	96 17%
138		28	0	0	28	1	1	0	26	1	1	0	25	92 59%	96 15%	96 15%
139		0	2,543	0	2,543	35	199	0	2,309	98	89	9	2,211	94 69%	95 76%	96 1[illegible]
140		225	0	0	225	25	18	0	182	10	7	3	172	84 31%	94 51%	96 0[illegible]
141		2,045	0	0	2,045	129	67	4	1,845	80	72		1,765	89 78%	95 66%	96 08%
142		114	0	0	114	7	3	0	104	7	4		97	89 81%	93 27%	96 04%
143		858	0	0	858	96	47	4	711	33	28	5	678	84 54%	95 36%	96 03%
144		52	0	0	52	7	19	0	26	2	1	1	24	75 00%	92 31%	96 00%
145		57	0	0	57	3	4	0	50	2	2	0	48	90 57%	96 00%	96 00%
146		1,737	0	0	1,737	97	96	6	1,538	77	61	16	1 461	90 24%	94 99%	95 99%
147		425	0	0	425	41	10	0	374	21	15	6	353	86 31%	94 39%	95 92%
148		857	0	0	857	75	7	1	774	37	32	5	737	87 32%	95 22%	95 84%
149		2,712	0	0	2,712	217	179	7	2,309	124	98	26	2,185	87 40%	94 63%	95 71%
150		153	0	0	153	7	16	0	130	21	5	16	109	90 08%	83 85%	95 61%
151		119	0	0	119	11	15	0	93	6	4	2	87	85 29%	93 55%	95 60%
152		621	0	0	621	31	48	0	542	29	25	4	513	90 16%	94 65%	95 35%
153		93	0	0	93	3	2	0	88	6	4	2	82	92 13%	93 18%	95 35%
154		547	0	0	547	71	37	1	438	32	20	12	406	81 69%	92 69%	95 31%
155		3,350	0	0	3,350	247	306	9	2,788	154	131	23	2 634	87 45%	94 48%	95 26%
156		42	0	0	42	9	5	7	21	1	1	0	20	66 67%	95 24%	95 24%
157		0	0	401	401	17	44	1	339	21	16	5	318	90 60%	93 81%	95 21%
158		259	0	0	259	45	8	1	205	12	10	2	193	77 82%	94 15%	95 07%
159		101	0	0	101	13	5	3	80	4	4	0	76	81 72%	95 00%	95 00%
160		622	0	0	622	52	22	3	545	32	27	5	513	86 66%	94 13%	95 00%
161		279	0	0	279	7	25	4	243	17	12	5	226	92 24%	93 00%	94 96%
162		596	0	0	596	48	30	3	515	31	26	5	484	86 74%	93 98%	94 90%
163		1,499	0	0	1,499	144	91	5	1,259	79	64	15	1,180	85 01%	93 73%	94 86%
164		1,400	0	0	1,400	87	119	4	1,190	70	61	9	1 120	88 33%	94 [illegible]%	94 83%
165		1,669	0	0	1 669	136	156	6	1 371	86	70	16	1 285	86 18%	93 73%	94 63%
166		104	0	0	104	2	5	0	97	6	5	1	91	92 86%	93 81%	94 79%
167		6,544	0	0	6,544	536	499	7	5,502	326	288	38	5 176	86 27%	94 07%	94 73%
168		328	0	0	328	20	4	0	304	17	16	1	287	88 85%	94 41%	94 72%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
169		0	0	7,068	7,068	96	554	28	6,390	410	336	74	5,980	93.26%	93.58%	94.66%
170		70	0	0	70	9	2	0	59	6	3	3	53	81.54%	89.83%	94.64%
171		27,047	0	0	27,047	1,435	1,742	25	23,845	1,418	1,279	139	22,427	89.20%	94.05%	94.60%
172		351	0	0	351	28	27	2	294	17	16	1	277	86.29%	94.22%	94.54%
173		402	0	0	402	45	26	0	331	24	18	6	307	82.97%	92.75%	94.46%
174		19	0	0	19	0	1	0	18	1	1	0	17	94.44%	94.44%	94.44%
175		1,709	0	0	1,709	35	102	2	1,570	110	86	24	1,460	92.35%	92.99%	94.44%
176		125	0	0	125	19	14	0	92	8	5	3	84	77.78%	91.30%	94.38%
177		205	0	0	205	20	10	0	175	12	10	2	163	84.46%	93.14%	94.22%
178		5,901	0	0	5,901	370	576	11	4,944	338	286	52	4,606	87.53%	93.16%	94.15%
179		46	0	0	46	3	7	2	34	2	2	0	32	86.49%	94.12%	94.12%
180		249	0	0	249	20	13	3	213	22	12	10	191	85.65%	89.67%	94.09%
181		36	0	0	36	0	2	0	34	3	2	1	31	93.94%	91.18%	93.94%
182		50	0	0	50	14	3	0	33	2	2	0	31	65.96%	93.94%	93.94%
183		525	0	0	525	23	50	1	451	48	26	22	403	89.16%	89.36%	93.94%
184		459	0	0	459	26	63	0	370	31	22	9	339	87.60%	91.62%	93.91%
185		895	0	0	895	42	84	7	762	66	46	20	696	88.78%	91.34%	93.80%
186		19	0	0	19	3	0	0	16	1	1	0	15	78.95%	93.75%	93.75%
187		1,531	0	0	1,531	152	179	5	1,195	102	73	29	1,093	82.93%	91.46%	93.74%
188		333	0	0	333	39	19	0	275	21	17	4	254	81.94%	92.36%	93.73%
189		2,559	0	0	2,559	239	203	6	2,111	154	135	19	1,957	83.96%	92.70%	93.55%
190		0	3,295	0	3,295	658	463	2	2,172	219	135	84	1,953	71.12%	89.92%	93.53%
191		105	0	0	105	14	10	0	81	9	5	4	72	79.12%	88.89%	93.51%
192		869	0	0	869	108	55	6	700	58	45	13	642	80.75%	91.71%	93.45%
193		73	0	0	73	10	1	0	62	6	4	2	56	80.00%	90.32%	93.33%
194		1,258	0	0	1,258	977	34	1	246	24	16	8	222	18.27%	90.24%	93.28%
195		431	0	0	431	33	55	3	340	35	22	13	305	84.72%	89.71%	93.27%
196		58	0	0	58	10	4	0	44	3	3	0	41	75.93%	93.18%	93.18%
197		0	0	40	40	4	4	1	31	4	2	2	27	81.82%	87.10%	93.10%
198		100	0	0	100	29	9	2	60	6	4	2	54	62.07%	90.00%	93.10%
199		92	0	0	92	20	0	0	72	5	5	0	67	72.83%	93.06%	93.06%
200		74	0	0	74	5	6	0	63	10	4	6	53	85.48%	84.13%	92.98%
201		1,657	0	0	1,657	110	132	0	1,415	113	99	14	1,302	86.17%	92.61%	92.93%
202		8,733	0	0	8,733	266	887	5	7,575	603	531	72	6,972	89.74%	92.04%	92.92%
203		806	0	0	806	614	28	3	161	17	11	6	144	18.73%	89.44%	92.90%
204		17	0	0	17	0	2	0	15	2	1	1	13	92.86%	86.67%	92.86%
205		39	0	0	39	16	7	0	16	3	1	2	13	43.33%	81.25%	92.86%
206		97	0	0	97	3	14	0	80	15	5	10	65	89.04%	81.25%	92.86%
207		590	0	0	590	71	49	3	467	41	33	8	426	80.38%	91.22%	92.81%
208		267	0	0	267	8	4	0	255	25	18	7	230	89.84%	90.20%	93.74%
209		176	0	0	176	53	8	0	115	13	8	5	102	62.58%	88.70%	92.78%
210		290	0	0	290	2	31	1	256	28	18	10	228	91.94%	89.06%	92.66%

AGGREGATE ORDER TYPES																	
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						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
211		29	0	0	29	1	0	1	27	2	2	0	25	89.29%	92.59%	92.59%
212		51	0	0	51	15	5	1	30	5	2	3	25	59.52%	83.33%	92.59%
213		247	0	0	247	11	6	0	230	20	17	3	210	88.24%	91.30%	92.51%
214		2,167	0	0	2,167	206	38	8	1,915	161	142	19	1,754	83.44%	91.59%	92.51%
215		44	0	0	44	1	3	0	40	3	3	0	37	90.24%	92.50%	92.50%
216		424	0	0	424	9	17	4	394	37	29	8	357	90.38%	90.61%	92.49%
217		1,365	0	0	1,365	113	104	10	1,138	116	84	32	1,022	83.84%	89.81%	92.41%
218		525	0	0	525	52	13	1	459	38	35	3	421	82.87%	91.72%	92.32%
219		157	0	0	157	140	3	0	14	2	1	1	12	7.84%	85.71%	92.31%
220		375	0	0	375	73	27	3	272	32	20	12	240	72.07%	88.24%	92.31%
221		622	0	0	622	20	28	1	573	49	45	4	524	88.96%	91.45%	92.09%
222		440	0	0	440	43	32	1	364	29	29	0	335	82.31%	92.03%	92.03%
223		32	0	0	32	5	1	1	25	2	2	0	23	76.67%	92.00%	92.00%
224		0	0	34	34	4	2	1	27	4	2	2	23	79.31%	85.19%	92.00%
225		2,814	0	0	2,814	356	227	19	2,212	218	174	44	1,994	79.00%	90.14%	91.97%
226		761	0	0	761	77	32	3	649	58	52	6	591	82.08%	91.06%	91.91%
227		388	0	0	388	48	22	1	317	28	26	2	289	79.61%	91.17%	91.75%
228		0	28,185	0	28,185	1,202	3,910	19	23,054	2,608	1,909	699	20,446	86.79%	88.69%	91.46%
229		639	0	0	639	39	29	0	571	63	48	15	508	85.38%	88.97%	91.37%
230		72	0	0	72	3	14	2	53	11	4	7	42	85.71%	79.25%	91.30%
231		0	2,752	0	2,752	46	363	4	2,339	245	200	45	2,094	89.49%	89.53%	91.28%
232		38	0	0	38	0	4	0	34	4	3	1	30	90.91%	88.24%	90.91%
233		937	0	0	937	26	70	4	837	84	76	8	753	88.07%	89.96%	90.83%
234		1,656	0	0	1,656	272	109	11	1,264	167	111	56	1,097	74.12%	86.79%	90.81%
235		79	0	0	79	8	6	0	65	6	6	0	59	80.82%	90.77%	90.77%
236		70	0	0	70	4	13	0	53	5	5	0	48	84.21%	90.57%	90.57%
237		316	0	0	316	12	38	0	266	26	25	1	240	86.64%	90.23%	90.57%
238		90	0	0	90	4	9	0	77	11	7	4	66	85.71%	85.71%	90.41%
239		157	0	0	157	17	12	1	127	15	12	3	112	79.43%	88.19%	90.32%
240		166	0	0	166	21	25	0	120	18	11	7	102	76.12%	85.00%	90.27%
241		0	106	0	106	1	33	1	71	34	4	30	37	88.10%	52.11%	90.24%
242		0	761	0	761	34	84	10	633	97	58	39	536	85.35%	84.68%	90.24%
243		221	0	0	221	23	21	1	176	20	17	3	156	79.59%	88.64%	90.17%
244		1,547	0	0	1,547	121	37	5	1,384	142	136	6	1,242	82.86%	89.74%	90.13%
245		0	922	0	922	18	178	0	726	86	71	15	640	87.79%	88.15%	90.01%
246		14	0	0	14	0	2	0	12	3	1	2	9	90.00%	75.00%	90.00%
247		21	0	0	21	0	1	0	20	2	2	0	18	90.00%	90.00%	90.00%
248		270	0	0	270	39	3	2	226	28	22	6	198	76.45%	87.61%	90.00%
249		513	0	0	513	59	54	2	398	47	39	8	351	78.17%	88.19%	90.00%
250		75	0	0	75	6	6	1	62	9	6	3	53	81.54%	85.48%	89.83%
251		1,794	0	0	1,794	87	177	25	1,505	221	148	73	1,284	84.53%	85.32%	89.66%
252		68	0	0	68	6	4	0	58	6	6	0	52	81.25%	89.66%	89.66%

AGGREGATE ORDER TYPES																
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						LESOG										
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
253		74	0	0	74	11	4	0	59	7	6	1	52	75.36%	88.14%	89.66%
254		28	0	0	28	2	5	1	20	3	2	1	17	80.95%	85.00%	89.47%
255		0	28	0	28	0	6	0	22	5	2	3	17	89.47%	89.47%	89.47%
256		33	0	0	33	1	13	0	19	2	2	0	17	85.00%	89.47%	89.47%
257		0	617	0	617	117	81	2	417	78	40	38	339	68.35%	81.29%	89.45%
258		103	0	0	103	2	19	2	80	13	8	5	67	87.01%	83.75%	89.33%
259		0	37	0	37	1	8	0	28	3	3	0	25	86.21%	89.29%	89.29%
260		78	0	0	78	3	33	1	41	8	4	4	33	82.50%	80.49%	89.19%
261		94	0	0	94	12	8	0	74	8	8	0	66	76.74%	89.19%	89.19%
262		231	0	0	231	37	18	1	175	19	19	0	156	73.58%	89.14%	89.14%
263		1,111	0	0	1,111	125	76	4	906	126	96	30	780	77.92%	86.09%	89.04%
264		0	41,461	0	41,461	2,067	3,880	847	34,667	5,248	3,635	1,613	29,419	83.76%	84.86%	89.00%
265		12	0	0	12	0	3	0	9	1	1	0	8	88.89%	88.89%	88.89%
266		0	0	14	14	0	5	0	9	1	1	0	8	88.89%	88.89%	88.89%
267		15	0	0	15	0	1	0	14	6	1	5	8	88.89%	57.14%	88.89%
268		16	0	0	16	6	1	0	9	1	1	0	8	53.33%	88.89%	88.89%
269		59	0	0	59	17	15	0	27	3	3	0	24	54.55%	88.89%	88.89%
270		0	72	0	72	0	9	0	63	7	7	0	56	88.89%	88.89%	88.89%
271		113	0	0	113	13	2	0	98	18	10	8	80	77.67%	81.63%	88.89%
272		139	0	0	139	22	6	0	111	15	12	3	96	73.85%	86.49%	88.89%
273		1,130	0	0	1,130	122	88	9	911	140	98	42	771	77.80%	84.63%	88.72%
274		1,000	0	0	1,000	102	70	0	828	117	92	25	711	78.56%	85.87%	88.54%
275		688	0	0	688	80	28	3	577	78	66	12	499	77.36%	86.48%	88.32%
276		522	0	0	522	27	30	4	461	62	53	9	399	83.30%	86.55%	88.27%
277		24	0	0	24	6	0	0	18	3	2	1	15	65.22%	83.33%	88.24%
278		24	0	0	24	4	1	0	19	4	2	2	15	71.43%	78.95%	88.24%
279		164	0	0	164	27	10	2	125	20	14	6	105	71.92%	84.00%	88.24%
280		169	0	0	169	37	7	0	125	20	14	6	105	67.31%	84.00%	88.24%
281		67	0	0	67	3	3	0	61	9	7	2	52	83.87%	85.25%	88.14%
282		106	0	0	106	18	23	2	63	11	7	4	52	67.53%	82.54%	88.14%
283		917	0	0	917	105	113	6	693	136	76	60	557	75.47%	80.38%	87.99%
284		939	0	0	939	46	140	8	745	144	83	61	601	82.33%	80.67%	87.87%
285		0	0	116	116	1	2	0	113	14	14	0	99	86.84%	87.61%	87.61%
286		8	0	0	8	0	0	0	8	1	1	0	7	87.50%	87.50%	87.50%
287		13	0	0	13	4	1	0	8	1	1	0	7	58.33%	87.50%	87.50%
288		0	0	24	24	0	0	0	24	3	3	0	21	87.50%	87.50%	87.50%
289		24	0	0	24	4	1	0	19	5	2	3	14	70.00%	73.68%	87.50%
290		32	0	0	32	4	9	1	18	4	2	2	14	70.00%	77.78%	87.50%
291		50	0	0	50	2	5	1	42	7	5	2	35	83.33%	83.33%	87.50%
292		54	0	0	54	17	18	0	19	5	2	3	14	42.42%	73.68%	87.50%
293		79	0	0	79	17	3	0	59	10	7	3	49	67.12%	83.05%	87.50%
294		89	0	0	89	13	11	0	65	9	8	1	56	72.73%	86.15%	87.50%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
295		0	0	1,901	1,901	220	194	7	1,480	204	183	21	1,276	76.00%	86.22%	87.46%
296		0	0	1,034	1,034	153	131	5	745	140	87	53	605	71.60%	81.21%	87.43%
297		180	0	0	180	26	17	5	132	23	16	7	109	72.19%	82.58%	87.20%
298		448	0	0	448	18	53	4	373	57	47	10	316	82.94%	84.72%	87.05%
299		249	0	0	249	85	19	6	139	25	17	8	114	52.78%	82.01%	87.02%
300		0	0	12,338	12,338	994	2,747	35	8,562	1,726	1,028	698	6,836	77.17%	79.84%	86.93%
301		824	0	0	824	110	28	0	686	96	89	7	590	74.78%	86.01%	86.89%
302		976	0	0	976	92	129	11	744	139	93	46	605	76.58%	81.32%	86.68%
303		542	0	0	542	133	23	0	386	70	49	21	316	63.45%	81.87%	86.58%
304		0	0	958	958	273	20	0	665	108	87	21	557	60.74%	83.76%	86.49%
305		0	121	0	121	12	19	0	90	20	11	9	70	75.27%	77.78%	86.42%
306		37	0	0	37	1	14	0	22	3	3	0	19	82.61%	86.36%	86.36%
307		453	0	0	453	10	36	3	404	62	55	7	342	84.03%	84.65%	86.15%
308		70	0	0	70	8	15	1	46	9	6	3	37	72.55%	80.43%	86.05%
309		215	0	0	215	14	22	0	179	26	25	1	153	79.69%	85.47%	85.96%
310		13	0	0	13	1	3	0	9	3	1	2	6	75.00%	66.67%	85.71%
311		17	0	0	17	2	1	0	14	2	2	0	12	75.00%	85.71%	85.71%
312		18	0	0	18	0	3	0	15	3	2	1	12	85.71%	80.00%	85.71%
313		30	0	0	30	6	8	1	15	3	2	1	12	60.00%	80.00%	85.71%
314		46	0	0	46	13	10	0	23	5	3	2	18	52.94%	78.26%	85.71%
315		85	0	0	85	15	2	2	66	12	9	3	54	69.23%	81.82%	85.71%
316		0	616	0	616	18	94	1	503	194	52	142	309	81.53%	61.43%	85.60%
317		251	0	0	251	8	12	3	228	38	32	6	190	82.61%	83.33%	85.59%
318		568	0	0	568	80	14	5	469	78	66	12	391	72.81%	83.37%	85.56%
319		0	45	0	45	0	11	0	34	5	5	0	29	85.29%	85.29%	85.29%
320		193	0	0	193	14	39	1	139	29	19	10	110	76.92%	79.14%	85.27%
321		141	0	0	141	5	16	0	120	22	17	5	98	81.67%	81.67%	85.22%
322		80	0	0	80	14	4	3	59	13	8	5	46	67.65%	77.97%	85.19%
323		53	0	0	53	8	22	1	22	5	3	2	17	60.71%	77.27%	85.00%
324		219	0	0	219	80	20	0	119	23	17	6	96	49.74%	80.67%	84.96%
325		85	0	0	85	23	3	4	55	10	8	2	45	59.21%	81.82%	84.91%
326		94	0	0	94	12	17	2	63	14	9	5	49	70.00%	77.78%	84.48%
327		0	79	0	79	3	8	0	68	14	10	4	54	80.60%	79.41%	84.38%
328		24	0	0	24	5	0	0	19	3	3	0	16	66.67%	84.21%	84.21%
329		41	0	0	41	12	1	0	28	7	4	3	21	56.76%	75.00%	84.00%
330		236	0	0	236	33	24	4	175	39	26	13	136	69.74%	77.71%	83.95%
331		1,820	0	0	1,820	158	312	24	1,326	313	194	119	1,013	74.21%	76.40%	83.93%
332		111	0	0	111	10	26	0	75	18	11	7	57	73.08%	76.00%	83.82%
333		526	0	0	526	67	54	3	402	87	61	26	315	71.11%	78.36%	83.78%
334		0	440	0	440	16	92	0	332	195	27	168	137	76.11%	41.27%	83.54%
335		6	0	0	6	0	0	0	6	1	1	0	5	83.33%	83.33%	83.33%
336		7	0	0	7	0	0	1	6	1	1	0	5	83.33%	83.33%	83.33%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
337		40	0	0	40	5	2	0	33	8	5	3	25	71.43%	75.76%	83.33%
338		62	0	0	62	6	5	1	50	10	8	2	40	74.07%	80.00%	83.33%
339		7,275	0	0	7,275	1,033	621	73	5,548	1,104	904	200	4,444	69.64%	80.10%	83.10%
340		65	0	0	65	20	6	0	39	10	6	4	29	52.73%	74.36%	82.86%
341		1,452	0	0	1,452	384	198	20	850	181	139	42	669	56.12%	78.71%	82.80%
342		50	0	0	50	5	8	1	36	12	5	7	24	70.59%	66.67%	82.76%
343		37	0	0	37	6	4	2	25	6	4	2	19	65.52%	76.00%	82.61%
344		0	0	38	38	5	7	1	25	6	4	2	19	67.86%	76.00%	82.61%
345		0	0	613	613	67	97	10	439	122	67	55	317	70.29%	72.21%	82.55%
346		213	0	0	213	9	9	1	194	36	34	2	158	78.61%	81.44%	82.29%
347		220	0	0	220	20	11	1	188	44	31	13	144	73.85%	76.60%	82.29%
348		111	0	0	111	5	24	2	80	20	13	7	60	76.92%	75.00%	82.19%
349		278	0	0	278	44	34	2	198	51	32	19	147	65.92%	74.24%	82.12%
350		998	0	0	998	248	83	8	659	141	113	28	518	58.93%	78.60%	82.09%
351		0	0	1,669	1,669	69	40	2	1,558	294	277	17	1,264	78.51%	81.13%	82.02%
352		59	0	0	59	2	8	7	42	11	7	4	31	77.50%	73.81%	81.58%
353		0	0	490	490	101	65	2	322	67	59	8	255	61.45%	79.19%	81.21%
354		52	0	0	52	1	11	0	40	10	7	3	30	78.95%	75.00%	81.08%
355		26	0	0	26	1	4	0	21	4	4	0	17	77.27%	80.95%	80.95%
356		597	0	0	597	73	33	1	490	117	89	28	373	69.72%	76.12%	80.74%
357		573	0	0	573	122	86	3	362	84	67	17	278	59.53%	76.80%	80.58%
358		57	0	0	57	4	6	1	46	13	8	5	33	73.33%	71.74%	80.49%
359		0	0	341	341	40	30	1	270	65	50	15	205	69.49%	75.93%	80.39%
360		0	0	9	9	0	4	0	5	1	1	0	4	80.00%	80.00%	80.00%
361		10	0	0	10	3	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
362		12	0	0	12	1	1	0	10	6	1	5	4	66.67%	40.00%	80.00%
363		18	0	0	18	10	1	0	7	3	1	2	4	26.67%	57.14%	80.00%
364		105	0	0	105	16	2	0	87	19	17	2	68	67.33%	78.16%	80.00%
365		159	0	0	159	30	18	1	110	26	21	5	84	62.22%	76.36%	80.00%
366		0	0	547	547	36	134	0	377	82	74	8	295	72.84%	78.25%	79.95%
367		2,090	0	0	2,090	130	166	43	1,751	415	340	75	1,336	73.98%	76.30%	79.71%
368		275	0	0	275	33	25	0	217	57	41	16	160	68.38%	73.73%	79.60%
369		50	0	0	50	8	3	0	39	8	8	0	31	65.96%	79.49%	79.49%
370		133	0	0	133	18	10	0	105	32	19	13	73	66.36%	69.52%	79.35%
371		1,268	0	0	1,268	99	94	11	1,064	246	213	33	818	72.39%	76.88%	79.34%
372		71	0	0	71	4	7	2	58	12	12	0	46	74.19%	79.31%	79.31%
373		0	0	96	96	16	18	2	60	18	11	7	42	60.87%	70.00%	79.25%
374		0	34	0	34	3	4	0	27	8	5	3	19	70.37%	70.37%	79.17%
375		453	0	0	453	60	65	5	323	78	65	13	245	66.22%	75.85%	79.03%
376		578	0	0	578	185	56	8	329	87	65	22	242	49.19%	73.56%	78.83%
377		536	0	0	536	351	42	0	143	39	28	11	104	21.53%	72.73%	78.79%
378		25	0	0	25	4	1	0	20	9	3	6	11	61.11%	55.00%	78.57%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
379		32	0	0	32	11	3	0	18	7	3	4	11	44.00%	61.11%	78.57%
380		61	0	0	61	4	12	0	45	12	9	3	33	71.74%	73.33%	78.57%
381		69	0	0	69	6	9	0	54	14	11	3	40	70.18%	74.07%	78.43%
382		1,103	0	0	1,103	114	111	9	869	219	180	39	650	68.86%	74.80%	78.31%
383		1,086	0	0	1,086	110	88	20	868	219	180	39	649	69.12%	74.77%	78.29%
384		0	1,882	0	1,882	389	321	8	1,164	303	241	62	861	57.75%	73.97%	78.13%
385		0	295	0	295	16	32	0	247	62	53	9	185	72.83%	74.90%	77.73%
386		0	1,387	0	1,387	15	157	4	1,211	314	262	52	897	76.41%	74.07%	77.39%
387		0	2,588	0	2,588	320	343	31	1,894	563	389	174	1,331	65.25%	70.27%	77.38%
388		0	232	0	232	26	36	2	168	45	36	9	123	66.49%	73.21%	77.36%
389		58	0	0	58	3	6	4	45	11	10	1	34	72.34%	75.56%	77.27%
390		0	469	0	469	72	60	4	333	90	72	18	243	62.79%	72.97%	77.14%
391		101	0	0	101	25	10	2	64	17	14	3	47	54.65%	73.44%	77.05%
392		46	0	0	46	3	4	0	39	9	9	0	30	71.43%	76.92%	76.92%
393		331	0	0	331	14	31	10	276	76	60	16	200	72.99%	72.46%	76.92%
394		1,103	0	0	1,103	208	180	5	710	203	156	47	507	58.21%	71.41%	76.47%
395		208	0	0	208	21	48	9	130	36	29	7	94	65.28%	72.31%	76.42%
396		0	0	1,131	1,131	145	259	6	721	206	161	45	515	62.73%	71.43%	76.18%
397		236	0	0	236	15	34	4	183	59	39	20	124	69.66%	67.76%	76.07%
398		0	0	320	320	29	108	0	183	53	41	12	130	65.00%	71.04%	76.02%
399		50	0	0	50	0	4	2	44	16	9	7	28	75.68%	63.64%	75.68%
400		0	0	2,070	2,070	302	262	25	1,481	440	335	105	1,041	62.04%	70.29%	75.65%
401		0	715	0	715	28	135	0	552	347	66	281	205	68.56%	37.14%	75.65%
402		59	0	0	59	6	1	3	49	15	11	4	34	66.67%	69.39%	75.56%
403		0	622	0	622	11	55	0	556	164	127	37	392	73.96%	70.50%	75.53%
404		0	521	0	521	41	66	0	414	115	97	18	299	68.42%	72.22%	75.51%
405		54,749	0	0	54,749	4,942	8,408	455	40,944	11,998	9,391	2,607	28,946	66.88%	70.70%	75.50%
406		0	0	182	182	0	23	0	159	40	39	1	119	75.32%	74.84%	75.32%
407		0	301	0	301	11	28	0	262	153	36	117	109	69.87%	41.60%	75.17%
408		4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
409		4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
410		5	0	0	5	0	0	0	5	2	1	1	3	75.00%	60.00%	75.00%
411		0	0	9	9	2	0	1	6	3	1	2	3	50.00%	50.00%	75.00%
412		14	0	0	14	0	4	1	9	3	2	1	6	75.00%	66.67%	75.00%
413		97	0	0	97	1	11	3	82	31	17	14	51	73.91%	62.26%	75.00%
414		124	0	0	124	35	14	1	74	20	18	2	54	50.47%	72.97%	75.00%
415		192	0	0	192	24	55	5	108	36	24	12	72	60.00%	66.67%	75.00%
416		331	0	0	331	47	80	3	201	60	47	13	141	60.00%	70.15%	75.00%
417		0	2,679	0	2,679	89	633	10	1,947	688	420	268	1,259	71.21%	64.66%	74.99%
418		0	0	1,844	1,844	352	182	13	1,297	389	303	86	908	58.09%	70.01%	74.98%
419		0	0	846	846	114	122	7	603	183	141	42	420	62.22%	69.65%	74.87%
420		0	102	0	102	15	23	0	64	20	15	5	44	59.46%	68.75%	74.58%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
421		486	0	0	486	55	40	13	378	122	88	34	256	64 16%	67 72%	74 42%
422		48	0	0	48	4	4	2	38	12	9	3	26	66 67%	68 42%	74 29%
423		0	1,131	0	1,131	31	208	0	892	557	118	439	335	69 21%	37 56%	73 95%
424		2,020	0	0	2,020	876	112	8	1,024	312	252	60	712	38 70%	69 53%	73 86%
425		0	0	1,079	1,079	176	114	29	760	237	188	49	523	58 96%	68 82%	73 56%
426		0	0	452	452	55	140	2	255	76	65	11	179	59 87%	70 20%	73 36%
427		2,482	0	0	2,482	349	178	8	1,947	598	4	102	1,349	61 49%	69 29%	73 12%
428		0	366	0	366	139	53	5	169	70	37	33	99	36 00%	58 58%	72 79%
429		19	0	0	19	2	4	0	13	5	3	2	8	61 54%	61 54%	72 73%
430		1,486	0	0	1,486	259	211	21	995	334	249	85	661	56 54%	66 43%	72 64%
431		75	0	0	75	12	7	1	55	19	14	5	36	58 06%	65 45%	72 00%
432		294	0	0	294	51	81	6	156	61	37	24	95	51 91%	60 90%	71 97%
433		60	0	0	60	8	9	1	42	14	11	3	28	59 57%	66 67%	71 79%
434		95	0	0	95	6	27	0	62	24	15	9	38	64 41%	61 29%	71 70%
435		0	169	0	169	3	14	2	150	47	41	6	103	70 07%	68 67%	71 53%
436		0	0	2,426	2,426	977	25	71	1,353	425	370	55	928	40 79%	68 59%	71 49%
437		15	0	0	15	1	7	0	7	2	2	0	5	62 50%	71 43%	71 43%
438		0	0	1,080	1,080	137	137	14	792	266	214	52	526	59 98%	66 41%	71 08%
439		0	127	0	127	15	9	0	103	40	26	14	63	60 58%	61 17%	70 79%
440		0	722	0	722	71	108	0	543	350	80	270	193	56 10%	35 54%	70 70%
441		23	0	0	23	3	2	0	18	6	5	1	12	60 00%	66 67%	70 59%
442		90	0	0	90	7	12	1	70	22	20	2	48	64 00%	68 57%	70 59%
443		65	0	0	65	1	0	3	61	18	18	0	43	69 35%	70 49%	70 49%
444		0	0	87	87	0	6	0	81	24	24	0	57	70 37%	70 37%	70 37%
445		0	0	3,840	3,840	23	573	27	3,217	1,237	846	391	1,980	69 50%	61 55%	70 06%
446		126	0	0	126	8	8	1	109	35	32	3	74	64 91%	67 89%	69 81%
447		0	0	90	90	15	6	3	66	28	17	11	38	54 29%	57 58%	69 09%
448		38	0	0	38	0	4	2	32	12	9	3	20	68 97%	62 50%	68 97%
449		168	0	0	168	51	30	3	84	30	25	5	54	41 54%	64 29%	68 35%
450		0	87	0	87	12	8	1	66	25	19	6	41	56 94%	62 12%	68 33%
451		0	64	0	64	5	1	1	57	25	15	10	32	61 54%	56 14%	68 09%
452		0	334	0	334	4	37	1	292	116	83	33	176	66 92%	60 27%	67 95%
453		14,555	0	0	14,555	841	1,661	223	11,830	4,263	3 630	633	7,567	62 86%	63 96%	67 58%
454		1,336	0	0	1,336	22	76	53	1,185	450	354	96	735	66 16%	62 03%	67 49%
455		0	295	0	295	33	60	6	196	68	62	6	128	57 40%	65 31%	67 37%
456		4	0	0	4	0	0	0	4	2	1	1	2	66 67%	50 00%	66 67%
457		4	0	0	4	0	1	0	3	1	1	0	2	66 67%	66 67%	66 67%
458		5	0	0	5	0	1	1	3	1	1	0	2	66 67%	66 67%	66 67%
459		7	0	0	7	0	3	0	4	2	1	1	2	66 67%	50 00%	66 67%
460		8	0	0	8	0	0	0	8	4	2	2	4	66 67%	50 00%	66 67%
461		10	0	0	10	2	1	0	7	3	2	1	4	50 00%	57 14%	66 67%
462		13	0	0	13	3	2	1	7	3	2	1	4	44 44%	57 14%	66 67%

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
463		42	0	0	42	22	6	0	14	6	4	2	8	23 53%	57 14%	66 67%
464		569	0	0	569	54	31	1	483	180	154	26	303	59 30%	62 73%	66 30%
465		147	0	0	147	30	13	1	103	40	34	6	63	49 61%	61 17%	64 95%
466		44	0	0	44	3	1	1	39	15	13	2	24	60 00%	61 54%	64 86%
467		251	0	0	251	23	36	2	190	85	57	28	105	56 76%	55 26%	64 81%
468		141	0	0	141	31	12	1	97	41	31	10	56	47 46%	57 73%	64 37%
469		22	0	0	22	4	4	0	14	5	5	0	9	50 00%	64 29%	64 29%
470		1,239	0	0	1,239	136	257	14	832	345	275	70	487	54 23%	58 53%	63 91%
471		15	0	0	15	0	1	1	13	6	4	2	7	63 64%	53 85%	63 64%
472		0	0	248	248	73	11	7	157	76	47	29	81	40 30%	51 59%	3 28%
473		0	0	544	544	55	20	27	442	223	133	90	219	53 81%	49 55%	22%
474		0	0	44	44	0	4	0	40	17	14	3	23	62 16%	57 50%	62 16%
475		0	0	28	28	3	7	0	18	10	5	5	8	50 00%	44 44%	61 54%
476		0	0	134	134	5	27	2	100	52	31	21	48	57 14%	48 00%	60 76%
477		6	0	0	6	1	0	0	5	2	2	0	3	50 00%	60 00%	60 00%
478		10	0	0	10	2	3	0	5	2	2	0	3	42 86%	60 00%	60 00%
479		195	0	0	195	16	35	7	137	64	52	12	73	51 77%	53 28%	58 40%
480		0	0	15	15	2	0	0	13	6	5	1	7	50 00%	53 85%	58 33%
481		17	0	0	17	2	0	0	15	7	6	1	8	50 00%	53 33%	57 14%
482		32	0	0	32	2	13	0	17	9	6	3	8	50 00%	47 06%	57 14%
483		0	4,141	0	4,141	50	513	0	3,578	1,871	1,329	542	1,707	55 31%	47 71%	56 23%
484		139	0	0	139	10	17	4	108	49	46	3	59	51 30%	54 63%	56 19%
485		0	0	24	24	12	2	0	10	5	4	1	5	23 81%	50 00%	55 56%
486		0	736	0	736	515	120	5	96	57	32	25	39	6 66%	40 63%	54 93%
487		0	20,712	0	20,712	908	5,395	17	14,392	8,693	4 702	1	5,699	50 39%	39 60%	54 79%
488		61	0	0	61	3	6	0	52	25	23		27	50 94%	51 92%	54 00%
489		83	0	0	83	8	8	3	64	35	25	10	29	46 77%	45 31%	53 70%
490		574	0	0	574	54	46	8	466	238	203	35	228	47 01%	48 93%	52 90%
491		2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
492		4	0	0	4	0	0	0	4	2	2	0	2	50 00%	50 00%	50 00%
493		4	0	0	4	2	0	0	2	1	1	0	1	25 00%	50 00%	50 00%
494		4	0	0	4	1	1	0	2	1	1	0	1	33 33%	50 00%	50 00%
495		4	0	0	4	0	2	0	2	1	1	0	1	50 00%	50 00%	50 00%
496		6	0	0	6	0	3	0	3	2	1	1	1	50 00%	33 33%	50 00%
497		9	0	0	9	0	1	0	8	5	3	2	3	50 00%	37 50%	50 00%
498		16	0	0	16	0	12	0	4	2	2	0	2	50 00%	50 00%	50 00%
499		17	0	0	17	4	2	0	11	8	3	5	3	30 00%	27 27%	50 00%
500		50	0	0	50	2	13	2	33	21	14	7	12	42 86%	36 36%	46 15%
501		0	66	0	66	0	16	0	50	29	29	0	21	42 00%	42 00%	42 00%
502		0	0	20	20	1	0	1	18	11	10	1	7	38 89%	38 89%	41 18%
503		0	0	44	44	20	8	0	16	12	7	5	4	12 90%	25 00%	36 36%
504		3	0	0	3	0	0	0	3	2	2	0	1	33 33%	33 33%	33 33%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
505		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
506		8	0	0	8	0	5	0	3	2	2	0	1	33.33%	33.33%	33.33%
507		15	0	0	15	2	10	0	3	2	2	0	1	20.00%	33.33%	33.33%
508		25	0	0	25	2	3	0	20	15	10	5	5	29.41%	25.00%	33.33%
509		16	0	0	16	5	0	1	10	8	5	3	2	16.67%	20.00%	28.57%
510		0	0	90	90	44	20	0	26	22	15	7	4	6.35%	15.38%	21.05%
511		14	0	0	14	0	6	0	8	7	4	3	1	20.00%	12.50%	20.00%
512		55	0	0	55	19	3	0	33	28	20	8	5	11.36%	15.15%	20.00%
513		94	0	0	94	23	8	3	60	54	48	6	6	7.79%	10.00%	11.11%
514		0	57	0	57	0	1	2	54	53	35	18	1	2.78%	1.85%	2.78%
515		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
516		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
517		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
518		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
519		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
520		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
521		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
522		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
523		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
524		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
525		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
526		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
527		0	2	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
528		0	2	0	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
529		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
530		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
531		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
532		3	0	0	3	0	0	0	3	3	0	3	0	0.00%	0.00%	0.00%
533		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
534		0	3	0	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
535		3	0	0	3	0	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
536		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
537		0	4	0	4	4	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
538		4	0	0	4	2	0	1	1	1	0	1	0	0.00%	0.00%	0.00%
539		4	0	0	4	0	1	0	3	3	2	1	0	0.00%	0.00%	0.00%
540		6	0	0	6	1	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal		266,958	0	0	266,958	25,200	25,291	1,581	214,886	33,657	26,941	6,716	181,229	77.66%	84.34%	87.06%
EDI Subtotal		0	127,474	0	127,474	7,210	18,312	986	100,966	24,189	14,824	9,365	76,777	77.70%	76.04%	83.82%
TAG Subtotal		0	0	53,217	53,217	4,905	6,753	358	41,201	7,617	5,517	2,100	33,584	76.32%	81.51%	85.89%
TOTAL INTERFACES		**266,958**	**127,474**	**53,217**	**447,649**	**37,315**	**50,356**	**2,925**	**357,053**	**65,463**	**47,282**	**18,181**	**291,590**	**77.51%**	**81.67%**	**86.05%**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		0	1	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
2		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
3		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
4		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
5		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
6		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
10		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
11		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
12		0	0	2	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
13		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
14		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
15		2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
16		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
17		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
18		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
19		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
20		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
21		2	0		2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
22		2	0		2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
23		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
24		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
25		0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
26		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
27		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
28		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
29		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
30		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
31		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
32		3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
33		3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
34		3	0	0	3	0	0	0	3	1	0	1	2	100 00%	66 67%	100 00%
35		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
36		3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
37		3	0	0	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
38		3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
39		3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
40		4	0	0	4	2	1	0	1	0	0	0	1	33 33%	100 00%	100 00%
41		4	0	0	4	2	1	0	1	0	0	0	1	33 33%	100 00%	100 00%
42		4	0	0	4	0	2	0	2	1	0	1	1	100 00%	50 00%	100 00%
43		4	0	0	4	0	3	0	1	0	0	0	1	100 00%	100 00%	100 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		0	5	0	5	1	0	0	4	0	0	0	4	80 00%	100 00%	100 00%
45		5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
46		5	0	0	5	1	0	1	3	1	0	1	2	66 67%	66 67%	100 00%
47		5	0	0	5	1	0	0	4	0	0	0	4	80 00%	100 00%	100 00%
48		5	0	0	5	1	1	0	3	1	0	1	2	66 67%	66 67%	100 00%
49		5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
50		5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
51		5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
52		5	0	0	5	0	2	1	2	0	0	0	2	100 00%	100 00%	100 00%
53		6	0	0	6	1	0	0	5	0	0	0	5	83 33%	100 00%	100 00%
54		6	0	0	6	0	2	1	3	0	0	0	3	100 00%	100 00%	100 00%
55		6	0	0	6	0	4	0	2	0	0	0	2	100 00%	100 00%	100 00%
56		7	0	0	7	3	0	0	4	0	0	0	4	57 14%	100 00%	100 00%
57		7	0	0	7	1	3	0	3	0	0	0	3	75 00%	100 00%	100 00%
58		8	0	0	8	2	1	1	4	1	0	1	3	60 00%	75 00%	100 00%
59		8	0	0	8	2	3	0	3	0	0	0	3	60 00%	100 00%	100 00%
60		9	0	0	9	1	1	0	7	0	0	0	7	87 50%	100 00%	100 00%
61		0	0	10	10	0	7	0	3	0	0	0	3	100 00%	100 00%	100 00%
62		11	0	0	11	5	1	0	5	0	0	0	5	50 00%	100 00%	100 00%
63		11	0	0	11	0	3	0	8	1	0	1	7	100 00%	87 50%	100 00%
64		11	0	0	11	0	3	0	8	0	0	0	8	100 00%	100 00%	100 00%
65		12	0	0	12	0	0	0	12	1	0	1	11	100 00%	91 67%	100 00%
66		12	0	0	12	1	4	1	6	0	0	0	6	85 71%	100 00%	100 00%
67		13	0	0	13	0	5	0	8	0	0	0	8	100 00%	100 00%	100 00%
68		13	0	0	13	1	6	0	6	0	0	0	6	85 71%	100 00%	100 00%
69		14	0	0	14	3	0	0	11	0	0	0	11	78 57%	100 00%	100 00%
70		14	0	0	14	0	7	1	6	0	0	0	6	100 00%	100 00%	100 00%
71		15	0	0	15	0	1	0	14	0	0	0	14	100 00%	100 00%	100 00%
72		15	0	0	15	0	1	0	14	0	0	0	14	100 00%	100 00%	100 00%
73		16	0	0	16	0	2	1	13	1	0	1	12	100 00%	92 31%	100 00%
74		20	0	0	20	3	3	0	14	0	0	0	14	82 35%	100 00%	100 00%
75		0	0	22	22	0	2	0	20	0	0	0	20	100 00%	100 00%	100 00%
76		33	0	0	33	1	0	0	32	1	0	1	31	96 88%	96 88%	100 00%
77		55	0	0	55	3	3	0	49	1	0	1	48	94 12%	97 96%	100 00%
78		0	0	56	56	0	8	0	48	1	0	1	47	100 00%	97 92%	100 00%
79		70	0	0	70	0	1	0	69	0	0	0	69	100 00%	100 00%	100 00%
80		134	0	0	134	7	4	0	123	3	0	3	120	94 49%	97 56%	100 00%
81		533	0	0	533	2	19	1	511	37	2	35	474	99 16%	92 76%	99 58%
82		0	484	0	484	61	32	0	391	12	2	10	379	85 75%	96 93%	99 49%
83		0	203	0	203	13	31	0	159	2	1	1	157	91 81%	98 74%	99 37%
84		0	0	206	206	3	10	0	193	3	2	1	190	97 44%	98 45%	98 96%
85		0	0	385	385	6	19	0	360	4	4	0	356	97 27%	98 89%	98 89%
86		0	0	188	188	1	16	0	171	5	2	3	166	98 22%	97 08%	98 81%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
87		83	0	0	83	3	10	0	70	1	1	0	69	94.52%	98.57%	98.57%
88		0	0	149	149	7	10	1	131	3	2	1	128	93.43%	97.71%	98.46%
89		67	0	0	67	3	4	0	60	1	1	0	59	93.65%	98.33%	98.33%
90		65	0	0	65	3	1	0	61	3	1	2	58	93.55%	96.08%	98.31%
91		1,217	0	0	1,217	84	52	1	1,080	28	21	7	1,052	90.92%	97.41%	98.04%
92		0	0	58	58	2	5	1	50	2	1	1	48	94.12%	96.00%	97.96%
93		305	0	0	305	13	12	0	280	7	6	1	273	93.49%	97.50%	97.85%
94		132	0	0	132	13	1	0	118	3	3	0	115	87.79%	97.46%	97.46%
95		308	0	0	308	25	13	0	270	8	7	1	262	89.12%	97.04%	97.40%
96		47	0	0	47	6	3	0	38	2	1	1	36	83.72%	94.74%	97.30%
97		1,211	0	0	1,211	68	48	1	1,094	32	30	2	1,062	91.55%	97.07%	97.25%
98		0	0	156	156	0	11	0	145	5	4	1	140	97.22%	96.55%	97.22%
99		820	0	0	820	35	68	1	716	24	20	4	692	92.64%	96.65%	97.19%
100		153	0	0	153	10	3	0	140	4	4	0	136	90.67%	97.14%	97.14%
101		0	1,130	0	1,130	112	94	1	923	35	27	8	888	86.47%	96.21%	97.05%
102		48	0	0	48	1	14	0	33	1	1	0	32	94.12%	96.97%	96.97%
103		322	0	0	322	30	28	0	264	11	8	3	253	86.94%	95.83%	96.93%
104		1,759	0	0	1,759	102	517	4	1,136	46	35	11	1,090	88.83%	95.95%	96.89%
105		397	0	0	397	34	10	2	351	13	11	2	338	88.25%	96.30%	96.85%
106		1,053	0	0	1,053	95	43	1	914	38	29	9	876	87.60%	95.84%	96.80%
107		746	0	0	746	91	39	1	615	21	20	1	593	84.26%	96.59%	96.74%
108		1,205	0	0	1,205	102	16	8	1,079	54	35	19	1,025	88.21%	95.00%	96.70%
109		0	38	0	38	4	3	0	31	2	1	1	29	85.29%	93.55%	96.67%
110		4,641	0	0	4,641	82	373	3	4,183	163	139	24	4,020	94.79%	96.10%	96.66%
111		15,456	0	0	15,456	599	533	11	14,313	535	487	48	13,778	92.69%	96.26%	96.59%
112		0	0	2,240	2,240	53	179	7	2,001	78	69	9	1,923	94.03%	96.10%	96.54%
113		1,137	0	0	1,137	60	60	1	1,016	41	35	6	975	91.12%	95.96%	96.53%
114		30	0	0	30	2	0	0	28	1	1	0	27	90.00%	96.43%	96.43%
115		0	1,958	0	1,958	22	184	0	1,752	70	63	7	1,682	95.19%	96.00%	96.39%
116		1,086	0	0	1,086	90	54	5	937	40	34	6	897	87.86%	95.73%	96.35%
117		368	0	0	368	45	20	1	302	13	11	2	289	83.77%	95.70%	96.33%
118		305	0	0	305	21	3	3	278	16	10	6	262	89.42%	94.24%	96.32%
119		29	0	0	29	0	2	0	27	1	1	0	26	96.30%	96.30%	96.30%
120		200	0	0	200	30	6	0	164	8	6	2	156	81.25%	95.12%	96.30%
121		716	0	0	716	73	79	0	564	23	21	2	541	85.20%	95.92%	96.26%
122		0	1,449	0	1,449	13	156	0	1,280	51	48	3	1,229	95.27%	96.02%	96.24%
123		601	0	0	601	33	10	0	558	24	21	3	534	90.82%	95.70%	96.22%
124		232	0	0	232	7	12	0	213	10	8	2	203	93.12%	95.31%	96.21%
125		469	0	0	469	30	16	0	423	18	16	2	405	89.80%	95.74%	96.20%
126		357	0	0	357	53	14	0	290	13	11	2	277	81.23%	95.52%	96.18%
127		28	0	0	28	1	1	0	26	1	1	0	25	92.59%	96.15%	96.15%
128		0	2,543	0	2,543	35	199	0	2,309	98	89	9	2,211	94.69%	95.76%	96.13%
129		225	0	0	225	25	18	0	182	10	7	3	172	84.31%	94.61%	96.09%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
130		2,045	0	0	2,045	129	67	4	1,845	80	72	8	1,765	89 78%	95 66%	96 08%
131		417	0	0	417	27	60	0	330	15	13	2	315	88 73%	95 45%	96 04%
132		856	0	0	856	96	46	4	710	33	28	5	677	84 52%	95 35%	96 03%
133		1,721	0	0	1,721	97	93	6	1,525	76	60	16	1,449	90 22%	96 02%	96 02%
134		52	0	0	52	7	19	0	26	2	1	1	24	75 00%	92 31%	96 00%
135		425	0	0	425	41	10	0	374	21	15	6	353	86 31%	94 39%	95 92%
136		857	0	0	857	75	7	1	774	37	32	5	737	87 32%	95 22%	95 84%
137		2,706	0	0	2,706	214	178	7	2,307	124	98	26	2,183	87 49%	94 63%	95 70%
138		37	0	0	37	4	9	1	23	1	1	0	22	81 48%	95 65%	95 65%
139		53	0	0	53	3	4	0	46	2	2	0	44	89 80%	95 65%	95 65%
140		118	0	0	118	11	15	0	92	6	4	2	86	85 15%	93 48%	95 56%
141		621	0	0	621	31	48	0	542	29	25	4	513	90 16%	94 65%	95 35%
142		3,346	0	0	3,346	247	304	9	2,786	154	131	23	2,632	87 44%	94 47%	95 26%
143		525	0	0	525	69	31	1	424	28	20	8	396	81 65%	93 40%	95 19%
144		259	0	0	259	45	8	1	205	12	10	2	193	77 82%	94 15%	95 07%
145		622	0	0	622	52	22	3	545	32	27	5	513	86 66%	94 13%	95 00%
146		279	0	0	279	7	25	4	243	17	12	5	226	92 24%	93 00%	94 96%
147		99	0	0	99	13	4	3	79	4	4	0	75	81 52%	94 94%	94 94%
148		838	0	0	838	39	70	3	726	53	36	17	673	89 97%	92 70%	94 92%
149		596	0	0	596	48	30	3	515	31	26	5	484	86 74%	93 98%	94 90%
150		1,400	0	0	1,400	87	119	4	1,190	70	61	9	1,120	88 33%	94 12%	94 83%
151		1,669	0	0	1,669	136	156	6	1,371	86	70	16	1,285	86 18%	93 73%	94 83%
152		104	0	0	104	2	5	0	97	6	5	1	91	92 86%	93 81%	94 79%
153		6,544	0	0	6,544	536	499	7	5,502	326	288	38	5,176	86 27%	94 07%	94 73%
154		396	0	0	396	45	25	0	326	21	17	4	305	83 11%	93 56%	94 72%
155		328	0	0	328	20	4	0	304	17	16	1	287	88 85%	94 41%	94 72%
156		27,047	0	0	27,047	1,435	1,742	25	23,845	1,418	1,279	139	22,427	89 20%	94 05%	94 60%
157		351	0	0	351	28	27	2	294	17	16	1	277	86 29%	94 22%	94 54%
158		1,709	0	0	1,709	35	102	2	1,570	110	86	24	1,460	92 35%	92 99%	94 44%
159		205	0	0	205	20	10	0	175	12	10	2	163	84 46%	93 14%	94 22%
160		5,901	0	0	5,901	370	576	11	4,944	338	286	52	4,606	87 53%	93 16%	94 15%
161		46	0	0	46	3	7	2	34	2	2	0	32	86 49%	94 12%	94 12%
162		36	0	0	36	0	2	0	34	3	2	1	31	93 94%	91 18%	93 94%
163		236	0	0	236	17	11	3	205	20	12	8	185	86 45%	90 24%	93 91%
164		459	0	0	459	26	63	0	370	31	22	9	339	87 60%	91 62%	93 91%
165		32	0	0	32	4	10	1	17	2	1	1	15	75 00%	88 24%	93 75%
166		1,530	0	0	1,530	152	179	5	1,194	102	73	29	1,092	82 92%	91 46%	93 73%
167		333	0	0	333	39	19	0	275	21	17	4	254	81 94%	92 36%	93 73%
168		2,559	0	0	2,559	239	203	6	2,111	154	135	19	1,957	83 96%	92 70%	93 55%
169		105	0	0	105	14	10	0	81	9	5	4	72	79 12%	88 89%	93 51%
170		869	0	0	869	108	55	6	700	58	45	13	642	80 75%	91 71%	93 45%
171		18	0	0	18	3	0	0	15	1	1	0	14	77 78%	93 33%	93 33%
172		277	0	0	277	2	30	1	244	24	16	8	220	92 44%	90 16%	93 22%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
173		71	0	0	71	10	1	0	60	6	4	2	54	79.41%	90.00%	93.10%
174		410	0	0	410	33	48	1	328	32	22	10	296	84.33%	90.24%	93.08%
175		92	0	0	92	20	0	0	72	5	5	0	67	72.83%	93.06%	93.06%
176		54	0	0	54	8	3	0	43	3	3	0	40	78.43%	93.02%	93.02%
177		67	0	0	67	2	14	2	49	9	3	6	40	88.89%	81.63%	93.02%
178		1,650	0	0	1,650	109	131	0	1,410	111	98	13	1,299	86.25%	92.13%	92.98%
179		74	0	0	74	5	6	0	63	10	4	6	53	85.48%	84.13%	92.98%
180		8,733	0	0	8,733	266	887	5	7,575	603	531	72	6,972	89.74%	92.04%	92.92%
181		17	0	0	17	0	2	0	15	2	1	1	13	92.86%	86.67%	92.86%
182		590	0	0	590	71	49	3	467	41	33	8	426	80.38%	91.22%	92.81%
183		267	0	0	267	8	4	0	255	25	18	7	230	89.84%	90.20%	92.74%
184		176	0	0	176	53	8	0	115	13	8	5	102	62.58%	88.70%	92.73%
185		2,165	0	0	2,165	205	38	8	1,914	160	141	19	1,754	83.52%	91.64%	92.56%
186		247	0	0	247	11	6	0	230	20	17	3	210	88.24%	91.30%	92.51%
187		44	0	0	44	1	3	0	40	3	3	0	37	90.24%	92.50%	92.50%
188		1,365	0	0	1,365	113	104	10	1,138	116	84	32	1,022	83.84%	89.81%	92.41%
189		0	0	690	690	74	79	2	535	63	39	24	472	80.68%	88.22%	92.37%
190		525	0	0	525	52	13	1	459	38	35	3	421	82.87%	91.72%	92.32%
191		1,042	0	0	1,042	25	753	21	243	32	18	14	211	83.07%	86.83%	92.14%
192		622	0	0	622	20	28	1	573	49	45	4	524	88.96%	91.45%	92.09%
193		437	0	0	437	43	30	1	363	29	29	0	334	82.27%	92.01%	92.01%
194		32	0	0	32	5	1	1	25	2	2	0	23	76.67%	92.00%	92.00%
195		2,779	0	0	2,779	345	226	18	2,190	214	173	41	1,976	79.23%	90.23%	91.95%
196		761	0	0	761	77	32	3	649	58	52	6	591	82.08%	91.06%	91.91%
197		388	0	0	388	48	22	1	317	28	26	2	289	79.61%	91.17%	91.75%
198		0	15	0	15	2	0	0	13	2	1	1	11	78.57%	84.62%	91.67%
199		20	0	0	20	2	6	0	12	1	1	0	11	78.57%	91.67%	91.67%
200		639	0	0	639	39	29	0	571	63	48	15	508	85.38%	88.97%	91.37%
201		85	0	0	85	18	16	2	49	7	4	3	42	65.63%	85.71%	91.30%
202		0	2,752	0	2,752	46	363	4	2,339	245	200	45	2,094	89.49%	89.53%	91.28%
203		44	0	0	44	3	4	1	36	5	3	2	31	83.78%	86.11%	91.18%
204		931	0	0	931	22	70	4	835	83	75	8	752	88.57%	90.06%	90.93%
205		156	0	0	156	18	21	0	117	17	10	7	100	78.13%	85.47%	90.91%
206		316	0	0	316	12	38	0	266	26	25	1	240	86.64%	90.23%	90.57%
207		75	0	0	75	8	4	0	63	6	6	0	57	80.28%	90.48%	90.48%
208		90	0	0	90	4	9	0	77	11	7	4	66	85.71%	85.71%	90.41%
209		1,547	0	0	1,547	121	37	5	1,384	142	136	6	1,242	82.86%	89.74%	90.13%
210		220	0	0	220	23	21	1	175	20	17	3	155	79.49%	88.57%	90.12%
211		497	0	0	497	55	49	2	391	45	38	7	346	78.82%	88.49%	90.10%
212		145	0	0	145	14	8	0	123	14	12	2	109	80.74%	88.62%	90.08%
213		0	922	0	922	18	178	0	726	86	71	15	640	87.79%	88.15%	90.01%
214		11	0	0	11	0	0	0	11	2	1	1	9	90.00%	81.82%	90.00%
215		21	0	0	21	0	1	0	20	2	2	0	18	90.00%	90.00%	90.00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
216		32	0	0	32	7	2	1	22	4	2	2	18	66 67%	81 82%	90 00%
217		0	42	0	42	2	5	1	34	7	3	4	27	84 38%	79 41%	90 00%
218		270	0	0	270	39	3	2	226	28	22	6	198	76 45%	87 61%	90 00%
219		75	0	0	75	6	6	1	62	9	6	3	53	81 54%	85 48%	89 83%
220		126	0	0	126	9	9	0	108	13	11	2	95	82 61%	87 96%	89 62%
221		0	37	0	37	1	8	0	28	3	3	0	25	86 21%	89 29%	89 29%
222		94	0	0	94	12	8	0	74	8	8	0	66	76 74%	89 19%	89 19%
223		230	0	0	230	36	18	1	175	19	19	0	156	73 93%	89 14%	89 14%
224		1,110	0	0	1,110	125	76	4	905	125	95	30	780	78 00%	86 19%	89 14%
225		12	0	0	12	0	3	0	9	1	1	0	8	88 89%	88 89%	88 89%
226		27	0	0	27	7	2	0	18	2	2	0	16	64 00%	88 89%	88 89%
227		66	0	0	66	7	4	0	55	7	6	1	48	78 69%	87 27%	88 89%
228		135	0	0	135	18	6	0	111	15	12	3	96	76 19%	86 49%	88 89%
229		1,000	0	0	1,000	102	70	0	828	117	92	25	711	78 56%	85 87%	88 54%
230		688	0	0	688	80	28	3	577	78	66	12	499	77 36%	86 48%	88 32%
231		101	0	0	101	16	8	0	77	9	9	0	68	73 12%	88 31%	88 31%
232		22	0	0	22	0	4	0	18	3	2	1	15	88 24%	83 33%	88 24%
233		169	0	0	169	37	7	0	125	20	14	6	105	67 31%	84 00%	88 24%
234		471	0	0	471	19	25	4	423	56	49	7	367	84 37%	86 76%	88 22%
235		161	0	0	161	27	9	2	123	19	14	5	104	71 72%	84 55%	88 14%
236		8	0	0	8	0	0	0	8	1	1	0	7	87 50%	87 50%	87 50%
237		14	0	0	14	6	0	0	8	1	1	0	7	50 00%	87 50%	87 50%
238		15	0	0	15	3	1	0	11	4	1	3	7	63 64%	63 64%	87 50%
239		0	0	24	24	0	0	0	24	3	3	0	21	87 50%	87 50%	87 50%
240		32	0	0	32	4	9	1	18	4	2	2	14	70 00%	77 78%	87 50%
241		0	0	1,901	1,901	220	194	7	1,480	204	183	21	1,276	76 00%	86 22%	87 46%
242		88	0	0	88	13	11	0	64	9	8	1	55	72 37%	85 94%	87 30%
243		818	0	0	818	109	27	0	682	95	89	6	587	74 78%	86 07%	86 83%
244		542	0	0	542	133	23	0	386	70	49	21	316	63 45%	81 87%	86 58%
245		0	0	942	942	266	20	0	656	102	86	16	554	61 15%	84 45%	86 56%
246		324	0	0	324	58	40	3	223	38	29	9	185	68 01%	82 96%	86 45%
247		112	0	0	112	16	10	0	86	17	11	6	69	71 88%	80 23%	86 25%
248		544	0	0	544	65	47	5	427	75	57	18	352	74 26%	82 44%	86 06%
249		215	0	0	215	14	22	0	179	26	25	1	153	79 69%	85 47%	85 96%
250		18	0	0	18	2	1	0	15	3	2	1	12	75 00%	80 00%	85 71%
251		18	0	0	18	0	3	0	15	3	2	1	12	85 71%	80 00%	85 71%
252		50	0	0	50	1	11	0	38	8	5	3	30	83 33%	78 95%	85 71%
253		251	0	0	251	8	12	3	228	38	32	6	190	82 61%	83 33%	85 59%
254		568	0	0	568	80	14	5	469	78	66	12	391	72 81%	83 37%	85 56%
255		141	0	0	141	5	16	0	120	22	17	5	98	81 67%	81 67%	85 22%
256		18	0	0	18	1	2	1	14	3	2	1	11	78 57%	78 57%	84 62%
257		44	0	0	44	8	6	1	29	7	4	3	22	64 71%	75 86%	84 62%
258		24	0	0	24	5	0	0	19	3	3	0	16	66 67%	84 21%	84 21%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
259		199	0	0	199	70	20	0	109	23	17	6	86	49 71%	78 90%	83 50%
260		9	0	0	9	0	2	0	7	2	1	1	5	83 33%	71 43%	83 33%
261		80	0	0	80	5	3	0	72	13	12	1	59	77 63%	81 94%	83 10%
262		193	0	0	193	68	7	3	115	28	18	10	87	50 29%	75 65%	82 86%
263		0	0	285	285	21	26	1	237	51	39	12	186	75 61%	78 48%	82 67%
264		37	0	0	37	6	4	2	25	6	4	2	19	65 52%	76 00%	82 61%
265		41	0	0	41	5	2	0	34	6	6	0	28	71 79%	82 35%	82 35%
266		213	0	0	213	9	9	1	194	36	34	2	158	78 61%	81 44%	82 29%
267		0	0	1,669	1,669	69	40	2	1,558	294	277	17	1,264	78 51%	81 13%	82 02%
268		11	0	0	11	0	0	0	11	2	2	0	9	81 82%	81 82%	81 82%
269		19	0	0	19	2	0	0	17	8	2	6	9	69 23%	52 94%	81 82%
270		26	0	0	26	1	4	0	21	4	4	0	17	77 27%	80 95%	80 95%
271		19	0	0	19	1	6	1	11	3	2	1	8	72 73%	72 73%	80 00%
272		0	49	0	49	8	3	1	37	9	7	2	28	65 12%	75 68%	80 00%
273		1,268	0	0	1,268	99	94	11	1,064	246	213	33	818	72 39%	76 88%	79 34%
274		280	0	0	280	42	40	1	197	48	39	9	149	64 78%	75 63%	79 26%
275		134	0	0	134	10	16	0	108	25	24	1	83	70 94%	76 85%	77 57%
276		51,590	0	0	51,590	4,551	7,872	369	38,798	11,008	8,662	2,346	27,790	67 78%	71 63%	76 24%
277		0	957	0	957	7	79	0	871	228	212	16	643	74 59%	73 82%	75 20%
278		4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
279		0	0	7	7	1	1	0	5	2	1	1	3	60 00%	60 00%	75 00%
280		19	0	0	19	2	8	0	9	3	2	1	6	60 00%	66 67%	75 00%
281		33	0	0	33	1	28	0	4	1	1	0	3	60 00%	75 00%	75 00%
282		168	0	0	168	15	14	0	139	42	34	8	97	66 44%	69 78%	74 05%
283		354	0	0	354	50	22	2	280	82	71	11	198	62 07%	70 71%	73 61%
284		10	0	0	10	2	1	0	7	2	2	0	5	55 56%	71 43%	71 43%
285		73	0	0	73	2	14	0	57	22	14	8	35	68 63%	61 40%	71 43%
286		0	0	3,815	3,815	23	569	27	3,196	1,225	839	386	1,971	69 57%	61 67%	70 14%
287		126	0	0	126	8	8	1	109	35	32	3	74	64 91%	67 89%	69 81%
288		111	0	0	111	21	25	0	65	26	19	7	39	49 37%	60 00%	67 24%
289		21	0	0	21	0	0	0	21	8	7	1	13	65 00%	61 90%	65 00%
290		39	0	0	39	3	1	0	35	13	12	1	22	59 46%	62 86%	64 71%
291		0	4,140	0	4,140	49	513	0	3 578	1,871	1 329	542	1,707	55 33%	47 71%	56 23%
292		0	20,712	0	20,712	908	5,395	17	14,392	8,693	4,702	3,991	5,699	50 39%	39 60%	54 79%
293		565	0	0	565	50	44	8	463	238	203	35	225	47 07%	48 60%	52 57%
294		5	0	0	5	0	0	0	5	3	3	0	2	40 00%	40 00%	40 00%
295		6	0	0	6	2	1	0	3	2	2	0	1	20 00%	33 33%	33 33%
296		10	0	0	10	0	5	0	5	4	3	1	1	25 00%	20 00%	25 00%
297		94	0	0	94	23	8	3	60	54	48	6	6	7 79%	10 00%	11 11%
298		1	0	0	1	1	0	0	0	0	0		0	0 00%	0 00%	0 00%
299		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
300		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
301		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
302		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
303		0	2	0	2	0	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
304		2	0	0	2	1	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
305		2	0	0	2	0	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
306		2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0 00%	0 00%
307		0	0	3	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
308		0	5	0	5	4	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
309		5	0	0	5	3	0	0	2	2	1	1	0	0 00%	0 00%	0 00%
LENS Subtotal		197,435	0	0	197,435	14,500	18,615	714	163,606	19 962	16,201	3,761	143,644	82 39%	87 80%	89 86%
EDI Subtotal		0	37,444	0	37,444	1,306	7,243	24	28,871	11,417	6,760	4,657	17,454	68 39%	60 46%	72 08%
TAG Subtotal		0	0	12,815	12,815	749	1,197	48	10,821	2,045	1,551	494	8,776	79 23%	81 10%	84 98%
TOTAL INTERFACES		**197,435**	**37,444**	**12,815**	**247,694**	**16,555**	**27,055**	**786**	**203,298**	**33,424**	**24,512**	**8,912**	**169,874**	**80 53%**	**83 56%**	**87 39%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		0	1	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
2		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
3		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
4		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
5		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
10		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
11		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
12		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
13		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
14		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
15		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
16		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
17			0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
18		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
19		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
20		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
21		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
22		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
23		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
24		2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
25		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
26		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
27		2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
28		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
29		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
30		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
31		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
32		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
33		0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
34		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
35		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
36		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
37		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
38		0	0	3	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
39		3	0	0	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
40		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
41		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
42		3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
43		3	0	0	3	0	1	0	2	1	0	1	1	100 00%	50 00%	100 00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		3	0	0	3	0	1	0	2	1	0	1	1	100 00%	50 00%	100 00%
45		3	0	0	3	0	1	0	2	1	0	1	1	100 00%	50 00%	100 00%
46		3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
47		4	0	0	4	1	0	0	3	0	0	0	3	75 00%	100 00%	100 00%
48		4	0	0	4	0	0	0	4	1	0	1	3	100 00%	75 00%	100 00%
49		4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
50		4	0	0	4	1	0	0	3	0	0	0	3	75 00%	100 00%	100 00%
51		4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
52		4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
53		4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
54		4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
55		4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
56		5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
57		5	0	0	5	0	4	0	1	0	0	0	1	100 00%	100 00%	100 00%
58		6	0	0	6	5	0	0	1	0	0	0	1	16 67%	100 00%	100 00%
59		6	0	0	6	1	1	0	4	1	0	1	3	75 00%	75 00%	100 00%
60		6	0	0	6	3	1	0	2	0	0	0	2	40 00%	100 00%	100 00%
61		6	0	0	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
62		6	0	0	6	0	5	0	1	0	0	0	1	100 00%	100 00%	100 00%
63		7	0	0	7	3	0	0	4	0	0	0	4	57 14%	100 00%	100 00%
64		7	0	0	7	3	2	0	2	0	0	0	2	40 00%	100 00%	100 00%
65		7	0	0	7	0	5	0	2	0	0	0	2	100 00%	100 00%	100 00%
66		8	0	0	8	4	0	0	4	0	0	0	4	50 00%	100 00%	100 00%
67		8	0	0	8	0	4	0	4	2	0	2	2	100 00%	50 00%	100 00%
68		9	0	0	9	0	3	0	6	1	0	1	5	100 00%	83 33%	100 00%
69		11	0	0	11	3	1	0	7	2	0	2	5	62 50%	71 43%	100 00%
70		11	0	0	11	4	3	0	4	0	0	0	4	50 00%	100 00%	100 00%
71		12	0	0	12	4	0	0	8	0	0	0	8	66 67%	100 00%	100 00%
72		12	0	0	12	3	0	0	9	0	0	0	9	75 00%	100 00%	100 00%
73		0	0	12	12	0	2	0	10	1	0	1	9	100 00%	90 00%	100 00%
74		12	0	0	12	0	2	0	10	0	0	0	10	100 00%	100 00%	100 00%
75		13	0	0	13	7	1	0	5	1	0	1	4	36 36%	80 00%	100 00%
76		18	0	0	18	2	9	0	7	0	0	0	7	77 78%	100 00%	100 00%
77		20	0	0	20	10	0	0	10	0	0	0	10	50 00%	100 00%	100 00%
78		21	0	0	21	0	7	2	12	3	0	3	9	100 00%	75 00%	100 00%
79		22	0	0	22	2	6	0	14	4	0	4	10	83 33%	71 43%	100 00%
80		55	0	0	55	36	2	0	17	0	0	0	17	32 08%	100 00%	100 00%
81		100	0	0	100	6	10	0	84	5	3	2	79	89 77%	94 05%	96 34%
82		36	0	0	36	4	6	1	25	5	1	4	20	80 00%	80 00%	95 24%
83		40	0	0	40	15	0	1	24	4	1	3	20	55 56%	83 33%	95 24%
84		35	0	0	35	11	1	1	22	4	1	3	18	60 00%	81 82%	94 74%
85		23	0	0	23	1	2	0	20	3	1	2	17	89 47%	85 00%	94 44%
86		72	0	0	72	3	17	1	51	4	3	1	47	88 68%	92 16%	94 00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
87		99	0	0	99	29	9	2	59	6	4	2	53	61 63%	89 83%	92 98%
88		39	0	0	39	16	7	0	16	3	1	2	13	43 33%	81 25%	92 86%
89		16	0	0	16	0	3	0	13	1	1	0	12	92 31%	92 31%	92 31%
90		0	18	0	18	5	0	0	13	1	1	0	12	66 67%	92 31%	92 31%
91		20	0	0	20	3	4	0	13	1	1	0	12	75 00%	92 31%	92 31%
92		21	0	0	21	7	1	1	12	1	1	0	11	57 89%	91 67%	91 67%
93		36	0	0	36	11	3	0	22	2	2	0	20	60 61%	90 91%	90 91%
94		91	0	0	91	9	9	0	73	14	6	8	59	79 73%	80 82%	90 77%
95		0	106	0	106	1	33	1	71	34	4	30	37	88 10%	52 11%	90 24%
96		51	0	0	51	8	5	0	38	6	4	2	32	72 73%	84 21%	88 89%
97		57	0	0	57	15	15	0	27	3	3	0	24	57 14%	88 89%	88 89%
98		24	0	0	24	6	0	0	18	3	2	1	15	65 22%	83 33%	88 24%
99		24	0	0	24	4	1	0	19	4	2	2	15	71 43%	78 95%	88 24%
100		43	0	0	43	3	3	2	35	5	4	1	30	81 08%	85 71%	88 24%
101		67	0	0	67	12	2	0	53	9	6	3	44	70 97%	83 02%	88 00%
102		24	0	0	24	4	1	0	19	5	2	3	14	70 00%	73 68%	87 50%
103		39	0	0	39	14	17	0	8	1	1	0	7	31 82%	87 50%	87 50%
104		0	0	93	93	49	2	0	42	14	4	10	28	34 57%	66 67%	87 50%
105		70	0	0	70	8	15	1	46	9	6	3	37	72 55%	80 43%	86 05%
106		8	0	0	8	1	0	0	7	1	1	0	6	75 00%	85 71%	85 71%
107		46	0	0	46	13	10	0	23	5	3	2	18	52 94%	78 26%	85 71%
108		0	101	0	101	91	1	0	9	3	1	2	6	6 12%	66 67%	85 71%
109		79	0	0	79	10	9	5	55	14	7	7	41	70 69%	74 55%	85 42%
110		0	100	0	100	34	9	0	57	13	8	5	44	51 16%	77 19%	84 62%
111		0	0	27	27	2	0	0	25	9	3	6	16	76 19%	64 00%	84 21%
112		37	0	0	37	3	7	1	26	5	4	1	21	75 00%	80 77%	84 00%
113		402	0	0	402	341	26	0	35	14	4	10	21	5 74%	60 00%	84 00%
114		0	0	65	65	12	8	0	45	9	7	2	36	65 45%	80 00%	83 72%
115		6	0	0	6	0	0	0	6	1	1	0	5	83 33%	83 33%	83 33%
116		16	0	0	16	4	5	0	7	2	1	1	5	50 00%	71 43%	83 33%
117		53	0	0	53	15	5	0	33	9	5	4	24	54 55%	72 73%	82 76%
118		30	0	0	30	5	1	1	23	4	4	0	19	67 86%	82 61%	82 61%
119		25	0	0	25	11	1	1	12	3	2	1	9	40 91%	75 00%	81 82%
120		53	0	0	53	16	1	3	33	6	6	0	27	55 10%	81 82%	81 82%
121		56	0	0	56	43	0	1	12	3	2	1	9	16 67%	75 00%	81 82%
122		820	0	0	820	244	89	9	478	118	83	35	360	52 40%	75 31%	81 26%
123		0	0	35	35	3	0	0	32	7	6	1	25	73 53%	78 13%	80 65%
124		132	0	0	132	18	10	0	104	31	18	13	73	66 97%	70 19%	80 22%
125		8	0	0	8	1	1	0	6	2	1	1	4	66 67%	66 67%	80 00%
126		13	0	0	13	2	0	0	11	3	2	1	8	66 67%	72 73%	80 00%
127		13	0	0	13	0	1	0	12	4	2	2	8	80 00%	66 67%	80 00%
128		16	0	0	16	1	3	0	12	8	1	7	4	66 67%	33 33%	80 00%
129		35	0	0	35	5	2	0	28	8	5	3	20	66 67%	71 43%	80 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
130		102	0	0	102	15	2	0	85	19	17	2	66	67 35%	77 65%	79 52%
131		50	0	0	50	1	5	6	38	11	7	4	27	77 14%	71 05%	79 41%
132		58	0	0	58	0	17	0	41	14	7	7	27	79 41%	65 85%	79 41%
133		113	0	0	113	5	68	2	38	11	7	4	27	69 23%	71 05%	79 41%
134		21	0	0	21	0	7	0	14	4	3	1	10	76 92%	71 43%	76 92%
135		144	0	0	144	22	16	2	104	34	21	13	70	61 95%	67 31%	76 92%
136		77	0	0	77	4	8	4	61	23	12	11	38	70 37%	62 30%	76 00%
137		4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
138		7	0	0	7	1	1	0	5	2	1	1	3	60 00%	60 00%	75 00%
139		8	0	0	8	0	1	1	6	3	1	2	3	75 00%	50 00%	75 00%
140		43	0	0	43	2	11	0	30	9	7	2	21	70 00%	70 00%	75 00%
141		343	0	0	343	108	30	5	200	59	47	12	141	47 64%	70 50%	75 00%
142		55	0	0	55	6	0	3	46	15	11	4	31	64 58%	67 39%	73 81%
143		0	0	340	340	75	52	3	210	77	48	29	133	51 95%	63 33%	73 48%
144		46	0	0	46	7	7	1	31	9	8	1	22	59 46%	70 97%	73 33%
145		73	0	0	73	22	14	0	37	13	9	4	24	43 64%	64 86%	72 73%
146		39	0	0	39	7	1	0	31	10	8	2	21	58 33%	67 74%	72 41%
147		589	0	0	589	142	112	2	333	108	86	22	225	49 67%	67 57%	72 35%
148		74	0	0	74	18	8	2	46	15	12	3	31	50 82%	67 39%	72 09%
149		85	0	0	85	54	3	1	27	9	7	2	18	22 78%	66 67%	72 00%
150		0	0	28	28	1	2	0	25	13	5	8	12	66 67%	48 00%	70 59%
151		124	0	0	124	36	2	1	85	28	24	4	57	48 72%	67 06%	70 37%
152		0	0	56	56	18	3	0	35	12	10	2	23	45 10%	65 71%	69 70%
153		56	0	0	56	11	4	0	41	16	12	4	25	52 08%	60 98%	67 57%
154		5	0	0	5	1	0	0	4	2	1	1	2	50 00%	50 00%	66 67%
155		5	0	0	5	0	0	0	5	3	1	2	2	66 67%	40 00%	66 67%
156		6	0	0	6	0	1	0	5	3	1	2	2	66 67%	40 00%	66 67%
157		6	0	0	6	2	1	0	3	1	1	0	2	40 00%	66 67%	66 67%
158		7	0	0	7	0	3	0	4	2	1	1	2	66 67%	50 00%	66 67%
159		8	0	0	8	3	2	0	3	1	1	0	2	33 33%	66 67%	66 67%
160		10	0	0	10	2	1	0	7	3	2	1	4	50 00%	57 14%	66 67%
161		10	0	0	10	3	4	0	3	1	1	0	2	33 33%	66 67%	66 67%
162		0	0	12	12	2	0	0	10	4	3	1	6	54 55%	60 00%	66 67%
163		0	0	14	14	7	0	0	7	5	1	4	2	20 00%	28 57%	66 67%
164		42	0	0	42	22	6	0	14	6	4	2	8	23 53%	57 14%	66 67%
165		17	0	0	17	2	1	0	14	5	5	0	9	56 25%	64 29%	64 29%
166		22	0	0	22	4	4	0	14	5	5	0	9	50 00%	64 29%	64 29%
167		172	0	0	172	35	27	0	110	44	37	7	66	47 83%	60 00%	64 08%
168		0	0	56	56	19	4	0	33	14	11	3	19	38 78%	57 58%	63 33%
169		3,047	0	0	3,047	330	517	82	2,118	987	727	260	1 131	51 69%	53 40%	60 87%
170		24	0	0	24	4	0	1	19	9	7	2	10	47 62%	52 63%	58 82%
171		103	0	0	103	22	7	0	74	33	30	3	41	44 09%	55 41%	57 75%
172		17	0	0	17	2	0	0	15	7	6	1	8	50 00%	53 33%	57 14%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
173		51	0	0	51	18	9	1	23	11	9	2	12	30 77%	52 17%	57 14%
174		0	233	0	233	34	24	3	172	87	64	23	85	46 45%	49 42%	57 05%
175		0	0	25	25	0	4	0	21	12	7	5	9	56 25%	42 86%	56 25%
176		17	0	0	17	7	0	1	9	4	4	0	5	31 25%	55 56%	55 56%
177		0	0	21	21	9	2	0	10	5	4	1	5	27 78%	50 00%	55 56%
178		111	0	0	111	29	25	0	57	35	18	17	22	31 88%	38 60%	55 00%
179		0	38	0	38	4	5	0	29	16	12	4	13	44 83%	44 83%	52 00%
180		0	64	0	64	11	20	0	33	18	14	4	15	37 50%	45 45%	51 72%
181		3	0	0	3	0	0	0	3	2	1	1	1	50 00%	33 33%	50 00%
182		4	0	0	4	2	0	0	2	1	1	0	1	25 00%	50 00%	50 00%
183		4	0	0	4	1	1	0	2	1	1	0	1	33 33%	50 00%	50 00%
184		4	0	0	4	0	2	0	2	1	1	0	1	50 00%	50 00%	50 00%
185		6	0	0	6	4	0	0	2	1	1	0	1	16 67%	50 00%	50 00%
186		6	0	0	6	0	3	0	3	2	1	1	1	50 00%	33 33%	50 00%
187		7	0	0	7	3	0	0	4	2	2	0	2	28 57%	50 00%	50 00%
188		7	0	0	7	0	0	0	7	6	1	5	1	50 00%	14 29%	50 00%
189		10	0	0	10	2	1	0	7	6	1	5	1	25 00%	14 29%	50 00%
190		17	0	0	17	8	3	0	6	4	2	2	2	16 67%	33 33%	50 00%
191		49	0	0	49	4	21	0	24	16	8	8	8	40 00%	33 33%	50 00%
192		122	0	0	122	14	21	7	80	42	38	4	38	42 22%	47 50%	50 00%
193		3	0	0	3	0	0	0	3	2	2	0	1	33 33%	33 33%	33 33%
194		5	0	0	5	1	1	0	3	2	2	0	1	25 00%	33 33%	33 33%
195		15	0	0	15	2	10	0	3	2	2	0	1	20 00%	33 33%	33 33%
196		44	0	0	44	1	13	2	28	21	14	7	7	31 82%	25 00%	33 33%
197		16	0	0	16	5	0	1	10	8	5	3	2	16 67%	20 00%	28 57%
198		0	0	35	35	17	7	0	11	10	6	4	1	4 17%	9 09%	14 29%
199		0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
200		1	0	0	1	0	0		1	1	0	1	0	0 00%	0 00%	0 00%
201		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
202		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
203		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
204		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
205		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
206		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
207		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
208		0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
209		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
210		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
211		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
212		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
213		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
214		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
215		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
216		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
217		2	0	0	2	1	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
218		2	0	0	2	0	0	0	2	2	2	0	0	0 00%	0 00%	0 00%
219		2	0	0	2	1	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
220		2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
221		2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0 00%	0 00%
222		2	0	0	2	1	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
223		2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0 00%	0 00%
224		2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
225		2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
226		3	0	0	3	0	1	0	2	2	2	0	0	0 00%	0 00%	0 00%
227		3	0	0	3	0	3	0	0	0	0	0	0	0 00%	0 00%	0 00%
228		4	0	0	4	4	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
229		4	0	0	4	0	0	0	4	4	2	2	0	0 00%	0 00%	0 00%
230		4	0	0	4	0	1	0	3	3	1	2	0	0 00%	0 00%	0 00%
231		8	0	0	8	7	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
232		10	0	0	10	8	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
LENS Subtotal		9,461	0	0	9,461	2,044	1,400	158	5,859	2,071	1,473	598	3,788	51 85%	64 65%	72 00%
EDI Subtotal		0	662	0	662	181	92	4	385	172	104	68	213	42 77%	55 32%	67 19%
TAG Subtotal		0	0	825	825	216	88	3	518	192	115	77	326	49 62%	62 93%	73 92%
TOTAL INTERFACES		**9,461**	**662**	**825**	**10,948**	**2,441**	**1,580**	**165**	**6,762**	**2,435**	**1,692**	**743**	**4,327**	**51 15%**	**63 99%**	**71 89%**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
2		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
3		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
4		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
5		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
10		0	0	2	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
11		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
12		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
13		2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
14		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
15		2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
16		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
17		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
18		2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
19		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
20		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
21		3	0	0	3	0	0	0	3	2	0	2	1	100 00%	33 33%	100 00%
22		3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
23		3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
24		4	0	0	4	2	0	0	2	0	0	0	2	50 00%	100 00%	100 00%
25		4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
26		4	0	0	4	2	0	0	2	0	0	0	2	50 00%	100 00%	100 00%
27		4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
28		4	0	0	4	2	1	0	1	0	0	0	1	33 33%	100 00%	100 00%
29		0	0	4	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
30		5	0	0	5	1	0	0	4	1	0	1	3	75 00%	75 00%	100 00%
31		5	0	0	5	1	0	0	4	0	0	0	4	80 00%	100 00%	100 00%
32		5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
33		5	0	0	5	3	1	0	1	0	0	0	1	25 00%	100 00%	100 00%
34		5	0	0	5	0	3	0	2	0	0	0	2	100 00%	100 00%	100 00%
35		6	0	0	6	1	1	1	3	0	0	0	3	75 00%	100 00%	100 00%
36		6	0	0	6	3	1	1	1	0	0	0	1	25 00%	100 00%	100 00%
37		0	0	7	7	1	4	0	2	0	0	0	2	66 67%	100 00%	100 00%
38		7	0	0	7	0	5	0	2	0	0	0	2	100 00%	100 00%	100 00%
39		8	0	0	8	1	1	0	6	0	0	0	6	85 71%	100 00%	100 00%
40		8	0	0	8	4	2	0	2	0	0	0	2	33 33%	100 00%	100 00%
41		0	0	8	8	0	5	0	3	1	0	1	2	100 00%	66 67%	100 00%
42		9	0	0	9	1	3	1	4	0	0	0	4	80 00%	100 00%	100 00%
43		10	0	0	10	2	4	0	4	0	0	0	4	66 67%	100 00%	100 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		0	12	0	12	6	3	0	3	1	0	1	2	25 00%	66 67%	100 00%
45		12	0	0	12	3	4	1	4	1	0	1	3	50 00%	75 00%	100 00%
46		13	0	0	13	0	9	0	4	2	0	2	2	100 00%	50 00%	100 00%
47		15	0	0	15	14	0	0	1	0	0	0	1	6 67%	100 00%	100 00%
48		18	0	0	18	1	9	1	7	0	0	0	7	87 50%	100 00%	100 00%
49		19	0	0	19	1	4	6	8	0	0	0	8	88 89%	100 00%	100 00%
50		22	0	0	22	6	8	0	8	0	0	0	8	57 14%	100 00%	100 00%
51		26	0	0	26	0	0	1	25	3	0	3	22	100 00%	88 00%	100 00%
52		28	0	0	28	0	1	0	27	0	0	0	27	100 00%	100 00%	100 00%
53		30	0	0	30	1	12	0	17	0	0	0	17	94 44%	100 00%	100 00%
54		30	0	0	30	1	15	0	14	0	0	0	14	93 33%	100 00%	100 00%
55		42	0	0	42	9	19	0	14	0	0	0	14	60 87%	100 00%	100 00%
56		66	0	0	66	50	0	0	16	0	0	0	16	24 24%	100 00%	100 00%
57		72	0	0	72	1	31	6	34	0	0	0	34	97 14%	100 00%	100 00%
58		95	0	0	95	80	0	0	15	1	0	1	14	14 89%	93 33%	100 00%
59		118	0	0	118	117	0	0	1	0	0	0	1	0 85%	100 00%	100 00%
60		243	0	0	243	232	5	0	6	0	0	0	6	2 52%	100 00%	100 00%
61		0	0	1,479	1,479	18	108	3	1,350	30	21	9	1,320	97 13%	97 78%	98 43%
62		128	0	0	128	6	17	0	105	5	2	3	100	92 59%	95 24%	98 04%
63		0	0	159	159	1	7	0	151	4	3	1	147	97 35%	97 35%	98 00%
64		51	0	0	51	3	0	0	48	1	1	0	47	92 16%	97 92%	97 92%
65		222	0	0	222	161	11	1	49	2	1	1	47	22 49%	95 92%	97 92%
66		0	0	1,364	1,364	65	81	7	1,211	54	27	27	1,157	92 63%	95 54%	97 72%
67		0	0	257	257	1	11	2	243	8	6	2	235	97 11%	96 71%	97 51%
68		54	0	0	54	3	9	0	42	3	1	2	39	90 70%	92 86%	97 50%
69		0	0	87	87	8	6	0	73	2	2	0	71	87 65%	97 26%	97 26%
70		0	0	605	605	12	38	3	552	20	15	5	532	95 17%	96 38%	97 26%
71		0	0	401	401	12	18	0	371	12	11	1	359	93 98%	96 77%	97 03%
72		0	0	978	978	77	51	3	847	49	27	22	798	88 47%	94 21%	96 73%
73		2,194	0	0	2,194	43	36	1	2,114	83	69	14	2,031	94 77%	96 07%	96 71%
74		72	0	0	72	6	5	0	61	3	2	1	58	87 88%	95 08%	96 67%
75		77	0	0	77	29	19	0	29	2	1	1	27	47 37%	93 10%	96 43%
76		109	0	0	109	6	1	0	102	7	4	3	95	90 48%	93 14%	95 96%
77		151	0	0	151	7	16	0	128	19	5	14	109	90 08%	85 16%	95 61%
78		93	0	0	93	3	2	0	88	6	4	2	82	92 13%	93 18%	95 35%
79		0	0	401	401	17	44	1	339	21	16	5	318	90 60%	93 81%	95 21%
80		0	0	7,068	7,068	96	554	28	6,390	410	336	74	5,980	93 26%	93 58%	94 68%
81		70	0	0	70	9	2	0	59	6	3	3	53	81 54%	89 83%	94 64%
82		1,082	0	0	1,082	117	31	5	929	64	51	13	865	83 74%	93 11%	94 43%
83		123	0	0	123	19	12	0	92	8	5	3	84	77 78%	91 30%	94 38%
84		491	0	0	491	22	22	1	446	47	25	22	399	89 46%	89 46%	94 10%
85		0	3,280	0	3,280	656	463	2	2,159	217	134	83	1,942	71 08%	89 95%	93 55%
86		1,247	0	0	1,247	973	31	1	242	24	16	8	218	18 06%	90 08%	93 16%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
87		0	0	40	40	4	4	1	31	4	2	2	27	81 82%	87 10%	93 10%
88		802	0	0	802	610	28	3	161	17	11	6	144	18 82%	89 44%	92 90%
89		97	0	0	97	3	14	0	80	15	5	10	65	89 04%	81 25%	92 86%
90		29	0	0	29	1	0	1	27	2	2	0	25	89 29%	92 59%	92 59%
91		112	0	0	112	61	19	4	28	3	2	1	25	28 41%	89 29%	92 59%
92		419	0	0	419	8	15	4	392	37	29	8	355	90 56%	90 56%	92 45%
93		157	0	0	157	140	3	0	14	2	1	1	12	7 84%	85 71%	92 31%
94		368	0	0	368	70	27	3	268	32	20	12	236	72 39%	88 06%	92 19%
95		0	0	34	34	4	2	1	27	4	2	2	23	79 31%	85 19%	92 00%
96		0	27,982	0	27,982	1,189	3,879	19	22,895	2,606	1,908	698	20,289	86 76%	88 62%	91 40%
97		38	0	0	38	0	4	0	34	4	3	1	30	90 91%	88 24%	90 91%
98		1,624	0	0	1,624	268	99	10	1,247	165	110	55	1,082	74 11%	86 77%	90 77%
99		0	517	0	517	83	72	2	360	65	32	33	295	71 95%	81 94%	90 21%
100		0	743	0	743	29	84	10	620	96	57	39	524	85 90%	84 52%	90 19%
101		14	0	0	14	0	2	0	12	3	1	2	9	90 00%	75 00%	90 00%
102		66	0	0	66	3	13	0	50	5	5	0	45	84 91%	90 00%	90 00%
103		67	0	0	67	6	3	0	58	6	6	0	52	81 25%	89 66%	89 66%
104		1,745	0	0	1,745	83	166	24	1,472	220	147	73	1,252	84 48%	85 05%	89 49%
105		28	0	0	28	2	5	1	20	3	2	1	17	80 95%	85 00%	89 47%
106		0	28	0	28	0	6	0	22	5	2	3	17	89 47%	77 27%	89 47%
107		103	0	0	103	2	19	2	80	13	8	5	67	87 01%	83 75%	89 33%
108		103	0	0	103	12	1	0	90	16	9	7	74	77 89%	82 22%	89 16%
109		0	0	14	14	0	5	0	9	1	1	0	8	88 89%	88 89%	88 89%
110		15	0	0	15	0	1	0	14	6	1	5	8	88 89%	57 14%	88 89%
111		0	72	0	72	0	9	0	63	7	7	0	56	88 89%	88 89%	88 89%
112		0	40,977	0	40,977	2,006	3,848	847	34,276	5,236	3,633	1,603	29,040	83 74%	84 72%	88 88%
113		1,120	0	0	1,120	120	87	9	904	138	96	42	766	78 00%	84 73%	88 86%
114		74	0	0	74	1	33	1	39	8	4	4	31	86 11%	79 49%	88 57%
115		933	0	0	933	44	139	8	742	142	81	61	600	82 76%	80 86%	88 11%
116		914	0	0	914	103	113	6	692	136	76	60	556	75 65%	80 35%	87 97%
117		0	0	116	116	1	2	0	113	14	14	0	99	86 84%	87 61%	87 61%
118		31	0	0	31	10	12	1	8	1	1	0	7	38 89%	87 50%	87 50%
119		189	0	0	189	40	18	5	126	22	15	7	104	65 41%	82 54%	87 39%
120		441	0	0	441	18	50	3	370	56	46	10	314	83 07%	84 86%	87 22%
121		46	0	0	46	2	3	1	40	6	5	1	34	82 93%	85 00%	87 18%
122		0	0	12,325	12,325	992	2,740	35	8,558	1,726	1,028	698	6,832	77 18%	79 83%	86 92%
123		78	0	0	78	14	3	3	58	12	7	5	46	68 66%	79 31%	86 79%
124		909	0	0	909	77	117	10	705	130	88	42	575	77 70%	81 56%	86 73%
125		37	0	0	37	1	14	0	22	3	3	0	19	82 61%	86 36%	86 36%
126		453	0	0	453	10	36	3	404	62	55	7	342	84 03%	84 65%	86 15%
127		0	116	0	116	11	19	0	86	20	11	9	66	75 00%	76 74%	85 71%
128		0	615	0	615	18	94	1	502	194	52	142	308	81 48%	61 35%	85 56%
129		0	45	0	45	0	11	0	34	5	5	0	29	85 29%	85 29%	85 29%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
130		81	0	0	81	15	2	1	63	11	9	2	52	68 42%	82 54%	85 25%
131		53	0	0	53	8	22	1	22	5	3	2	17	60 71%	77 27%	85 00%
132		0	79	0	79	3	8	0	68	14	10	4	54	80 60%	79 41%	84 38%
133		41	0	0	41	12	1	0	28	7	4	3	21	56 76%	75 00%	84 00%
134		1,795	0	0	1,795	156	301	24	1,314	310	192	118	1,004	74 26%	76 41%	83 95%
135		92	0	0	92	12	17	2	61	14	9	5	47	69 12%	77 05%	83 93%
136		110	0	0	110	10	25	0	75	18	11	7	57	73 08%	76 00%	83 82%
137		230	0	0	230	31	24	4	171	39	26	13	132	69 84%	77 19%	83 54%
138		0	440	0	440	16	92	0	332	195	27	168	137	76 11%	41 27%	83 54%
139		0	429	0	429	8	78	4	339	86	50	36	253	81 35%	74 63%	83 50%
140		7	0	0	7	0	0	1	6	1	1	0	5	83 33%	83 33%	83 33%
141		11	0	0	11	0	5	0	6	1	1	0	5	83 33%	83 33%	83 33%
142		34	0	0	34	4	5	1	24	4	4	0	20	71 43%	83 33%	83 33%
143		503	0	0	503	66	52	3	382	84	60	24	298	70 28%	78 01%	83 24%
144		1,354	0	0	1,354	329	189	19	817	172	132	40	645	58 32%	78 95%	83 01%
145		5,911	0	0	5,911	724	485	59	4,643	911	764	147	3,732	71 49%	80 38%	83 01%
146		213	0	0	213	20	11	1	181	40	29	11	141	74 21%	77 90%	82 94%
147		65	0	0	65	20	6	0	39	10	6	4	29	52 73%	74 36%	82 86%
148		0	0	38	38	5	7	1	25	6	4	2	19	67 86%	76 00%	82 61%
149		0	0	613	613	67	97	10	439	122	67	55	317	70 29%	72 21%	82 55%
150		111	0	0	111	5	24	2	80	20	13	7	60	76 92%	75 00%	82 19%
151		992	0	0	992	248	83	8	653	139	113	26	514	58 74%	78 71%	81 98%
152		0	0	490	490	101	65	2	322	67	59	8	255	61 45%	79 19%	81 21%
153		234	0	0	234	24	28	2	180	47	31	16	133	70 74%	73 89%	81 10%
154		596	0	0	596	73	32	1	490	117	89	28	373	69 72%	76 12%	80 74%
155		0	0	9	9	0	4	0	5	1	1	0	4	80 00%	80 00%	80 00%
156		16	0	0	16	9	2	0	5	1	1	0	4	28 57%	80 00%	80 00%
157		55	0	0	55	1	10	7	37	17	5	12	20	76 92%	54 05%	80 00%
158		0	0	547	547	36	134	0	377	82	74	8	295	72 84%	78 25%	79 95%
159		414	0	0	414	53	64	5	292	68	57	11	224	67 07%	76 71%	79 72%
160		2,050	0	0	2,050	125	156	43	1,726	413	338	75	1,313	73 93%	76 07%	79 53%
161		70	0	0	70	4	6	2	58	12	12	0	46	74 19%	79 31%	79 31%
162		0	0	96	96	16	18	2	60	18	11	7	42	60 87%	70 00%	79 25%
163		0	34	0	34	3	4	0	27	8	5	3	19	70 37%	70 37%	79 17%
164		962	0	0	962	74	86	19	783	191	156	35	592	72 02%	75 61%	79 14%
165		0	2,313	0	2,313	284	314	27	1,688	469	322	147	1,219	66 79%	72 22%	79 10%
166		1,051	0	0	1,051	107	100	8	836	210	172	38	626	69 17%	74 88%	78 45%
167		0	1,880	0	1,880	389	321	8	1,162	301	241	60	861	57 75%	74 10%	78 13%
168		0	295	0	295	16	32	0	247	62	53	9	185	72 83%	74 90%	77 73%
169		0	232	0	232	26	36	2	168	45	36	9	123	66 49%	73 21%	77 36%
170		58	0	0	58	3	6	4	45	11	10	1	34	72 34%	75 56%	7
171		0	469	0	469	72	60	4	333	90	72	18	243	62 79%	72 97%	77 14%
172		64	0	0	64	6	7	0	51	14	11	3	37	68 52%	72 55%	77 08%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
173		46	0	0	46	3	4	0	39	9	9	0	30	71 43%	76 92%	76 92%
174		205	0	0	205	21	47	9	128	35	29	6	93	65 03%	72 66%	76 23%
175		0	0	1,131	1,131	145	259	6	721	206	161	45	515	62 73%	71 43%	76 18%
176		234	0	0	234	14	33	4	183	59	39	20	124	70 06%	67 76%	76 07%
177		0	0	320	320	29	108	0	183	53	41	12	130	65 00%	71 04%	76 02%
178		0	715	0	715	28	135	0	552	347	66	281	205	68 56%	37 14%	75 65%
179		0	622	0	622	11	55	0	556	164	127	37	392	73 96%	70 50%	75 53%
180		0	521	0	521	41	66	0	414	115	97	18	299	68 42%	72 22%	75 51%
181		0	0	2,004	2,004	290	254	25	1,435	431	328	103	1,004	61 90%	69 97%	75 38%
182		0	0	182	182	0	23	0	159	40	39	1	119	75 32%	74 84%	75 32%
183		0	301	0	301	11	28	0	262	153	36	117	109	69 87%	41 60%	75 17%
184		0	0	1,787	1,787	334	179	13	1,261	377	293	84	884	58 50%	70 10%	75 11%
185		4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
186		5	0	0	5	0	0	0	5	2	1	1	3	75 00%	60 00%	75 00%
187		0	0	9	9	2	0	1	6	3	1	2	3	50 00%	50 00%	75 00%
188		47	0	0	47	0	3	2	42	15	9	6	27	75 00%	64 29%	75 00%
189		192	0	0	192	24	55	5	108	36	24	12	72	60 00%	66 67%	75 00%
190		0	0	818	818	113	120	7	578	170	136	34	408	62 10%	70 59%	75 00%
191		0	2,679	0	2,679	89	633	10	1,947	688	420	268	1,259	71 21%	64 66%	74 99%
192		96	0	0	96	1	11	3	81	31	17	14	50	73 53%	61 73%	74 63%
193		321	0	0	321	47	75	3	196	58	47	11	138	59 48%	70 41%	74 59%
194		0	1,131	0	1,131	31	208	0	892	557	118	439	335	69 21%	37 56%	73 95%
195		2,020	0	0	2,020	876	112	8	1,024	312	252	60	712	38 70%	69 53%	73 86%
196		99	0	0	99	24	13	0	62	17	16	1	45	52 94%	72 58%	73 77%
197		0	0	452	452	55	140	2	255	76	65	11	179	59 87%	70 20%	73 36%
198		0	0	1,051	1,051	174	114	29	734	228	185	43	506	58 50%	68 94%	73 23%
199		2,481	0	0	2,481	349	177	8	1,947	598	496	102	1,349	61 49%	69 29%	73 12%
200		19	0	0	19	2	4	0	13	5	3	2	8	61 54%	61 54%	72 73%
201		1,442	0	0	1,442	256	208	19	959	328	244	84	631	55 79%	65 80%	72 11%
202		0	265	0	265	48	52	5	160	67	36	31	93	52 54%	58 13%	72 09%
203		95	0	0	95	6	27	0	62	24	15	9	38	64 41%	61 29%	71 70%
204		0	169	0	169	3	14	2	150	47	41	6	103	70 07%	68 67%	71 53%
205		0	0	2,426	2,426	977	25	71	1,353	425	370	55	928	40 79%	68 59%	71 49%
206		10	0	0	10	0	1	1	8	3	2	1	5	71 43%	62 50%	71 43%
207		15	0	0	15	1	7	0	7	2	2	0	5	62 50%	71 43%	71 43%
208		114	0	0	114	33	20	2	59	19	16	3	40	44 94%	67 80%	71 43%
209		0	127	0	127	15	9	0	103	40	26	14	63	60 58%	61 17%	70 79%
210		0	722	0	722	71	108	0	543	350	80	270	193	56 10%	35 54%	70 70%
211		22	0	0	22	3	2	0	17	5	5	0	12	60 00%	70 59%	70 59%
212		0	0	1,043	1,043	134	137	14	758	259	208	51	499	59 33%	65 83%	70 58%
213		65	0	0	65	1	0	3	61	18	18	0	43	69 35%	70 49%	70 49%
214		0	0	87	87	0	6	0	81	24	24	0	57	70 37%	70 37%	70 37%
215		0	59	0	59	1	1	1	56	24	14	10	32	68 09%	57 14%	69 57%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
216		54	0	0	54	8	7	0	39	14	11	3	25	56 82%	64 10%	69 44%
217		86	0	0	86	7	11	1	67	22	20	2	45	62 50%	67 16%	69 23%
218		0	0	90	90	15	6	3	66	28	17	11	38	54 29%	57 58%	69 09%
219		0	334	0	334	4	37	1	292	116	83	33	176	66 92%	69 27%	67 95%
220		0	295	0	295	33	60	6	196	68	62	6	128	57 40%	65 31%	67 37%
221		13,400	0	0	13,400	811	840	200	11,549	4,220	3,605	615	7,329	62 40%	63 46%	67 03%
222		4	0	0	4	0	0	0	4	2	1	1	2	66 67%	50 00%	66 67%
223		4	0	0	4	0	1	0	3	1	1	0	2	66 67%	66 67%	66 67%
224		5	0	0	5	0	1	1	3	1	1	0	2	66 67%	66 67%	66 67%
225		8	0	0	8	0	0	0	8	4	2	2	4	66 67%	50 00%	66 67%
226		569	0	0	569	54	31	1	483	180	154	26	303	59 30%	62 73%	66 30%
227		141	0	0	141	31	12	1	97	41	31	10	56	47 46%	57 73%	64 37%
228		15	0	0	15	0	1	1	13	6	4	2	7	63 64%	53 85%	63 64%
229		229	0	0	229	20	31	1	177	79	56	23	98	56 32%	55 37%	63 64%
230		1,179	0	0	1,179	136	239	14	790	331	268	63	459	53 19%	58 10%	63 14%
231		0	0	544	544	55	20	27	442	223	133	90	219	53 81%	49 55%	62 22%
232		0	0	44	44	0	4	0	40	17	14	3	23	62 16%	57 50%	62 16%
233		0	0	28	28	3	7	0	18	10	5	5	8	50 00%	44 44%	61 54%
234		0	0	134	134	5	27	2	100	52	31	21	48	57 14%	48 00%	60 76%
235		6	0	0	6	1	0	0	5	2	2	0	3	50 00%	60 00%	60 00%
236		8	0	0	8	2	1	0	5	2	2	0	3	42 86%	60 00%	60 00%
237		132	0	0	132	10	12	4	106	49	46	3	57	50 44%	53 77%	55 34%
238		0	0	155	155	24	9	7	115	62	43	19	53	44 17%	46 09%	55 21%
239		0	736	0	736	515	120	5	96	57	32	25	39	6 66%	40 63%	54 93%
240		60	0	0	60	2	6	0	52	25	23	2	27	51 92%	51 92%	54 00%
241		27	0	0	27	2	9	0	16	9	6	3	7	46 67%	43 75%	53 85%
242		66	0	0	66	1	8	2	55	31	21	10	24	52 17%	43 64%	53 33%
243		2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
244		9	0	0	9	0	1	0	8	5	3	2	3	50 00%	37 50%	50 00%
245		16	0	0	16	0	12	0	4	2	2	0	2	50 00%	50 00%	50 00%
246		17	0	0	17	4	2	0	11	8	3	5	3	30 00%	27 27%	50 00%
247		22	0	0	22	0	1	2	19	12	9	3	7	43 75%	36 84%	43 75%
248		798	0	0	798	20	57	52	669	410	351	59	259	41 11%	38 71%	42 46%
249		0	66	0	66	0	16	0	50	29	29	0	21	42 00%	42 00%	42 00%
250		0	0	20	20	1	0	1	18	11	10	1	7	38 89%	[illegible]99%	41 18%
251		125	0	0	125	4	10	9	102	69	57	12	33	35 11%	%	36 67%
252		0	0	3	3	0	0	0	3	2	2	0	1	33 33%	33 33%	33 33%
253		3	0	0	3	0	0	0	3	2	2	0	1	33 33%	33 33%	33 33%
254		8	0	0	8	0	5	0	3	2	2	0	1	33 33%	33 33%	33 33%
255		11	0	0	11	0	0	0	11	8	7	1	3	30 00%	27 27%	30 00%
256		20	0	0	20	0	7	3	10	8	6	2	2	25 00%	20 00%	25 00%
257		0	0	90	90	44	20	0	26	22	15	7	4	6 35%	15 38%	21 05%
258		55	0	0	55	19	3	0	33	28	20	8	5	11 36%	15 15%	20 00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
259		21	0	0	21	2	2	0	17	15	10	5	2	14 29%	11 76%	16 67%
260		0	57	0	57	0	1	2	54	53	35	18	1	2 78%	1 85%	2 78%
261		0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
262		0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
263		0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
264		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
265		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
266		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
267		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
268		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
269		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
270		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
271		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
272		1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
273		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
274		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
275		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
276		0	2	0	2	1	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
277		0	2	0	2	1	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
278		0	0	2	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
279		2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
280		2	0	0	2	0	0	0	2	2	2	0	0	0 00%	0 00%	0 00%
281		2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
282		2	0	0	2	0	0	0	2	2	1	1	0	0 00%	0 00%	0 00%
283		0	0	2	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
284		2	0	0	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
285		0	0	2	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
286		2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
287		3	0	0	3	0	0	0	3	3	0	3	0	0 00%	0 00%	0 00%
288		3	0	0	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
289		0	3	0	3	1	1	0		1	0	1	0	0 00%	0 00%	0 00%
290		0	4	0	4	4	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
291		0	0	4	4	4	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
292		4	0	0	4	2	0	1	1	1	0	1	0	0 00%	0 00%	0 00%
293		4	0	0	4	3	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
294		5	0	0	5	1	4	0	0	0	0	0	0	0 00%	0 00%	0 00%
295		5	0	0	5	0	5	0	0	0	0	0	0	0 00%	0 00%	0 00%
296		49	0	0	49	49	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
LENS Subtotal		60,062	0	0	60,062	8,656	5,276	709	45,421	11,624	9,267	2,357	33,797	65 35%	74 41%	78 48%
EDI Subtotal		0	89,368	0	89,368	5,723	10,977	958	71,710	12,600	7,960	4,640	59,110	81 20%	82 43%	88 13%
TAG Subtotal		0	0	39,577	39,577	3,940	5,468	307	29,862	5,380	3,851	1,529	24,482	75 86%	81 98%	86 41%
TOTAL INTERFACES		**60,062**	**89,368**	**39,577**	**189,007**	**18,319**	**21,721**	**1,974**	**146,993**	**29,604**	**21,078**	**8,526**	**117,389**	**74 87%**	**79 86%**	**84 78%**

AGGREGATE ORDER TYPES		
Company Info		
	RESH / OCN	FATAL REJECTS
1		1
2		1
3		1
4		1
5		1
6		1
7		1
8		1
9		1
10		1
11		1
12		1
13		1
14		1
15		1
16		1
17		1
18		1
19		1
20		1
21		1
22		1
23		1
24		1
25		1
26		1
27		1
28		1
29		1
30		1

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
31		1
32		1
33		1
34		1
35		1
36		1
37		1
38		1
39		1
40		1
41		1
42		1
43		1
44		1
45		1
46		1
47		1
48		1
49		2
50		2
51		2
52		2
53		2
54		2
55		2
56		2
57		2
58		2
59		2
60		2

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
61		2
62		2
63		2
64		2
65		2
66		2
67		2
68		2
69		2
70		2
71		2
72		2
73		2
74		2
75		3
76		3
77		3
78		3
79		3
80		3
81		3
82		3
83		3
84		3
85		3
86		3
87		3
88		3
89		4
90		4

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
91		4
92		4
93		4
94		4
95		4
96		4
97		4
98		4
99		4
100		4
101		4
102		4
103		4
104		4
105		4
106		5
107		5
108		5
109		5
110		5
111		5
112		5
113		5
114		5
115		5
116		5
117		6
118		6
119		6
120		6

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
121		6
122		6
123		6
124		6
125		6
126		6
127		6
128		7
129		7
130		7
131		7
132		7
133		7
134		7
135		7
136		7
137		7
138		7
139		7
140		7
141		7
142		7
143		8
144		8
145		8
146		8
147		8
148		8
149		9
150		9

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
151		9
152		9
153		9
154		9
155		10
156		10
157		10
158		10
159		10
160		11
161		11
162		11
163		11
164		11
165		11
166		12
167		12
168		13
169		13
170		13
171		13
172		14
173		14
174		14
175		14
176		14
177		15
178		15
179		15
180		16

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
181		16
182		16
183		17
184		18
185		18
186		19
187		19
188		20
189		21
190		21
191		23
192		23
193		23
194		24
195		24
196		24
197		24
198		25
199		25
200		25
201		26
202		26
203		26
204		27
205		28
206		29
207		29
208		30
209		30
210		32

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
211		32
212		32
213		33
214		33
215		33
216		34
217		34
218		34
219		35
220		36
221		37
222		40
223		40
224		43
225		43
226		43
227		44
228		47
229		48
230		51
231		54
232		54
233		56
234		57
235		
236		59
237		61
238		61
239		61
240		63

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
241		65
242		66
243		73
244		73
245		78
246		80
247		80
248		91
249		100
250		104
251		121
252		122
253		142
254		150
255		175
256		219
257		225
258		232
259		272
260		274
261		286
262		295
263		305
264		307
265		346
266		453
267		841
268		1,544
269		2,438
Total		**12,481**

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	19,855	14 35%	14 35%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT--	19,182	96 61%	21 02%	673	3 39%	1 429%
7020	1,442	1 04%	15 39%	NUM= TELNO= TN NOT FOUND IN CRIS	1,440	99 86%	1 58%	2	0 14%	0 004%
7055	1,741	1 26%	16 65%	NUM= TELNO= ACCOUNT IS FINAL	1,738	99 83%	1 90%	3	0 17%	0 006%
7095	10	0 01%	16 66%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	0	0 00%	0 00%	10	100 00%	0 021%
7109	200	0 14%	16 80%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	121	60 50%	0 13%	79	39 50%	0 168%
7110	171	0 12%	16 93%	COFFI NOT AVAILABLE	64	37 43%	0 07%	107	62 57%	0 227%
7115	2	0 00%	16 93%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	1	50 00%	0 00%	1	50 00%	0 002%
7150	3	0 00%	16 93%	UNE - ERROR GENERATING ECCKT	3	100 00%	0 00%	0	0 00%	0 000%
7235	572	0 41%	17 34%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	400	69 93%	0 44%	172	30 07%	0 365%
7245	720	0 52%	17 87%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	449	62 36%	0 49%	271	37 64%	0 575%
7250	399	0 29%	18 15%	LSR HOUSENUMBER INCORRECT	398	99 75%	0 44%	1	0 25%	0 002%
7260	1	0 00%	18 15%	LISTING TYPE INVALID	1	100 00%	0 00%	0	0 00%	0 000%
7267	15	0 01%	18 17%	UNE - LOCBAN MISSING FOR LINP ORDER	15	100 00%	0 02%	0	0 00%	0 000%
7270	1	0 00%	18 17%	UNE - MISCELLANEOUS ACCOUNT NUMBER MISSING ON LINP LSR	1	100 00%	0 00%	0	0 00%	0 000%
7295	17	0 01%	18 18%	LINE CLASS OF SERVICE MISSING NUM AND TN REQUIRED	8	47 06%	0 01%	9	52 94%	0 019%
7300	2	0 00%	18 18%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	2	100 00%	0 00%	0	0 00%	0 000%
7315	249	0 18%	18 36%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	223	89 56%	0 24%	26	10 44%	0 055%
7375	60	0 04%	18 40%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	57	95 00%	0 06%	3	5 00%	0 006%
7380	131	0 09%	18 50%	UNE - ACTL INVALID	131	100 00%	0 14%	0	0 00%	0 000%
7400	8,409	6 08%	24 58%	CLEC DOES NOT OWN THIS ACCOUNT	8,398	99 87%	9 20%	11	0 13%	0 023%
7445	56	0 04%	24 62%	UNE - CALL FORWARD TN REQUIRED	55	98 21%	0 06%	1	1 79%	0 002%
7465	1,593	1 15%	25 77%	CANNOT CANCEL ORDER	690	43 31%	0 76%	903	56 69%	1 917%
7495	15	0 01%	25 78%	UNE - DIR LOCATOR PROBLEM	5	33 33%	0 01%	10	66 67%	0 021%
7500	7	0 01%	25 78%	DUE DATE COULD NOT BE DETERMINED	0	0 00%	0 00%	7	100 00%	0 015%
7555	201	0 15%	25 93%	FID MISSING IN FEATURE DETAIL	175	87 06%	0 19%	26	12 94%	0 055%
7570	5	0 00%	25 93%	SEQ1X NOT ALLOWED WITH ZNB	3	60 00%	0 00%	2	40 00%	0 004%
7630	70	0 05%	25 98%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	31	44 29%	0 03%	39	55 71%	0 083%
7645	4	0 00%	25 99%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	2	50 00%	0 00%	2	50 00%	0 004%
7660	1	0 00%	25 99%	USOC FUJ1X NOT FOR RESALE	1	100 00%	0 00%	0	0 00%	0 000%
7690	22	0 02%	26 00%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	22	100 00%	0 02%	0	0 00%	0 000%
7710	652	0 47%	26 47%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	376	57 67%	0 41%	276	42 33%	0 586%
7715	1,446	1 05%	27 52%	SOCS TIMEOUT/NOT AVAILABLE	409	28 28%	0 45%	1,037	71 72%	2 202%
7718	2,527	1 83%	29 35%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	1,025	40 56%	1 12%	1,502	59 44%	3 189%
7725	150	0 11%	29 45%	WAITING PERIOD EQUALS 5 MINUTES	37	24 67%	0 04%	113	75 33%	0 240%
7735	14	0 01%	29 46%	INVALID/MISSING LISTING NAME OR TYPE	14	100 00%	0 02%	0	0 00%	0 000%
7740	139	0 10%	29 57%	LOCAL CALLING PLUS INDICATOR NOT FOUND	31	22 30%	0 03%	108	77 70%	0 229%
7755	16	0 01%	29 58%	UNE - NPANXX NOT FOUND IN CLLI TABLE	6	37 50%	0 01%	10	62 50%	0 021%
7785	2	0 00%	29 58%	RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH	2	100 00%	0 00%	0	0 00%	0 000%
7805	1,826	1 32%	30 90%	SITE COULD NOT BE DETERMINED	323	17 69%	0 35%	1 503	82 31%	3 191%
7815	39	0 03%	30 93%	FID=RCU INVALID OR MISSING DATA	32	82 05%	0 04%	7	17 95%	0 015%
7860	160	0 12%	31 04%	RSAG - NO EXACT MATCH ON STREET NAME	159	99 38%	0 17%	1	0 63%	0 002%
7890	30	0 02%	31 06%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	29	96 67%	0 03%	1	3 33%	0 002%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7900	4	0 00%	31 07%	RSAG - NO MATCH ON STREET NAME	4	100 00%	0 00%	0	0 00%	0 000%
7905	4,549	3 29%	34 35%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,530	99 58%	4 96%	19	0 42%	0 040%
7910	2,434	1 76%	36 11%	RSAG - NO MATCH ON EXACT STREET NAME	2,156	88 58%	2 36%	278	11 42%	0 590%
7935	13	0 01%	36 12%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	13	100 00%	0 01%	0	0 00%	0 000%
7945	12	0 01%	36 13%	RSAG SYSTEM ERROR	6	50 00%	0 01%	6	50 00%	0 013%
8150	185	0 13%	36 27%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	65	35 14%	0 07%	120	64 86%	0 255%
8167	54	0 04%	36 30%	INVALID USOC CHARACTER FORMAT SAE 013 I1 CREXI	54	100 00%	0 06%	0	0 00%	0 000%
8170	412	0 30%	36 60%	USOC MAY ONLY APPEAR ONCE FORMAT SAE 110 I1 CREX1 /TN	412	100 00%	0 45%	0	0 00%	0 000%
8173	37	0 03%	36 63%	INVALID CLASS OF SERVICE FORMAT IDNT 131 UEPRL=	37	100 00%	0 04%	0	0 00%	0 000%
8175	2,298	1 66%	38 29%	USOC NOT AVAILABLE IN SWITCH FORMAT SAE 180N I1 ESXDC	2,297	99 96%	2 52%	1	0 04%	0 002%
8180	213	0 15%	38 44%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	213	100 00%	0 23%	0	0 00%	0 000%
8183	23	0 02%	38 46%	AREA CALLING PLAN USOC MISMATCH FORMAT 320 LINE UPP 0000000 / LINE ASSIGN 0000001 U	23	100 00%	0 03%	0	0 00%	0 000%
8185	45	0 03%	38 49%	ESC/ESCWT NOT VALID COMBINATION FORMAT SAE 424 I1 ESCWT	45	100 00%	0 05%	0	0 00%	0 000%
8187	759	0.55%	39 04%	USOC MAY NOT APPEAR ON REQUEST FORMAT SAE 431 T1 EMP1S /TN	758	99 87%	0 83%	1	0 13%	0 002%
8189	537	0 39%	39 43%	USOC IS NOT VALID ON BST FILE FORMAT SAE 433 I1 CREX6	537	100 00%	0 59%	0	0 00%	0 000%
8190	1,019	0 74%	40 17%	INVALID USOC FOR BASIC CLASS OF SERVICE FORMAT SAE 434 I1 S98CP /TN	972	95 39%	1 07%	47	4 61%	0 100%
8193	1	0 00%	40 17%	USOC NOT VALID WITH CALLER ID FORMAT SAE 473 I1 NXMCR /TN	1	100 00%	0 00%	0	0 00%	0 000%
8195	1,365	0 99%	41 15%	CALL FORWARDING USOC MUST NOT APPEAR FORMAT SAE 540 I1 GCJ /TN	1,365	100 00%	1 50%	0	0 00%	0 000%
8197	808	0 58%	41 74%	CALL FORWARDING USOC MUST APPEAR FORMAT SAE 541	807	99 88%	0 88%	1	0 12%	0 002%
19	98	0 07%	41 81%	GCJRC/GCJ COMBINATION INVALID FORMAT SAE 560 I1 GCJRC /TN	98	100 00%	0 11%	0	0 00%	0 000%
34	173	0 13%	41 93%	BCR/NSS/NX8 INVALID USOC COMBINATION FORMAT SAE 575 R1 NSS /TN	173	100 00%	0 19%	0	0 00%	0 000%
8207	97	0 07%	42 00%	BRD/NSQ/NX9 INVALID USOC COMBINATION FORMAT SAE 576 I1 NX9 /TN	97	100 00%	0 11%	0	0 00%	0 000%
8209	623	0 45%	42 45%	USOC COMBINATION IS INVALID FORMAT SAE 587 I1 ESXDC /TN	622	99 84%	0 68%	1	0 16%	0 002%
8240	209	0 15%	42 61%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	206	98 56%	0 23%	3	1 44%	0 006%
8250	403	0 29%	42 90%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	402	99 75%	0 44%	1	0 25%	0 002%
8415	35	0 03%	42 92%	LSF LP ALREADY EXISTS ON ACCOUNT	35	100 00%	0 04%	0	0 00%	0 000%
8430	3	0 00%	42 92%	LSF DOES NOT EXIST ON ACCOUNT	3	100 00%	0 00%	0	0 00%	0 000%
8820	25,325	18 31%	61 23%	SOCS ERROR LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	6,360	25 11%	6 97%	18,965	74 89%	40 269%
8825	22,671	16 39%	77 62%	ORDER ERR	5,097	22 48%	5 59%	17,574	77 52%	37 315%
8830	448	0 32%	77 94%	CLEC ALREADY OWNS THIS ACCOUNT	448	100 00%	0 49%	0	0 00%	0 000%
8850	54	0 04%	77 98%	CFA NOT FOUND,PLEASE VERIFY CFA	54	100 00%	0 06%	0	0 00%	0 000%
8855	1	0 00%	77 98%	NO ACTL IN LSR	1	100 00%	0 00%	0	0 00%	0 000%
8940	419	0 30%	78 28%	CALL FORWARDING NUMBER MISSING OR INVALID	417	99 52%	0 46%	2	0 48%	0 004%
8945	38	0 03%	78.31%	LINECLSSVC AND TOS DO NOT MATCH	38	100 00%	0 04%	0	0 00%	0 000%
8970	970	0 70%	79 01%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	970	100 00%	1 06%	0	0 00%	0 000%
9000	18	0 01%	79 03%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	17	94 44%	0 02%	1	5 56%	0 002%
9015	2	0 00%	79 03%	SUP FAILED TO UPDATE DUE DATE	1	50 00%	0 00%	1	50 00%	0 002%
9040	1	0 00%	79 03%	DDD/DDD-CC REQUIRED	1	100 00%	0 00%	0	0 00%	0 000%
9155	619	0 45%	79 47%	UNE - PORTED OUT NUMBER	619	100 00%	0 68%	0	0 00%	0 000%
9245	409	0 30%	79 77%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	408	99 76%	0 45%	1	0 24%	0 002%
9263	2	0 00%	79 77%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	2	100 00%	0 00%	0	0 00%	0 000%
9433	6	0 00%	79 78%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	6	100 00%	0 01%	0	0 00%	0 000%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9438	11	0 01%	79 78%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	11	100 00%	0 01%	0	0 00%	0 000%
9439	127	0 09%	79 88%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	127	100 00%	0 14%	0	0 00%	0 000%
9441	3	0 00%	79 88%	DLNUM=0004 LTN=5047388816 ALI VALUE INVALID	3	100 00%	0 00%	0	0 00%	0 000%
9442	1,031	0 75%	80 62%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	1,029	99 81%	1 13%	2	0 19%	0 004%
9466	70	0 05%	80 67%	UNABLE TO DETERMINE BLOCK CHOICE	70	100 00%	0 08%	0	0 00%	0 000%
9471	29	0 02%	80 69%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	29	100 00%	0 03%	0	0 00%	0 000%
9476	62	0 04%	80 74%	IS NOT FOUND ON CSR TO DISCONNECT	62	100 00%	0 07%	0	0 00%	0 000%
9477	70	0 05%	80 79%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	70	100 00%	0 08%	0	0 00%	0 000%
9479	161	0 12%	80 91%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	159	98 76%	0 17%	2	1 24%	0 004%
9481	3,684	2 66%	83 57%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	3,666	99 51%	4 02%	18	0 49%	0 038%
9484	19	0 01%	83 58%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	16	84 21%	0 02%	3	15 79%	0 006%
9487	1	0 00%	83 58%	INVALID ACT TYPE FOR FULL MIGRATION	1	100 00%	0 00%	0	0 00%	0 000%
9488	746	0 54%	84 12%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	745	99 87%	0 82%	1	0 13%	0 002%
9495	80	0 06%	84 18%	EATN= MUST EXIST FOR ACT P AND Q	79	98 75%	0 09%	1	1 25%	0 002%
9496	2 398	1 73%	85 91%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2,367	98 71%	2 59%	31	1 29%	0 066%
9497	2	0 00%	85 92%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	2	100 00%	0 00%	0	0 00%	0 000%
9498	11	0 01%	85 92%	EAN= ON LNUM= AND LEAN= ARE POPULATED	11	100 00%	0 01%	0	0 00%	0 000%
9503	1	0 00%	85 92%	FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	1	100 00%	0 00%	0	0 00%	0 000%
9504	14	0 01%	85 93%	DISCONNECTION OF LINES IS NOT ALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	14	100 00%	0 02%	0	0 00%	0 000%
9515	1,340	0 97%	86 90%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,334	99 55%	1 46%	6	0 45%	0 013%
9516	20	0 01%	86 92%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	18	90 00%	0 02%	2	10 00%	0 004%
9517	27	0 02%	86 94%	UNDC INVALID IF PIC ALREADY EXISTS	27	100 00%	0 03%	0	0 00%	0 000%
9518	2	0 00%	86 94%	UNDC INVALID IF LPIC ALREADY EXISTS	2	100 00%	0 00%	0	0 00%	0 000%
9523	4	0 00%	86 94%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH	4	100 00%	0 00%	0	0 00%	0 000%
9526	4	0 00%	86 94%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	4	100 00%	0 00%	0	0 00%	0 000%
9529	1,084	0 78%	87 73%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1,083	99 91%	1 19%	1	0 09%	0 002%
9543	107	0 08%	87 81%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	106	99 07%	0 12%	1	0 93%	0 002%
9602	3,469	2 51%	90 31%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	3,462	99 80%	3 79%	7	0 20%	0 015%
9604	16	0 01%	90 32%	TN ON SUP DOES NOT MATCH ORIGINAL TN	9	56 25%	0 01%	7	43 75%	0 015%
9605	127	0 09%	90 42%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	127	100 00%	0 14%	0	0 00%	0 000%
9606	19	0 01%	90 43%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	19	100 00%	0 02%	0	0 00%	0 000%
9613	14	0 01%	90 44%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	14	100 00%	0 02%	0	0 00%	0 000%
9616	24	0 02%	90 46%	YPH INVALID	24	100 00%	0 03%	0	0 00%	0 000%
9623	2	0 00%	90 46%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	2	100 00%	0 00%	0	0 00%	0 000%
9626	584	0 42%	90 88%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	584	100 00%	0 64%	0	0 00%	0 000%
9627	1,102	0 80%	91 68%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,102	100 00%	1 21%	0	0 00%	0 000%
9628	444	0 32%	92 00%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	444	100 00%	0 49%	0	0 00%	0 000%
9629	63	0 05%	92 04%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	63	100 00%	0 07%	0	0 00%	0 000%
9630	1	0 00%	92 04%	CFND TN DOES NOT MATCH ON S98AF AND ON CALL FORWARDING USOC	1	100 00%	0 00%	0	0 00%	0 000%
9639	595	0 43%	92 47%	CATEGORY L USOC MUST APPEAR FOR SAME TN	595	100 00%	0 65%	0	0 00%	0 000%
9641	1,874	1 35%	93 83%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,870	99 79%	2 05%	4	0 21%	0 008%
9647	371	0 27%	94 10%	BAN DOES NOT EXIST FOR COMPANY CODE	371	100 00%	0 41%	0	0 00%	0 000%

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9654	248	0 18%	94 28%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADD	246	99 19%	0 27%	2	0 81%	0 004%
9656	4	0 00%	94 28%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	4	100 00%	0 00%	0	0 00%	0 000%
9657	50	0 04%	94 32%	ECCKT/UNE1 MISMATCH	50	100 00%	0 05%	0	0 00%	0 000%
9661	42	0 03%	94 35%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	18	42 86%	0 02%	24	57 14%	0 051%
9666	8	0 01%	94 35%	LINESHARE IS APPLICABLE ONLY ON BELLSOUTH RETAIL ACCOUNTS	8	100 00%	0 01%	0	0 00%	0 000%
9670	10	0 01%	94 36%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	10	100 00%	0 01%	0	0 00%	0 000%
9671	104	0 08%	94 43%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	104	100 00%	0 11%	0	0 00%	0 000%
9673	34	0 02%	94 46%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	34	100 00%	0 04%	0	0 00%	0 000%
9674	46	0 03%	94 49%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	46	100 00%	0 05%	0	0 00%	0 000%
9675	19	0 01%	94 51%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	19	100 00%	0 02%	0	0 00%	0 000%
9680	13	0 01%	94 52%	INVALID REQTYP OR TOS FOR LIFELINE	13	100 00%	0 01%	0	0 00%	0 000%
9681	31	0 02%	94 54%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	29	93 55%	0 03%	2	6 45%	0 004%
9682	13	0 01%	94 55%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	13	100 00%	0 01%	0	0 00%	0 000%
9685	3,572	2 58%	97 13%	DUE DATE COULD NOT BE CALCULATED	573	16 04%	0 63%	2,999	83 96%	6 368%
9686	7	0 01%	97 13%	RESID NOT VALID IN LFACS	7	100 00%	0 01%	0	0 00%	0 000%
9687	12	0 01%	97 14%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON THE AC	12	100 00%	0 01%	0	0 00%	0 000%
9689	1	0 00%	97 14%	ACT=D/LNA=D IS INVALID TO DISCONNECT FEWER THAN ALL SHARED LINES FOR A CLEC ON THE	1	100 00%	0 00%	0	0 00%	0 000%
9700	44	0 03%	97 18%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	44	100 00%	0 05%	0	0 00%	0 000%
9715	16	0 01%	97 19%	TOS IS INVALID FOR REQUESTED SERVICE	16	100 00%	0 02%	0	0 00%	0 000%
9735	5	0 00%	97 19%	EATN ACCOUNT DOES NOT EXIST	5	100 00%	0 01%	0	0 00%	0 000%
9772	1	0 00%	97 19%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	1	100 00%	0 00%	0	0 00%	0 000%
9800	56	0 04%	97 23%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	21	37 50%	0 02%	35	62 50%	0 074%
9860	1,093	0 79%	98 02%	UNABLE TO HANDLE REQUEST, ENDUSER ACCOUNT FROZEN	1,092	99 91%	1 20%	1	0 09%	0 002%
9861	1,858	1 34%	99 36%	ADSL NOT ALLOWED WITH THIS SERVICE	1,857	99 95%	2 04%	1	0 05%	0 002%
9863	12	0 01%	99 37%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISPFOR CHANGES TO ADSL SERVICES	12	100 00%	0 01%	0	0 00%	0 000%
9866	43	0 03%	99 40%	MULTILINE USOC DOES NOT APPLY	43	100 00%	0 05%	0	0 00%	0 000%
9867	39	0 03%	99 43%	MULTILINE USOC DOES NOT APPLY	38	97 44%	0 04%	1	2 56%	0 002%
9869	25	0 02%	99 45%	SINGLE LINE USOC DOES NOT APPLY	24	96 00%	0 03%	1	4 00%	0 002%
9908	386	0 28%	99 73%	HTSEQ AND HLA REQUIRED WHEN REMOVING LINES FROM A HUNT GROUP	383	99 22%	0 42%	3	0 78%	0 006%
9909	169	0 12%	99 85%	HTSEQ REQUIRED	166	98 22%	0 18%	3	1 78%	0 006%
9910	141	0 10%	99 95%	HID DATA MUST BE EXISTING ON THE ACCOUNT WHEN HA I S C D OR F	141	100 00%	0 15%	0	0 00%	0 000%
9911	16	0 01%	99 97%	HA = D IS REQUIRED WHEN NO MORE THAN ONE LINE IS LEFT IN THE HUNT GROUP	16	100 00%	0 02%	0	0 00%	0 000%
9912	48	0 03%	100.00%	HTSEQ AND HLA REQUIRED	48	100 00%	0 05%	0	0 00%	0 000%
	138,346	100 00%			91,250	65 96%	100 00%	47,096	34 04%	100 000%

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1005	1	0.01%	0.01%	CCNA REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1007	24	0.13%	0.14%	DUPLICATE CC, PON, VER
1012	4	0.02%	0.16%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	3,410	19.07%	19.24%	PON DUPLICATE ON INITIAL LSR
1020	2	0.01%	19.25%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1023	2	0.01%	19.26%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	20	0.11%	19.37%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	15	0 08%	19.46%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	505	2 82%	22.28%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	3	0 02%	22.30%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	22	0.12%	22.42%	VER MUST BE SPACES OR ZEROES FOR 850
1050	29	0.16%	22.58%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	21	0.12%	22.70%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	15	0.08%	22.78%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1065	14	0.08%	22.86%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	1	0.01%	22.87%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1074	4	0.02%	22.89%	ATN REQUIRED FOR THIS ACT TYPE WHEN NO LNA OF N IS PRESENT
1075	21	0.12%	23.01%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1077	1	0.01%	23.01%	ATN MUST EQUAL EATN
1078	380	2.13%	25.14%	ATN MUST EQUAL EATN OR LEATN WHEN EATN OR LEATN IS POPULATED
1080	15	0.08%	25.22%	DDD/DDD-CC MUST BE A VALID DATE
1085	2	0.01%	25.23%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	6	0.02%	25.25%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1110	20	0 11%	25.36%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	70	0.39%	25.75%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1130	1	0.01%	25.76%	DDD MUST BE A VALID DATE
1131	231	1.29%	27.05%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1135	5	0.03%	27 08%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	12	0.07%	27.15%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N
1145	7	0.04%	27.19%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1154	3	0.02%	27.20%	LSR/PON IS COMPLETED

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1157	2	0.01%	27.21%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION
1160	1	0.01%	27.22%	RTR REQUIRED
1166	5	0.03%	27.25%	CHC IS PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1170	14	0.08%	27.33%	CC REQUIRED
1180	11	0 06%	27.39%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1200	22	0.12%	27.51%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1205	2	0.01%	27.52%	SUP VALID ENTRIES ARE 01, 04, OR 05
1215	110	0.62%	28.14%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1220	1	0.01%	28.14%	EXPEDITE VALID ENTRY IS Y OR N
1225	11	0.06%	28.20%	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1230	2,872	16.07%	44.27%	LSO MUST BE 6 NUMERICS
1265	1	0.01%	44.27%	AUTHNM MUST BE 1 TO 15 ALPHANUMERICS
1267	2	0.01%	44.29%	SECNCI REQUIRED WHEN NC FIELD IS LY OR LX AND REQTYP IS A OR B
1270	9	0.05%	44.34%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1285	9	0 05%	44.39%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1290	3	0 02%	44 40%	ACTL MUST BE 11 ALPHANUMERICS
1300	5	0 03%	44.43%	CIC REQUIRED ON THIS REQTYP-ACTTYPE COMBINATION
1325	1	0.01%	44.44%	LST MUST BE 11 ALPHANUMERICS
1330	1	0.01%	44.44%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	3	0.02%	44.46%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1340	1	0.01%	44.46%	LSO MUST BE 6 NUMERICS
1345	11	0.06%	44.53%	TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1355	1	0.01%	44.53%	TOS FIRST CHARACTER MUST BE 1, 2, 3, OR 4
1390	19	0 11%	44.64%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
1392	4	0.02%	44.66%	TOS SECOND CHARACTER OF J IS PROHIBITED ON REQTYP OF A,B,C,F OR J (STOP EDIT)
1395	2	0.01%	44.67%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB, BB OR CB
1430	22	0.12%	44.79%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1453	10	0.06%	44.85%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1455	107	0.60%	45 45%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	11	0 06%	45 51%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1505	7	0.04%	45.55%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	7	0 04%	45 59%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1515	11	0 06%	45.65%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1520	24	0 13%	45.79%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1525	1	0 01%	45.79%	FAX NO-INIT MUST BE 10 NUMERICS
1530	40	0.22%	46.01%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1540	1	0 01%	46.02%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1580	2	0.01%	46.03%	FAX NO-DSGCON MUST BE 10 NUMERICS
1585	3	0.02%	46.05%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1590	2	0.01%	46.06%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1595	2	0 01%	46.07%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1600	2	0.01%	46 08%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	19	0.11%	46.19%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	184	1.03%	47.22%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	138	0.77%	47.99%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	430	2.41%	50.39%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	2,289	12.80%	63.20%	LSR/PON AGED OFF
1650	611	3.42%	66.62%	LSR/PON COMPLETED
1660	294	1.64%	68.26%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1661	39	0.22%	68 48%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE UNLESS REQUESTED BY BELLSOUTH
1662	1	0.01%	68.48%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1663	12	0.07%	68.55%	CANNOT CANCEL OR CHANGE DUE DATE THIS CLOSE TO SCHEDULED RESTORE OF SERVICE
1664	82	0.46%	69.01%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2015	1	0.01%	69 02%	EU-STATE REQUIRED
2035	2	0.01%	69.03%	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2040	14	0.08%	69.11%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	3	0.02%	69.12%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2050	14	0 08%	69.20%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2055	55	0 31%	69 51%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2060	3	0.02%	69.53%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
2065	14	0.08%	69 60%	LOCBAN REQUIRED
2067	3	0 02%	69.62%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2070	14	0.08%	69 70%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2075	1	0 01%	69.70%	LOCNUM=000 SASS PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2080	6	0.03%	69.74%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2084	6	0.03%	69 77%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AND SASN IS PRESENT
2085	31	0.17%	69.94%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	21	0.12%	70 06%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	26	0.15%	70.21%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2109	5	0.03%	70.24%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2110	3	0.02%	70.25%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2115	17	0 10%	70.35%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	423	2.37%	72.71%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE
2130	17	0.10%	72.81%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2185	2	0.01%	72.82%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS
2200	2	0 01%	72.83%	EATN MUST BE 10 NUMERICS
2285	1	0 01%	72 84%	LOCNUM= DNUM MUST BE 5 NUMERIC
2295	1	0.01%	72.84%	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2350	22	0.12%	72.97%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2355	4	0.02%	72.99%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
3005	1	0 01%	72 99%	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS
3010	23	0.13%	73.12%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3015	1	0.01%	73.13%	REFNUM=0001-TELNO= LNA REQUIRED
3020	2	0 01%	73.14%	LOCNUM=000 - LNUM=00001 FIRST CHARACTER OF CABLE ID MUST BE P OR V
3035	9	0.05%	73.19%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3045	37	0.21%	73 40%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	80	0.45%	73.84%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	28	0.16%	74 00%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3085	3	0 02%	74.02%	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE 00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81
3090	25	0.14%	74.16%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
3100	2	0.01%	74.17%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED
3110	19	0.11%	74.27%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	44	0.25%	74.52%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION
3120	1	0.01%	74.53%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION
3125	16	0.09%	74.62%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	1	0.01%	74.62%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	148	0.83%	75.45%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	14	0.08%	75.53%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	23	0.13%	75.66%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	1	0.01%	75.66%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	1	0.01%	75.67%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	41	0.23%	75.90%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	46	0.26%	76.15%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3200	20	0.11%	76.27%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	10	0.06%	76.32%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3220	2	0.01%	76.33%	LOCNUM=000 LNUM=00001 TELNO= IWJK MUST BE 5 ALPHANUMERICS
3245	9	0.05%	76.38%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3380	8	0.04%	76.43%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3385	4	0.02%	76.45%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3395	6	0.03%	76.48%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3410	198	1.11%	77.59%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	8	0.04%	77.64%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	20	0.11%	77.75%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	10	0.06%	77.80%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)
3427	18	0.10%	77.90%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION
3430	70	0.39%	78.30%	FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	2	0.01%	78.31%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3445	3	0.02%	78.32%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3470	81	0.45%	78.78%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS
3480	1	0.01%	78.78%	LOCNUM=N LNUM=00001 TELNO= LOCNUM MUST BE 3 NUMERICS

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
3485	9	0.05%	78.83%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3550	2	0 01%	78 84%	LOCNUM=000 LNUM=00001 TELNO= OTN MUST BE 10 NUMERICS
3557		0.01%	78 85%	LNUM=00001 TELNO= OTN MUST MATCH EATN OR LEATN AND MUST NOT MATCH ATN
3700	11	0.06%	78 91%	LOCNUM=000 LNUM=00001 TELNO= TNS REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION
3705	7	0.04%	78.95%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN
3725	1	0.01%	78.96%	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY
3730	154	0.86%	79.82%	LNUM=00004 TELNO= FPI INVALID ON REQTYP/LNA COMBINATION
3735	23	0.13%	79.95%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3745	7	0.04%	79.99%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3750	154	0.86%	80.85%	LNUM=00001 TELNO= PIC INVALID ON REQTYP/LNA COMBINATION
3755	24	0.13%	80.98%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	2	0 01%	80.99%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3765	6	0.03%	81.03%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	154	0 86%	81.89%	LNUM=00001 TELNO= LPIC INVALID ON REQTYP/LNA COMBINATION
3930	188	1 05%	82.94%	LNUM=00001 TELNO=
3935	156	0 87%	83.81%	LNUM=00001 TELNO=2058360404 BA PROHIBITED ON REQTYP/LNA COMBINATIONS
4000	10	0.06%	83.87%	DL DATA ELEMENTS REQUIRED
4015	2	0.01%	83.88%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	11	0.06%	83.94%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4025	1	0.01%	83.95%	DLNUM=0001 LTN= VALID LACT REQUIRED
4029	1	0.01%	83.95%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4030	2	0.01%	83.96%	DLNUM=0001 LTN= LACT REQUIRED
4035	38	0.21%	84.18%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	54	0.30%	84.48%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE
4045	166	0 93%	85.41%	REFNUM=0001 TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	46	0 26%	85 66%	INVALID YPH ENTRY
4055	132	0 74%	86.40%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	4	0.02%	86.42%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	41	0 23%	86.65%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N
4065	127	0 71%	87.36%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4075	21	0.12%	87 48%	MAIN LISTING REQUIRED
4095	13	0.07%	87.55%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE
4110	11	0.06%	87.62%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	10	0.06%	87 67%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	15	0.08%	87 76%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4175	1	0.01%	87.76%	DLNUM=0002 LTN= DOI MUST BE GREATER THAN ZERO
4180	14	0.08%	87.84%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	2	0.01%	87 85%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	1	0.01%	87.86%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE
4195	4	0.02%	87.88%	DLNUM=0003 LTN PROHIBITED WITH RTY FCR OR LCR
4205	14	0.08%	87 96%	DLNUM=0001 LTN REQUIRED
4265	1	0.01%	87.96%	DLNUM=0001 LTN=4075632496 TITLE OF LINEAGE INVALID
4280	7	0 04%	88.00%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	6	0.03%	88.03%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4320	2	0.01%	88.05%	DLNUM=0001 LTN=9043740664 LASF PROHIBITED WITHOUT LANO
4365	12	0.07%	88.11%	DLNUM=0001 LTN= LASS ENTRY INVALID
4380	2	0.01%	88.12%	DLNUM=0001 LTN= LALOC REQUIRED WITH FOREIGN LISTING
4385	8	0.04%	88.17%	DLNUM=0001 LTN= INVALID LAST ENTRY
4475	7	0.04%	88 21%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	32	0.18%	88.39%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4480	1	0.01%	88.39%	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z
4485	11	0.06%	88 45%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	25	0.14%	88 59%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	23	0.13%	88.72%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	14	0 08%	88 80%	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT
4525	1	0.01%	88.81%	DLNUM=0002 LTN=9046832672 ADI PROHIBITED WITH LACT Z
4530	3	0.02%	88.82%	DLNUM=0003 LTN= ADI PROHIBITED WHEN LASN OR LALOC IS POPULATED
4550	4	0 02%	88.85%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4565	1	0.01%	88.85%	DLNUM=0001 LTN= ADV PROHIBITED WITH LACT Z
4600	26	0 15%	89.00%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4685	1	0 01%	89.00%	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN
4765	1	0.01%	89 01%	DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1
4830	11	0 06%	89 07%	ONLY ONE DACT PER LSR
4835	10	0.06%	89 13%	DACT ENTRY MUST BE N
4837	34	0.19%	89.32%	DACT REQUIRED
4845	2	0.01%	89.33%	DDAPR PROHIBITED
4890	13	0.07%	89.40%	DDADLO IS PROHIBITED
4895	1	0.01%	89.41%	DDALOC REQUIRED
5000	1	0.01%	89.41%	HUNTING PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
5005	3	0.02%	89 43%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	8	0.04%	89.47%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5030	4	0.02%	89.49%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5035	2	0.01%	89.51%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS
5065	4	0.02%	89 53%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5070	7	0 04%	89.57%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5080	4	0.02%	89 59%	LOCNUM=000 HNUM=00001 HID MUST BE AN HID NUMBER WHEN HA IS C, D OR E AND HNTYP IS 5 OR 6
5095	2	0.01%	89.60%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5105	2	0.01%	89.61%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	5	0.03%	89.64%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	4	0.02%	89.66%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	5	0.03%	89.69%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5135	13	0.07%	89.76%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR
5138	2	0.01%	89.77%	LOCNUM=000 HNUM=00001 NOTYP REQUIRED FOR THIS HA/HLA COMBINATION
5175	1	0 01%	89.78%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
5185	3	0.02%	89.80%	LOCNUM=000 HNUM=00001 HT= FOR HNTYP 5 OR 6, HT MUST BE 5 OR 10 ALPHANUMERIC
6005	8	0.04%	89 84%	NC CODE INVALID
6045	70	0.39%	90.23%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6050	27	0.15%	90.38%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	2	0.01%	90.40%	LQ IS REQUIRED FOR REQTYP/ACT COMBINATION
7000	3	0.02%	90 41%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
7080	1	0.01%	90.42%	EATN AND AN ARE REQUIRED FOR REQTYP
8005	9	0.05%	90.47%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
8040	9	0.05%	90.52%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING RE
8110	5	0 03%	90.55%	LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE
8115	11	0.06%	90.61%	LNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
8120	2	0.01%	90.62%	LNUM=00002 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8140	187	1 05%	91 67%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V
8155	11	0.06%	91 73%	LNUM=00001 TC OPT PROHIBITED IF LNUM DISC NBR IS NOT POPULATED ON REQTYP A
8165	9	0.05%	91.78%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8180	15	0 08%	91.86%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8210	1	0.01%	91.87%	LNUM=00002 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8255	187	1.05%	92.91%	INVALID ACTIVITY TYPE
8275	679	3.80%	96.71%	ADDRESS/TN INVALID DUE DATE COULD NOT BE CALCULATED
8276	9	0.05%	96.76%	ADDRESS/TN LSO INVALID; DUE DATE COULD NOT BE CALCULATED
8277	9	0.05%	96.81%	CANNOT DETERMINE ADDRESS; TN WORKING AT MORE THAN ONE LOCATION
8278	518	2.90%	99.71%	IS NOT A WORKING NUMBER; DUE DATE CANNOT BE CALCULATED
9895	52	0 29%	100.00%	SUPPLEMENTAL ADDRESS NOT VALID
	17,877	**100.00%**		

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR. SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR. LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCS!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR. DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET !. FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR. NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEF SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN S.. SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR. PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

AGGREGATE: ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	**Error Description**
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#,

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	**Error Description**
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY–ORDER)

	PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	58.78%	92.59%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING							FLOWTHROUGH			
		Mechanized Interface Used			Manual	Rejects	Validated	Errors							
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flowthrough	
1		3	0	3	0	0	3	0	0	0	3	100 00%	100 00%	100 00%	
2		0	19	19	14	4	1	0	0	0	1	6.67%	100 00%	100 00%	
3		22	0	22	7	0	15	1	0	1	14	66 67%	93 33%	100 00%	
4		25	0	25	9	1	15	4	0	4	11	55 00%	73.33%	100 00%	
5		0	45	45	11	3	31	0	0	0	31	73 81%	100.00%	100 00%	
6		0	1,639	1,639	1,531	107	1	0	0	0	1	0 07%	100.00%	100 00%	
7		3,011	0	3,011	584	196	2,231	97	21	76	2,134	77.91%	95 65%	99.03%	
8		4,637	0	4,637	894	258	3,485	166	38	128	3,319	78.08%	95 24%	98 87%	
9		2,493	0	2,493	518	130	1,845	113	63	50	1,732	74 88%	93 88%	96 49%	
10		19	0	19	2	2	15	2	1	1	13	81 25%	86.67%	92 86%	
11		481	0	481	33	25	423	47	39	8	376	83.93%	88.89%	90 60%	
12		0	329	329	87	25	217	54	25	29	163	59.27%	75 12%	86 70%	
13		634	0	634	223	60	351	79	45	34	272	50.37%	77 49%	85 80%	
14		0	1,275	1,275	243	65	967	146	138	8	821	68 30%	84 90%	85 61%	
15		0	43	43	22	12	9	4	1	3	5	17 86%	55 56%	83 33%	
16		124	0	124	42	22	60	20	8	12	40	44 44%	66 67%	83 33%	
17		664	0	664	285	110	269	96	40	56	173	34 74%	64 31%	81.22%	
18		118	0	118	49	16	53	13	10	3	40	40 40%	75 47%	80 00%	
19		0	2,597	2,597	892	330	1,375	561	205	356	814	42 60%	59 20%	79 88%	
20		0	562	562	214	81	267	93	44	49	174	40.28%	65 17%	79.82%	
21		111	0	111	52	15	44	17	7	10	27	31.40%	61 36%	79.41%	
22		782	0	782	354	87	341	115	61	54	226	35.26%	66 28%	78 75%	
23		0	430	430	185	74	171	59	32	27	112	34.04%	65 50%	77.78%	
24		88	0	88	47	22	19	6	5	1	13	20.00%	68 42%	72 22%	
25		11	0	11	8	0	3	2	1	1	1	10 00%	33 33%	50 00%	
26		331	0	331	207	46	78	63	36	27	15	5 81%	19.23%	29.41%	
27		1	0	1	1	0	0	0	0	0	0	0 00%	0 00%	0.00%	
28		10	0	10	10	0	0	0	0	0	0	0 00%	0 00%	0.00%	
29		59	0	59	18	13	28	28	23	5	0	0 00%	0 00%	0 00%	
EDI Subtotal		13,624		13,624	3,343	1,003	9,278	869	398	471	8,409	69 21%	90 63%	95 48%	
TAG Subtotal			6,939	6,939	3,199	701	3,039	917	445	472	2,122	36 80%	69 83%	82 66%	
TOTAL INTERFACES		**13,624**	**6,939**	**20,563**	**6,542**	**1,704**	**12,317**	**1,786**	**843**	**943**	**10,531**	**58.78%**	**85.50%**	**92.59%**	

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 04/01/2002 - 04/30/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		0
2		0
3		0
4		0
5		1
6		2
7		5
8		6
9		9
10		12
11		13
12		13
13		24
14		31
15		32
16		32
17		45
18		51
19		55
20		67
21		67
22		69
23		86
24		106
25		114
26		132
27		223
Total		1,195

Trunk Group Performance - Aggregate

Florida			Average blocking percentage by hour																					
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
May-01	FL	BellSouth	0 0001	0 0000	0 0094	0 0000	0 0000	0 0040	0 0029	0 1190	0 0675	0 0055	0 0151	0 0720	0 0076	0 1039	0 0984	0 0566	0 0560	0 0174	0 0047	0 0039	0 0060	0 0023	0 0003	0 0002
		CLEC	0 0031	0 0428	0 0027	0 0109	0 0218	0 0075	0 0183	0 1856	0 1221	0 0255	0 0315	0 0603	0 0154	0 0335	0 0518	0 1592	0 2027	0 3416	0 0852	0 0391	0 0845	0 1109	0 0386	0 0024
		Difference	-0 0030	-0 0428	0 0068	-0 0109	-0 0218	-0 0035	-0 0153	-0 0666	-0 0546	-0 0200	-0 0163	0 0116	-0 0078	0 0705	0 0466	-0 1026	-0 1467	-0 3241	-0 0805	-0 0352	-0 0785	-0 1086	-0 0383	-0 0021
Jun-01	FL	BellSouth	0 0002	0 0000	0 0000	0 0000	0 0001	0 0004	0 0021	0 0506	0 0686	0 0047	0 0128	0 0172	0 0109	0 0104	0 0071	0 0033	0 0057	0 0117	0 0016	0 0025	0 0132	0 0334	0 0145	0 0009
		CLEC	0 1139	0 0374	0 0890	0 0669	0 0777	0 0678	0 0278	0 0296	0 0405	0 0946	0 0848	0 0846	0 0413	0 0292	0 0667	0 0916	0 0699	0 0725	0 0627	0 1410	0 3694	0 3193	0 1157	0 0525
		Difference	-0 1137	-0 0374	-0 0890	-0 0669	-0 0777	-0 0674	-0 0257	0 0210	0 0281	-0 0899	-0 0720	-0 0674	-0 0303	-0 0188	-0 0596	-0 0883	-0 0643	-0 0608	-0 0611	-0 1385	-0 3562	-0 2859	-0 1012	-0 0521
Jul-01	FL	BellSouth	0 0000	0 0000	0 0000	0 0000	0 0001	0 0000	0 0014	0 0377	0 0173	0 0152	0 0045	0 0222	0 0038	0 0213	0 0088	0 0077	0 0051	0 0119	0 0040	0 0022	0 0025	0 0041	0 0086	0 0026
		CLEC	0 0119	0 0049	0 0001	0 0001	0 0038	0 0008	0 0005	0 0009	0 0100	0 0166	0 0534	0 0541	0 0188	0 0526	0 0428	0 0341	0 0256	0 0165	0 0155	0 0174	0 0217	0 0203	0 0140	0 0146
		Difference	-0 0119	-0 0049	-0 0001	-0 0001	-0 0037	-0 0008	0 0009	0 0368	0 0073	-0 0013	-0 0488	-0 0318	-0 0150	-0 0313	-0 0340	-0 0264	-0 0205	-0 0046	-0 0115	-0 0152	-0 0193	-0 0163	-0 0054	-0 0119
Aug-01	FL	BellSouth	0 0001	0 0000	0 0000	0 0000	0 0000	0 0000	0 0013	0 0865	0 0373	0 0024	0 0048	0 0072	0 0176	0 0090	0 0137	0 0109	0 0275	0 0144	0 0052	0 0053	0 0085	0 0044	0 0004	0 0011
		CLEC	0 0070	0 0000	0 0000	0 0001	0 1356	0 0001	0 0001	0 0009	0 0105	0 0044	0 0233	0 0210	0 0038	0 0100	0 0337	0 0307	0 0327	0 0039	0 0083	0 0222	0 0240	0 0239	0 0056	0 0003
		Difference	-0 0070	0 0000	0 0000	-0 0001	-0 1356	-0 0001	0 0013	0 0856	0 0268	-0 0020	-0 0184	-0 0139	0 0138	-0 0010	-0 0200	-0 0198	-0 0052	0 0106	-0 0031	-0 0169	-0 0155	-0 0195	-0 0053	0 0007
Sep-01	FL	BellSouth	0 0000	0 0002	0 0000	0 0001	0 0006	0 0001	0 0000	0 0001	0 0000	0 0017	0 0032	0 0007	0 0000	0 0001	0 0002	0 0004	0 0004	0 0000	0 0000	0 0007	0 0053	0 0016	0 0002	0 0000
		CLEC	0 0208	0 0305	0 0482	0 1486	0 0902	0 0680	0 0524	0 0267	0 0114	0 0251	0 0218	0 0126	0 0104	0 0095	0 0136	0 1117	0 0158	0 0261	0 0111	0 0198	0 0418	0 0419	0 0221	0 0173
		Difference	-0 0208	-0 0303	-0 0482	-0 1485	-0 0897	-0 0678	-0 0524	-0 0266	-0 0114	-0 0234	-0 0186	-0 0119	-0 0104	-0 0094	-0 0134	-0 1113	-0 0154	-0 0261	-0 0111	-0 0191	-0 0366	-0 0403	-0 0219	-0 0173
Oct-01	FL	BellSouth	0 0001	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0011	0 0000	0 0022	0 0005	0 0012	0 0021	0 0375	0 0175	0 0001	0 0001	0 0039	0 0045	0 0002	0 0000	0 0000
		CLEC	0 0002	0 0052	0 0004	0 0268	0 2831	0 0613	0 0070	0 0023	0 0361	0 0849	0 0080	0 0547	0 0099	0 0123	0 0307	0 1002	0 1160	0 0961	0 1450	0 2570	0 3677	0 2276	0 0506	0 0009
		Difference	-0 0001	-0 0052	-0 0004	-0 0268	-0 2831	-0 0613	-0 0070	-0 0023	-0 0361	-0 0838	-0 0079	-0 0525	-0 0094	-0 0111	-0 0286	-0 0627	-0 0986	-0 0960	-0 1449	-0 2531	-0 3633	-0 2274	-0 0506	-0 0009
Nov-01	FL	BellSouth	0 0000	0 0003	0 0000	0 0000	0 0002	0 0000	0 0000	0 0000	0 0000	0 0014	0 0030	0 0022	0 0006	0 0011	0 0027	0 0068	0 0053	0 0016	0 0022	0 0109	0 0072	0 0053	0 0010	0 0000
		CLEC	0 0089	0 0056	0 0018	0 0467	0 0033	0 0135	0 0015	0 0168	0 0185	0 0050	0 0206	0 0049	0 0010	0 0118	0 0159	0 0131	0 0130	0 0229	0 0603	0 1268	0 2037	0 1577	0 0442	0 0004
		Difference	-0 0089	-0 0053	-0 0018	-0 0467	-0 0031	-0 0135	-0 0015	-0 0168	-0 0185	-0 0036	-0 0176	-0 0027	-0 0004	-0 0107	-0 0132	-0 0063	-0 0077	-0 0213	-0 0582	-0 1158	-0 1965	-0 1524	-0 0431	-0 0004
Dec-01	FL	BellSouth	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0001	0 0003	0 0000	0 0004	0 0005	0 0007	0 0002	0 0006	0 0004	0 0011	0 0033	0 0000	0 0000	0 0003	0 0036	0 0009	0 0004	0 0000
		CLEC	0 0163	0 0308	0 0700	0 0214	0 1620	0 0094	0 0193	0 0187	0 0657	0 3682	0 4188	0 4051	0 2876	0 2523	0 3236	0 3372	0 3167	0 1175	0 2939	0 6961	0 3065	0 4309	0 4193	0 0669
		Difference	-0 0163	-0 0308	-0 0700	-0 0214	-0 1620	-0 0094	-0 0192	-0 0184	-0 0657	-0 3678	-0 4183	-0 4044	-0 2874	-0 2517	-0 3232	-0 3361	-0 3134	-0 1175	-0 2939	-0 6958	-0 3030	-0 4301	-0 4189	-0 0669
Jan-02	FL	BellSouth	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0101	0 0047	0 0082	0 0000	0 0000	0 0008	0 0064	0 0017	0 0001	0 0002	0 0078	0 0265	0 0023	0 0004	0 0000
		CLEC	0 0004	0 1133	0 0032	0 0147	0 0055	0 0010	0 0000	0 0020	0 0422	0 0093	0 0094	0 0103	0 0076	0 0072	0 0063	0 0423	0 0483	0 0183	0 0261	0 0678	0 0755	0 0387	0 0	0 0000
		Difference	-0 0004	-0 1133	-0 0032	-0 0147	-0 0055	-0 0010	0 0000	-0 0020	-0 0422	0 0009	-0 0047	-0 0021	-0 0076	-0 0072	-0 0055	-0 0359	-0 0466	-0 0181	-0 0260	-0 0600	-0 0490	-0 0363	0	0 0000
Feb-02	FL	BellSouth	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0001	0 0009	0 0000	0 0000	0 0000	0 0000	0 0008	0 0006	0 0000	0 0000	0 0000	0 0006	0 0004	0 0000	0 0000
		CLEC	0 0015	0 0007	0 0022	0 0039	0 0008	0 0029	0 0008	0 0022	0 0043	0 0112	0 0253	0 0164	0 0021	0 0205	0 0120	0 0164	0 0157	0 0019	0 0040	0 0270	0 0367	0 0467	0 0124	0 0167
		Difference	-0 0015	-0 0007	-0 0022	-0 0039	-0 0008	-0 0029	-0 0008	-0 0022	-0 0043	-0 0112	-0 0244	-0 0164	-0 0021	-0 0205	-0 0120	-0 0155	-0 0151	-0 0019	-0 0040	-0 0270	-0 0361	-0 0463	-0 0124	-0 0167
Mar-02	FL	BellSouth	0 0000	0 0000	0 0017	0 0000	0 0000	0 0000	0 0000	0 0000	0 0007	0 0011	0 0011	0 0010	0 0006	0 0004	0 0071	0 0000	0 0001	0 0003	0 0001	0 0011	0 0003	0 0017	0 0001	0 0001
		CLEC	0 0089	0 0000	0 0014	0 0095	0 0040	0 0281	0 0042	0 0060	0 0015	0 0071	0 0183	0 0213	0 0221	0 0422	0 0230	0 0190	0 0325	0 0701	0 0468	0 2042	0 1386	0 2024	0 0614	0 0067
		Difference	-0 0089	0 0000	0 0003	-0 0095	-0 0040	-0 0281	-0 0042	-0 0060	-0 0009	-0 0060	-0 0171	-0 0203	-0 0214	-0 0418	-0 0160	-0 0190	-0 0324	-0 0698	-0 0466	-0 2031	-0 1382	-0 2007	-0 0613	-0 0065
Apr-02	FL	BellSouth	0 0001	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0000	0 0009	0 0019	0 0029	0 0000	0 0000	0 0000	0 0000	0 0011	0 0000	0 0004	0 0000	0 0012	0 0000	0 0000	0 0000
		CLEC	0 0016	0 0004	0 0008	0 0159	0 0242	0 0112	0 0010	0 0045	0 0026	0 0045	0 0120	0 0032	0 0023	0 0201	0 0114	0 0105	0 0132	0 0280	0 0233	0 0047	0 0103	0 0036	0 0013	0 0978
		Difference	-0 0015	-0 0004	-0 0008	-0 0159	-0 0242	-0 0112	-0 0010	-0 0045	-0 0026	-0 0036	-0 0102	-0 0003	-0 0023	-0 0201	-0 0113	-0 0105	-0 0121	-0 0280	-0 0229	-0 0047	-0 0090	-0 0035	-0 0013	-0 0978