BEFORE THE

FLORIDA PUBLIC SERVICE COMMISSION

REBUTTAL TESTIMONY OF

SHARON E. NORRIS

ON BEHALF OF

AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.,
AT&T BROADBAND PHONE OF FLORIDA, LLC,
AND TCG SOUTH FLORIDA, INC.

DOCKET NO. 960786-TL

July 20, 2001

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Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Sharon E. Norris and my business address is P.O. Box 658, Loganville, Georgia 30052.

Q. PLEASE DESCRIBE YOUR BACKGROUND AND PROFESSIONAL EXPERIENCE AS THEY RELATE TO THE ISSUES IN THIS PROCEEDING.

A. I received my degree in Distributive Education from DeKalb College in 1972. I have been employed in the telecommunications industry for over twenty-seven years. I began my career with Southern Bell in 1973, in one of its Commercial Business offices in Atlanta, Georgia. From 1973 until 1983, I held various positions in Southern Bell's business offices, business marketing organizations, retail stores, and support staff organizations. In 1983, at the time of the Bell Telephone breakup, I chose to move from Southern Bell to AT&T, where I worked in the Consumer Sales Division of American Bell and later AT&T Information Systems.

From 1985 until 1991, I worked in the Human Resources department of AT&T. In 1991, I transferred to AT&T's Law and Government Affairs Division. Initially, I served as a loaned executive to the Governor's Efficiency Commission for the State of Georgia. In this capacity, I examined current government practices and policies designed to increase government efficiency. In 1995, I became AT&T's representative to the Georgia Public Service Commission ("Georgia Commission" or "GPSC"). In this role, I advocated AT&T's position on regulations and issues regarding opening local exchange markets to competition. I continued in this role until 1997, when I also began to monitor and analyze BellSouth's compliance with its obligations to provide AT&T nondiscriminatory access to BellSouth's Operational Support Systems ("OSS") throughout its nine-state territory.

I retired from AT&T in 1998, and am now a consultant with SEN Consulting, Inc. In this capacity, I continue to monitor and analyze BellSouth's compliance with its obligations to provide AT&T nondiscriminatory access to BellSouth's OSS.

Q. HAVE YOU PREVIOUSLY PARTICIPATED IN OTHER PROCEEDINGS THAT RELATE TO ISSUES IN THIS PROCEEDING?

A. Yes. I have appeared in state workshops in Alabama, Florida, Georgia, Kentucky, Louisiana, North Carolina, South Carolina, and Tennessee. I recently testified before the Alabama Public Service Commission. I have participated in meetings with the Federal Communications Commission ("FCC") and the Department of Justice ("DOJ"). I also filed an affidavit with the FCC on behalf of AT&T in Docket 97-231 and have filed affidavits and testimony with other state commissions.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. My testimony addresses Issues 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, and 15 as set forth in the Florida Public Service Commission's April 25, 2001 Order.[1] I am testifying on behalf of AT&T, TCG, and AT&T Broadband to present AT&T's concerns regarding the integrity of BellSouth's performance reporting and the underlying data from which the performance reports are allegedly produced. AT&T's experience with BellSouth's data reporting in other states demonstrates that it is unreliable for purposes of evaluating BellSouth's performance under Section 271 of the Telecommunications Act of 1996. My testimony rebuts the direct testimony of Ms. Cox who asserts that BellSouth will use Florida performance measures data to demonstrate that BellSouth provides nondiscriminatory access to its OSS. (*See* Direct Testimony of BellSouth witness Cynthia K. Cox (May 31, 2001) at 46.)

Q. WHAT IS YOUR UNDERSTANDING OF BELLSOUTH'S OBLIGATIONS UNDER SECTION 271?

A. BellSouth has the burden of establishing that each and every requirement of § 271, including the obligation to provide nondiscriminatory access to its services and facilities, has been satisfied.[2] One of the things upon which BellSouth has

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[1] *See* Order Regarding Issues to be addressed at Hearing, Docket No. 960786-TL, PSC-01-1025-PCO-TL (April 25, 2001.)

[2] *See, e.g.,* Memorandum and Order, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, As Amended, to Provide In-Region, InterLATA Services in Michigan*, 12 FCC Rcd. 20,543 (F.C.C. August 19, 1997) (No. CC 97-137, FCC 97-298) ("Ameritech Michigan Order") ¶ 43 ("the ultimate burden of proof with respect to factual issues remains at all times with the BOC"), ¶ 158 (BOC "has the burden of demonstrating that it has met all of the requirements of Section 271," including that "it provides nondiscriminatory access to all OSS functions."); Memorandum Opinion and Order, *Application*

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attempted to rely in other states to satisfy this burden is self-reported performance data provided in its Service Quality Measurement ("SQM") reports and available on its Performance Measures and Analysis Platform ("PMAP"). Before any commission can rely on this self-reported data to determine checklist compliance, however, BellSouth must provide "reasonable assurance that the reported data is accurate."[3]

Q. HAS BELLSOUTH PRESENTED SELF-REPORTED PERFORMANCE DATA TO THIS COMMISSION?

A. No, BellSouth has not yet provided any self-reported performance measures data in Florida.

Q. HAS BELLSOUTH PRESENTED ITS SELF-REPORTED PERFORMANCE DATA TO OTHER STATE COMMISSIONS?

A. Yes. In order to meet its burden to establish that it offers nondiscriminatory access to its network, BellSouth has presented its performance data in Alabama, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, and South Carolina.

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by BellSouth Corp., et al. For Provision of In-Region, InterLATA Services in South Carolina, 13 FCC Rcd. 539 (F.C.C. Dec. 24, 1997) (No. CC 97-208, FCC 97-418) ¶ 37 ("the BOC applicant retains at all times the ultimate burden of proof that its application is sufficient") (footnote omitted).

[3] Memorandum and Order, *In the Matter of Application By Bell Atlantic New York for Authorization under Section 271 of the Communication Act to Provide In-Region, InterLATA Service in the State of New York,* 15 FCC Rcd. 3953 (F.C.C. Dec. 22, 1999) (No. CC 99-295, FCC 99-404)("*Bell Atlantic New York Order*") ¶ 433. This requirement, stated in the context of public interest review of a performance monitoring plan, applies at least equally to BellSouth's proffer of its own data to prove checklist compliance.

Q. WHAT HAS BELLSOUTH'S PERFORMANCE REPORTING REVEALED?

A. BellSouth's performance to date demonstrates that it has not fully satisfied its mandate to provide nondiscriminatory access to local service. Indeed, BellSouth has not yet performed to the standards established by the Georgia Commission and has been ordered to pay $7 million in penalties for "falling short of standards for handling orders from competitors during March and April." (Exhibit SEN-1.) BellSouth faces a similar fine for its May performance.

Based on its May performance, BellSouth owes payments for discriminatory treatment to individual ALECs for 45 of the 78 measurement areas required by the Commission-ordered enforcement plan.[4] BellSouth owes significant payments in two critical areas: 1) how long it takes to install service for ALECs' customers compared to how long BellSouth takes to install service for its own customers, and 2) how quickly BellSouth performs the work necessary to ensure that ALECs' customers can receive all their calls after having their number ported. The total payments BellSouth owes ALECs for May is over $5 million. (*See* Exhibit SEN-2.)

BellSouth also owes payments to Georgia based on its state-wide performance to ALECs as a whole. As of May 31, 2001, BellSouth owes an additional payment

[4] In its September 29, 2000 Comments regarding the Staff Recommendation in Docket 7892-U which established this enforcement plan, the ALEC Coalition recommended that areas of the enforcement plan needed to be modified to fully address ALEC concerns. Although these concerns have not been addressed yet, BellSouth's violations of the performance standards

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of $8.1 million for violations of 10 of 79 measurement areas over a three month period. (*See* Exhibit SEN-3.)

Q. ARE THE PERFORMANCE REPORTING SYSTEMS USED BY BELLSOUTH TO PRODUCE PERFORMANCE REPORTS IN OTHER STATES THE SAME AS THOSE USED IN FLORIDA?

A. Yes, BellSouth relies on its PMAP to generate reports for all nine states within its region.

Q. IS BELLSOUTH'S PMAP SYSTEM STABLE AND RELIABLE?

A. No. As explained in further detail below, AT&T's experience in Georgia demonstrates that BellSouth has not yet developed the ability to report reliable, accurate data for the metrics established by the GPSC.

Q. WHY IS BELLSOUTH'S DATA UNRELIABLE?

A. Three issues demonstrate that BellSouth's data is unreliable:

1. AT&T transactions are missing in BellSouth's data;
2. BellSouth's SQM reports are inconsistent with each other and inaccurate;
3. BellSouth has not yet provided all the raw data underlying the performance measures so that ALECs can evaluate the discrepancies in the reports.

As a result, BellSouth's data should be subjected to significantly more scrutiny before either ALECs or this Commission can rely on it.

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established by the Commission were substantial enough to have generated millions of dollars for violations.

Q. PLEASE EXPLAIN HOW BELLSOUTH'S DATA COLLECTION AND PERFORMANCE MEASURES REPORTING SYSTEMS WORK?

A. To explain how these systems work, I will refer to Exhibit SEN-4 attached to my testimony. Exhibit SEN-4 is a graphic representation of BellSouth's data collection process that was included in *BellSouth Telecommunications, Inc. OSS Evaluation – Georgia Master Test Plan Final Report* ("Final Report"). Exhibit SEN-4 reveals the different stages of BellSouth's data collection system. BellSouth's legacy systems feed data into the ICAIS Data Warehouse, commonly referred to as "Barney," and the snapshot database. BellSouth refers to this as "early stage data." This early stage data is then processed before it is sent to the Staging, NODS, and DDS systems that appear on the far right of the drawing. The Staging, NODS, and DDS systems represent the information available in BellSouth's PMAP. The data in these systems produce the SQM reports and what BellSouth calls "raw data files."

Q. DO BELLSOUTH'S RAW DATA FILES IN PMAP CONTAIN ALL OF BELLSOUTH'S DATA?

A. No. The "raw data files" available in PMAP do not contain raw, unprocessed data. The data available in BellSouth's early stage data systems have been processed so that some data have been removed. (*See* Deposition of Lawrence Freundlich ("Freundlich Dep.") May 3, 2001, *In re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support System*, Georgia Public Service Commission, Docket No. 8354-U at 25-26 (excerpts attached as Exhibit SEN-5).) The truly raw data – all data relating to OSS transactions – are in the data warehouse and in the snapshot database that appear on the left-hand side of the graphic representation. *See id.* ALECs do not

have access to the data warehouse or the snapshot database. Accordingly, ALECs cannot verify BellSouth's reports.

Q. PLEASE EXPLAIN HOW YOU DISCOVERED THAT AT&T DATA WAS MISSING FROM BELLSOUTH'S PERFORMANCE REPORTS.

A. Over the last several months, AT&T has compared its own data regarding its transactions with BellSouth with BellSouth's data. AT&T's comparisons of its own data with data BellSouth reports have revealed significant discrepancies. AT&T's inability to resolve these discrepancies with BellSouth raises serious concerns about the accuracy of the reported data.

Q. PLEASE GIVE AN EXAMPLE OF MISSING DATA IN BELLSOUTH'S REPORTS.

A. AT&T has identified BellSouth firm order confirmation ("FOC") or rejection performance reports that do not include AT&T's local service requests ("LSRs"). Neither BellSouth's December 2000 PMAP report nor the LNP Flow Through report showed any LNP orders for Operating Company Number ("OCN") 7125, one of AT&T's OCNs. In fact, BellSouth reported no activity in these categories. (*See* Letter dated Feb. 12, 2001, from K.C. Timmons to Sandra Jones (Exhibit SEN-6).)

Q. DID BELLSOUTH RECEIVE THE MISSING LSRs?

A. Yes. AT&T records show that the purchase order numbers ("PONs") were sent to BellSouth electronically, and AT&T received acknowledgments, clarifications, and FOCs for these LSRs from BellSouth. *See id.* In total, AT&T documented well over 450 LSRs AT&T submitted that did not appear in BellSouth's December LNP performance report or the PMAP LNP Flow Through report. *See id.*

Q. DID AT&T INFORM BELLSOUTH THAT THE FLOW THROUGH REPORT WAS MISSING SIGNIFICANT AMOUNTS OF DATA?

A. Yes. AT&T raised this issue with BellSouth in a letter dated February 12, 2001. In that letter, AT&T explained, that "[w]ith well over 450 LSR[]s missing from BellSouth-generated December performance data, we had serious questions arise about the data integrity of the PMAP system. Without complete data to support the BellSouth-provided reports in PMAP, true analysis of how BellSouth performs as a supplier to AT&T is severely limited, thereby restricting AT&T's ability to compete in the local market." *Id.*

Q. DID BELLSOUTH TELL AT&T WHY THE DATA WAS MISSING?

A. BellSouth responded by stating that the data was excluded because of a programming error.

Q. HAS BELLSOUTH PROVIDED THE MISSING DATA?

A. No. Even though BellSouth allegedly corrected the computer error in January 2001, it could not provide corrected December reports "due to the loss of the data." (*See* Letter dated March 27, 2001, from Joy Jamerson to K.C. Timmons (Exhibit SEN-7).)

Q. DID THE CORRECTION OF THE COMPUTER ERROR RESOLVE THE PROBLEM OF MISSING DATA?

A. AT&T has been unable to verify whether the correction resolved the issue. Despite repeated requests, BellSouth has refused to provide AT&T any LNP performance reports or data for OCN 7125 for January, February, or March 2001, even though AT&T submitted LSRs to BellSouth for all three months. After months of inquiry, BellSouth did provide FOC and rejection reports at the end of May for April performance. A comparison of the volumes of transactions

collected by AT&T and the volumes reported by BellSouth in those April performance reports has revealed substantial differences. However, BellSouth did not provide underlying raw data for these measures so AT&T could not verify the accuracy of the reports. On July 5, 2001, AT&T received both LNP reports and data for May 2001. Based on its initial review, AT&T has already determined that more than 350 PONS are missing from a single report for this OCN.

Q. ARE THERE ANY OTHER INSTANCES OF MISSING AT&T DATA?

A. Yes. AT&T is participating with BellSouth in a UNE-Port Loop Combination Test in Georgia to validate the BellSouth-AT&T ordering, provisioning, and billing requirements and procedures for loop/port combination services. Using data it collected in the test, AT&T compared its underlying performance data to the underlying data provided by BellSouth on its PMAP website for the month of November, 2000. This comparison revealed numerous significant discrepancies between the data reported by BellSouth and the data collected by AT&T.

Q. PLEASE SUMMARIZE SOME OF THE DISCREPANCIES AT&T FOUND.

A. AT&T found that hundreds of AT&T's orders were missing from BellSouth reported data. The chart below lists some of these discrepancies.

Data Type	Key Issues(s)
LSRs	577 in AT&T data, but not in BellSouth data
FOCs	778 in AT&T data, but not in BellSouth data
Rejections	79 in AT&T data, but not in BellSouth data
Completion Notices	780 in AT&T data, but not in BellSouth data

Exhibit SEN-8 to my testimony provides further detail of these discrepancies.

Q. DO THESE SIGNIFICANT OMISSIONS CALL INTO QUESTION BELLSOUTH'S ENTIRE DATA COLLECTION AND REPORTING SYSTEM?

A. Yes. When such significant numbers of LSRs are missing it calls into question not only how well BellSouth is performing for AT&T, but also all of the performance data BellSouth reports. It is impossible to judge the level of BellSouth's performance when all of the data about all of the transactions are not reported.

Q. HAS BELLSOUTH INVESTIGATED THE ROOT CAUSE OF THESE DISCREPANCIES?

A. No. AT&T provided BellSouth information about the discrepancies and requested that BellSouth investigate them prior to a scheduled meeting. At the meeting on May 11, 2001, BellSouth reported that it had not analyzed the data and was not prepared to discuss it. Instead of discussing how to correct the problem, BellSouth representatives simply said "PMAP is PMAP." (*See* Letter dated May 21, 2001, from Edward Gibbs to Audrey Thomas (Exhibit SEN-9).) Despite BellSouth's cavalier approach to the accuracy of PMAP data, during the May 11 meeting, AT&T again requested review of the data. In a conference call on May 16, 2001, BellSouth stated that it had looked at the data. BellSouth refused, however, to conduct any root cause analysis or to provide corrected data to AT&T. *See id.* After continued escalation by AT&T, BellSouth responded by e-mail on May 31, 2001, stating that it would investigate further and requesting information. AT&T provided that information on June 12, 2001. On June 18, 2001, BellSouth again requested the same information AT&T already provided. (*See* Exhibit SEN-10.) On June 19, AT&T responded advising BellSouth that the

information had been provided and asking whether any additional information was necessary. (*See* Exhibit SEN-11.)

Q. HAS BELLSOUTH YET PROVIDED A SUBSTANTIVE RESPONSE TO AT&T'S CONCERNS?

A. BellSouth has provided only a partial response. On June 28, AT&T received a letter from BellSouth with preliminary findings. BellSouth also indicated that it was continuing its review, and asked for additional information. (*See* Exhibit SEN-12.) Notably, BellSouth's response confirmed some of the issues AT&T has raised. For example, on page 4 of the report, BellSouth refers to 113 instances of issuance of "dummy" FOCs and says these are not reported in PMAP.[5] The exclusion of these "dummy" FOCs is an undocumented and unauthorized exclusion. These are FOCs received by ALECs, and it is important that they be processed in a timely manner. However, BellSouth has elected not to report its performance on these FOCs, and does not indicate this exclusion in its SQM.

Q. DID BELLSOUTH'S RESPONSE ADMIT ANY OTHER EXCLUSIONS?

A. Yes. On page 6 of the report, BellSouth indicates that the reject interval report reflects only LSRs submitted and rejected in the same month. This indicates that BellSouth inappropriately excludes rejections from this measure if the LSR is issued in one month and the rejection is issued in another. Again, this unwarranted exclusion is not documented in BellSouth's SQM.

[5] BellSouth in this report defined a dummy FOC as "a FOC sent when the ALEC sends a request to cancel the LSR before a service order is issued." (*See* SEN-12 at 4.) This type of FOC serves a critical function for the ALEC, notifying it that the service request will be canceled, and is as important as any other FOC.

Q. HAS BELLSOUTH LOCATED ALL OF THE MISSING PERFORMANCE DATA AT&T IDENTIFIED?

A. No. In fact, BellSouth's analysis confirmed that most of the items AT&T had concluded were missing from BellSouth's data were in fact missing. Potential explanations for the missing data were offered in only a few instances.

Q. DOES THE FACT THAT DATA IS MISSING SERIOUSLY UNDERMINE THE CONFIDENCE THAT CAN BE PLACED IN BELLSOUTH'S PERFORMANCE REPORTS?

A. Yes. Absent a root cause analysis and implementation of corrections to ensure that all data is reported accurately and completely by BellSouth, this Commission cannot rely on the data BellSouth will report. BellSouth is seeking blind trust from ALECs and from this Commission that the data it reports is thorough and accurate. AT&T's experience reveals that such trust is not deserved.

Q. IN ADDITION TO THE MISSING DATA YOU HAVE DISCUSSED, HAS AT&T IDENTIFIED ANY OTHER MISSING DATA?

A. Yes. The Georgia Commission directed BellSouth to prepare Response Completeness reports that show the percentage of time BellSouth returned FOCs and rejections for each LSR it receives. (*See* Order, *In re: Performance Measurements for Telecommunications Interconnection, Unbundling and Resale,* Docket. No. 7892-U (Jan. 12, 2001).) Based on the report's design, the test completion rate should be 100 percent (100%) because, for each LSR, BellSouth should issue either a FOC or a rejection. BellSouth's May 2001 response completeness report, however, indicated that ten percent[6] (10%) of BellSouth's

[6] AT&T calculated this overall percentage from reports available on BellSouth's website. SEN-13 is a page from that website reporting BellSouth's performance for AT&T.

reported mechanized FOC and rejection notices to AT&T were not returned. This means that 10% of the data on the timeliness of BellSouth's responses to AT&T's orders were not included in the data reported by BellSouth. Failure to include 10% of the data on AT&T's transactions calls into serious question the validity of BellSouth's FOC and rejection timeliness reports. (*See* Exhibit SEN-13.)

Q. WHAT IS THE IMPACT OF BELLSOUTH'S FAILURE TO INCLUDE AT&T'S DATA IN ITS PERFORMANCE REPORTS?

A. By failing to include AT&T's data in the PMAP reports, BellSouth's ALEC aggregate performance results are wrong. By excluding that data, BellSouth could be hiding deficient performance. If state commissions and ALECs cannot rely on BellSouth's aggregate reports, measuring BellSouth's performance against commission-established standards it must meet to obtain Section 271 authority is impossible.

Q. HAS AT&T IDENTIFIED DISCREPANCIES IN THE MAY 2001 DATA BELLSOUTH REPORTED?

A. Yes. BellSouth's May 2001 performance reports filed with the Georgia Commission on July 3, 2001 inappropriately exclude some of AT&T Broadband's PMAP performance reports. On July 5, 2001 AT&T asked BellSouth why it had not provided these reports.

Q. DID BELLSOUTH EXPLAIN WHY THE DATA WAS EXCLUDED?

A. Yes, BellSouth explained that it had made errors during database clean-up and was working to correct the problem.

Q. WHEN WILL BELLSOUTH PROVIDE THE EXCLUDED DATA?

A. I do not know. AT&T contacted BellSouth on July 10, 2001 to determine the status of the missing data. At that time, BellSouth indicated that the missing

AT&T Broadband data issue was not resolved and stated that other ALECs were also missing similar data. BellSouth informed AT&T that it would attempt to have the missing data issue resolved by the next reporting period. BellSouth explained the only way AT&T could have access to its AT&T Broadband data would be for BellSouth to manually recreate its May reports.

AT&T requested BellSouth provide manual copies of the AT&T Broadband reports that were unavailable on BellSouth's PMAP website on July 10, 2001. To date, AT&T has not received this information and does not know when BellSouth will provide the missing data.

Q. HAVE YOU IDENTIFIED OTHER DISCREPANCIES IN BELLSOUTH'S PERFORMANCE REPORTS?

A. Yes. Inconsistencies among the various reports BellSouth produces raise serious questions about the validity of the data.

Q. PLEASE EXPLAIN HOW BELLSOUTH'S PERFORMANCE REPORTS ARE CREATED.

A. When BellSouth generates PMAP reports, certain data are used to calculate more than one performance metric. A review of the business rules in BellSouth's SQM plan indicates that these data should match among the various PMAP reports. For example, for any given OCN, the volume of LSRs submitted in the Percent Rejected – Mechanized report should match the number of LSRs submitted in the Flow Through report; the number of Fully Mechanized Rejections should match the number of Auto Clarifications in the Flow Through report, and the number of Partially Mechanized Rejections should match the number of ALEC-Caused Fallout in the Flow Through report. (*See* Attachment 1 to Letter dated April 4,

2001, from K.C. Timmons to Jan Flint (Exhibit SEN-14); *see also* Attachment 1 to Letter dated June 28, 2001, from K.C. Timmons to Jan Flint (Exhibit SEN-15).)

Q. HOW ARE THESE REPORTS INCONSISTENT WITH EACH OTHER?

A. My review of these data sets revealed several discrepancies among the BellSouth PMAP reports. For example, in January 2001, for OCN 7680 UNE-P, numbers that should have been the same were different in the various reports. BellSouth reported 47 as the number of Partially Mechanized rejections but only reported 22 orders for ALEC caused fall out in the Flow Through report. *See id.* Those numbers should be the same if the reports accurately reflect the underlying data. I also found that the number of LSRs listed on BellSouth's Percent Rejected—mechanized report was 1,427; however, the Flow Through Report lists the number of LSRs submitted as 1,430. *See id.* The number of Fully Mechanized Rejections is listed as 35 while there were 41 listed on the Auto Clarifications. *See id.* These numbers should not be different because they are different names for the same thing.

Q. DID YOU FIND OTHER ERRORS?

A. Yes. Numbers of completed orders also appear to be incorrect. The number of completed orders listed in the Missed Appointment metric was 1,154 whereas BellSouth reports 877 completed orders in the Average Completion Notices Interval raw data files. *See id.* This discrepancy of over 200 orders calls into question all of BellSouth's reports referencing completed orders.

Q. HAS AT&T SEEN THESE INCONSISTENCIES IN PMAP REPORTS FOR ANY MONTH OTHER THAN JANUARY?

A. Yes. In April 2001, for OCN 7125 Non-LNP, BellSouth reported 76 as the number of LSRs submitted in the Percent Rejected LSR report, but 460 in the Flow-Through report. (*See* Exhibit SEN-15 at Attachment 1.) These numbers should be identical. Although BellSouth tries to justify this difference by stating that Directory Listings Orders (REQTYP J) are included in the Flow-Through Report, but not in the % Rejected Service Requests Report, AT&T's analysis does not support this assertion. First, AT&T has REQTYP J LSRs in its raw data.[7] (*See* Exhibit SEN-16.) Second, the missing 384 of 460 LSRs cannot be explained as Directory Listing LSRs as AT&T's review of the LSRs present in the Flow-Through report but not in the % Rejected Service report indicates that the LSRs were not directory listing requests.

Q. DID YOU FIND OTHER INCONSISTENCIES BETWEEN BELLSOUTH'S APRIL REPORTS LIKE YOU DID IN JANUARY?

A. Yes. In April, as well, for OCN 7125-Non-LNP, numbers of completed orders appear to be incorrect. The number of completed orders in the Missed Appointment metric was 1, 288 whereas BellSouth reports 5 completed orders in the Average Completion Notice Interval raw data files. (*See* Exhibit SEN-15 at Attachment 1.) This discrepancy of 1, 283 reinforces AT&T's concerns about all of BellSouth's reports referencing completed orders.

[7] BellSouth has indicated that it does not include Directory Listings (REQTYP J) LSRs in this data, however, AT&T's raw data does include directory listing LSRs. (*See* SEN-16.)

Q. ARE THERE ANY OTHER REPORTS THAT DISAGREE WITH EACH OTHER?

A. Yes. BellSouth's April Flow Through reports disagree with each other even though the reports are related. The April 2001 Percent Flow Through Service Requests Detail report identifies the number of LSRs that fell out because of BellSouth error. BellSouth reports that its "BST caused Fallout" volumes equaled 22,142 LSRs. The related "Flowthrough Error Analysis" report, provided with the Flow Through report, also identifies the total number of errors committed by BellSouth. BellSouth reported only 14,243 errors for April.

Q. ARE THESE NUMBERS INACCURATE?

A. Yes. An LSR can have more than one error, but the number of LSRs with errors cannot be greater than the total number of errors. In BellSouth's reports, however, the number of LSRs with errors significantly exceeds the total numbers of errors reported by BellSouth.

Q. HAS BELLSOUTH'S PERFORMANCE REPORTING IMPROVED?

A. No. BellSouth continues to experience considerable difficulty in providing ALECs and the Georgia Commission with timely and accurate May performance reports. These reports are the first to be generated by BellSouth that BellSouth claims comply with the Commission's January 12, 2001 Order.[8] Because of the changing nature of these reports, performing any analysis of BellSouth's May data has been like hitting a moving target.

[8] *See* Order, *In re: Performance Measurements for Telecommunications Interconnection, Unbundling and Resale,* Docket No. 7892-U (Jan. 12, 2001) ("January 12 Order").

Q. PLEASE DESCRIBE THE PROBLEMS AT&T HAS IDENTIFIED REGARDING BELLSOUTH'S MAY 2001 PERFORMANCE REPORTS.

A. As early as June 30, 2001, ALECs could retrieve ALEC-specific "final" performance reports[9] for May from BellSouth's PMAP website. These reports, however, were inaccurate. On July 5, BellSouth alerted ALECs that because of "changes to PMAP reports required by the Georgia Commission[,] a significant number of reports have been reposted to the PMAP website." (Exhibit SEN-17.) In all, BellSouth reposted twenty-two reports.[10] Four days later, on July 9, BellSouth advised ALECs via e-mail that it had reposted ALEC and SQM Average Completion Notice Interval and FOC and Reject Completeness Reports to its PMAP website.

The May data BellSouth originally provided to this Commission was flawed. BellSouth first filed its May performance reports with the Commission on July 3, 2001. Seven days later, however, on July 10, 2001, BellSouth submitted its revised May Monthly State Summary Report ("MSS") to the Commission.[11] (*See*

[9] BellSouth says it makes interim reports available by the 21st of each month and final reports by the 30th of the same month.

[10] BellSouth reposted the following reports: LNP FOC; LNP Reject Interval; LNP % Rejected Service Requests; LNP Total Service Order Cycle Time; LNP Disconnect Timeliness; Reject Interval; % Rejections; Acknowledgement Timeliness; Acknowledgement Completeness; FOC Timeliness; Timeliness and Completeness-FOC and Reject Response; Pre-ordering OSS Response Interval; OSS Availability; Provisioning Percent Troubles in 30 days; Average Completion Notice Interval; Percent NXX LRN by LERG effective Date; Total Service Order Cycle Time; Missed Repair Appointments; Customer Trouble Report Rate; Maintenance Average Duration; % Repeat Troubles in 30 days; and Percent out of service greater than 24 hours.

[11] BellSouth's "corrected" May data is hardly timely. The Commission will have the May data to analyze for a mere ten days before BellSouth is required to produce June performance measures data.

Exhibit SEN-18.) In its cover letter, BellSouth indicates that the original reports were inaccurate. BellSouth explained that there were "errors in the calculations associated with the production of Average Completion Notice Interval and Reject and Firm Order Confirmation Completeness measures." *Id.* BellSouth also admits that the original report included clerical errors and "failed to reflect certain performance data related to ISDN loops, Jeopardies, and BellSouth's retail ADSL." *Id.* In all, BellSouth's inaccurate data affected performance reporting for 117 sub-metrics.

Q. TO DATE, HAS BELLSOUTH BEEN ABLE TO PROVIDE THE GEORGIA COMMISSION WITH ACURATE, RELAIBLE PERFORMANCE REPORTS FOR MAY DATA?

A. No, the corrected performance reports BellSouth provided to the Georgia Commission on July 10 are still flawed. BellSouth appears to report some data twice. For example, the data for two different types of product disaggregation, loop/port combinations and the UNE/Other Non-Design, are identical for the following measures:

- % Rejected Service Requests
- Reject interval
- FOC Timeliness
- FOC and Reject Response Completeness

It is highly unlikely that both product types would have identical data for the same month for each of these measures.

Q. ARE THERE OTHER INACCURACIES IN BELLSOUTH'S MAY PERFORMANCE DATA REPORTS?

A. Yes. BellSouth's Completion Notice Metric report is flawed. For example, loop port combinations-non-dispatch reports a volume of 16,465 in the Missed Appointments metric and a volume of 9,402 in the combined mechanized and non-mechanized Completion Notice-non-dispatch metrics. There is nothing in BellSouth's business rules for these measures to account for these types of differences. Indeed, both measures rely on completed orders, and under the SQM the same exclusions apply. Yet, BellSouth's reports indicate a 40% difference (7,063) in the volumes used to calculate these measures. The low volume of reported completion notices demonstrates that either BellSouth is not returning completion notices on a significant number of orders or is not tracking its performance and including it in the performance report. Either way, this error demonstrates that the "corrected" reports BellSouth has provided the Georgia Commission are wrong and unreliable.

Q. PLEASE DESCRIBE ANY OTHER DATA INACCURACIES AT&T HAS IDENTIFIED.

A. There are other examples of flaws in BellSouth's latest May MSS report. BellSouth reports differing volumes for measures that should have identical volumes because the same data is used to generate the reports. For example, according to BellSouth's SQM business rules, % Rejected Service Request, FOC/Reject Completeness, and FOC/Reject Response Completeness measures all should use the same denominator, the number of LSRs received. A review of the

data, however, reveals that this is frequently not the case. (*See* Exhibit SEN-19 for examples of these discrepancies.)[12]

Also, BellSouth's report for Loop Make-Up Response Time—Electronic metric cannot be accurate. Although it reports that 100% of the responses were returned in under 5 minutes, it also reports that the average response interval was 16 minutes and 85 seconds.[13] (*See* Exhibit SEN-20.)

Q. DID BELLSOUTH'S DATA CORRECTIONS IMPACT ITS PERFORMANCE REPORTING?

A. Yes, the effect of BellSouth's data corrections was significant. For example, BellSouth indicates that the July 10 revised data significantly affected compliance determinations in 7 metrics. In 5 cases, BellSouth reports its performance changed from non-compliant to compliant and in 2 cases, its performance went from compliant to noncompliant.

Q. IN ADDITION TO THE DISCREPANCIES YOU HAVE IDENTIFIED IN THE MAY DATA, HAVE YOU SEEN OTHER FLAWS IN BELLSOUTH'S DATA?

A. Yes. BellSouth has reported AT&T orders that could not have come from AT&T. For example, BellSouth continues to report that AT&T is using a TAG interface to place orders. For example, the "% UNE Flowthrough Detail" section of BellSouth's January Flow Through report indicated that AT&T had submitted 19 LSRs via TAG. Similarly, BellSouth's April report indicated that AT&T

[12] AT&T-specific performance data also revealed similar discrepancies in May.

[13] This information was obtained from the July 3, 2001 SQM filing. BellSouth, however, made no changes to its report for this metric in its July 10 filing.

submitted three orders via TAG. AT&T's May Acknowledgement Message Timeliness Report indicates hundreds of acknowledgements were sent to AT&T via TAG. (*See* Exhibit SEN-21.) The data cannot be correct because AT&T does not operate a TAG ordering interface with BellSouth.

Q. HAS AT&T ATTEMPTED TO HAVE BELLSOUTH CORRECT OR EXPLAIN THE DISCREPANCIES?

A. Yes. We have corresponded with BellSouth requesting meetings to discuss our findings, but BellSouth has neither adequately corrected nor explained the deficiencies. I have attached copies of AT&T's correspondence to my testimony as Exhibit SEN-14 and Exhibit SEN-15.

Q. WHAT EFFECT DOES BELLSOUTH'S REFUSAL TO EXPLAIN THE DATA ERRORS HAVE?

A. BellSouth's refusal to explain the discrepancies only heightens concerns regarding the data. With all of these discrepancies and errors, the Commission simply cannot be assured that the data in the performance reports accurately represent BellSouth's performance.

Q. HAS BELLSOUTH PROVIDED ADEQUATE RAW DATA TO ALECS?

A. No. BellSouth does provide some of the underlying data for some of its reports; however, the data have been processed to exclude information.[14] ALECs do not have access to the Data Warehouse or other early stage databases that contain

[14] In other states, BellSouth has been directly ordered to produce raw data. *See, e.g.*, Order on Motions for Reconsideration and Clarification, *In re: Performance Measures for Telecommunications Interconnection, Unbundling and Resale*, Georgia Public Service Commission, Docket No. 7892-U, May 7, 2001; Order, *In re: Performance Measures for Telecommunications Interconnection, Unbundling and Resale*, Docket No. 7892-U, May 6, 1998. BellSouth has nonetheless refused to provide the raw data underlying its reports.

unprocessed data. Accordingly, AT&T, other ALECs, and Commissions cannot verify the accuracy of BellSouth's performance monitoring reports.

Q. WHAT DO YOU MEAN BY "UNPROCESSED DATA"?

A. By unprocessed data I mean the data in BellSouth's data warehouse, often called "Barney," and in the "Snapshot" database. These data reflect all of BellSouth's transactions with ALECs. None of the data has been excluded at that stage of the data collection process. In contrast, the data that appear in the "raw data files" in PMAP have already been processed. Certain data have been excluded before the data set reaches PMAP.

Q. ARE THE EXCLUSIONS BELLSOUTH APPLIES BEFORE THE DATA REACH PMAP SIGNIFICANT?

A. Yes. For example, BellSouth had been excluding partially mechanized orders from its Average Completion Notice measures and from its raw data in PMAP. This was a significant exclusion because more than one-third of AT&T's orders did not flow-through BellSouth's systems. With May data, BellSouth appears to have stopped systematically excluding completion notices for partially mechanized orders. The completion notice reports, however, are still questionable. Twenty percent (20%) of AT&T's completed orders in the report do not contain a corresponding completion notice in the raw data file. AT&T has no way of knowing whether this discrepancy exists because of excluded data.

Q. IS FAILURE TO INCLUDE SUCH A SIGNIFICANT NUMBER OF ORDERS ACCEPTABLE?

A. No. The delivery of a completion notice is an important trigger for ALECs: it tells them when they can begin to bill customers. With the current data, however,

commissions have no way of knowing whether BellSouth is accurately measuring its performance in delivering completion notices.

Q. DOES BELLSOUTH APPLY ANY OTHER EXCLUSIONS TO THE DATA BEFORE PROVIDING IT TO ALECS?

A. Yes. In order to understand what data is available to verify the accuracy of the reports, ALECs have asked BellSouth in regulatory proceedings what data is included in the PMAP raw data. BellSouth has responded that it excludes data both from the calculation of its SQM reports and from the raw data. It is difficult to determine exactly what BellSouth excludes because the responses to ALECs' requests for information are inconsistent. In the Florida performance measures proceeding, the ALEC Coalition asked BellSouth what data it excluded from its reported raw data. In response to Interrogatory 58, BellSouth stated that it excludes cancelled orders from some of the raw data, but in response to Interrogatory 12, BellSouth listed numerous other exclusions from the PMAP raw data files.[15] (*See* Exhibit SEN-22.)

Q. ARE ALL EXCLUSIONS THAT ARE APPLIED TO THE RAW DATA BEFORE IT IS POSTED IN THE RAW DATA FILES IN PMAP DOCUMENTED?

A. No. Some exclusions are listed in the BellSouth SQM manual and in the raw data user manual, but other data may be unintentionally excluded. For example, in the Georgia third-party OSS test, KCI uncovered data that had been excluded due to server capacity constraints. (*See* Exhibit SEN-5 at 26 & 28.)

[15] Both of these responses were served in a proceeding in Florida. *See* Florida Pubic Service Commission Docket No. 000121-TP.

Q. ARE ALECS IMPACTED IF THE EXCLUDED DATA IS NOT AVAILBLE?

A. Yes. If the excluded data is not reported and evaluated, service performance deficiencies may be hidden from ALECs and the Commission.

Q. HAS AT&T ASKED BELLSOUTH TO PROVIDE THE UNPROCESSED, RAW DATA?

A. Yes. As early as June 2000, AT&T began requesting raw data for local number portability ("LNP"). (*See* Letter dated June 23, 2000, from K.C. Timmons to Theresa Harris (Exhibit SEN-23).) The information is critical because BellSouth does not even produce processed raw data for its LNP reports or for its PMAP ATTLOCAL Miscellaneous Reports and Aggregate Reports. Thus, although BellSouth reported its performance on orders with LNP, it made none of the underlying data available to ALECs. There was no way to measure the accuracy of BellSouth's reports on its LNP performance.

Q. HAS BELLSOUTH PROVIDED THE DATA WITH ITS MOST RECENT REPORTS?

A. For months, BellSouth had continually refused to provide the underlying data for LNP reports, claiming that it was not feasible to provide the information. (*See* Letter dated August 9, 2000, from Theresa Harris to K.C. Timmons (Exhibit SEN-24).) The data had been excluded from BellSouth's reporting and from its PMAP website. Finally, BellSouth provided LNP raw data for the first time on July 2nd and July 5th. Based on its review of the raw data for one measure (FOC Timeliness), AT&T determined that 406 PONS were missing from BellSouth's May 2001 raw data. Thus, for these 406 PONS, AT&T did not received any FOC

performance data from BellSouth. (See letter dated July 16 from KC Timmons to Jan Flint. (*See* Exhibit SEN-25.)

Q. DOES BELLSOUTH PROVIDE ANY UNDERLYING DATA (RAW OR PROCESSED) FOR ITS BILLING MEASURES?

A. No, and BellSouth does not intend to provide that data until the end of 2001. Billing is a critical issue, yet AT&T cannot validate BellSouth's PMAP reports on billing because the raw data is unavailable.

Q. PLEASE EXPLAIN WHY THIS COMMISSION SHOULD CONSIDER BELLSOUTH'S INABILITY TO PROVIDE ACCURATE, RELIABLE DATA IN OTHER STATES?

A. BellSouth's inability to provide timely and accurate performance data that comply with the Georgia Commission's Order illustrates BellSouth's present inability to provide required support for any Section 271 application. The problems BellSouth has experienced with providing its May data show not only that the actual data reported is inaccurate, but also that the significant changes BellSouth has made to PMAP have resulted in an unstable and unreliable reporting system.

BellSouth's May data continues to contain significant discrepancies and BellSouth has not yet provided ALECs or the Georgia Commission with replicable data. These factors, along with the posting and re-posting of BellSouth's May performance measures data underscore the inability of this Commission to rely on BellSouth's performance measurement reporting system and underlying data. The Commission and ALECs cannot be confident that the problems in BellSouth's self-reported performance measures data identified in other states will not reoccur in Florida.

Moreover, without accurate reliable data, neither ALECs nor this Commission can replicate BellSouth's performance reports. Before granting Section 271 relief, this Commission must have confidence that BellSouth's performance data can be replicated and is accurate and reliable.

Q. SHOULD THE FLORIDA COMMISSION RELY ON BELLSOUTH'S SELF-REPORTED DATA TO ANALYZE BELLSOUTH'S COMPLIANCE WITH § 271?

A. No. AT&T's experience shows that this Commission should not rely upon any of BellSouth's self-reported data for purposes of analyzing whether BellSouth provides nondiscriminatory access to its network. Missing data and inconsistencies between reports call into question the performance reports BellSouth submits. The data are simply not reliable, accurate, or complete. BellSouth is presently unable to satisfy the requirement that it provide this Commission assurance of the accuracy of its data. Accordingly, any attempt by BellSouth to rely on self-generated performance reports to convince the Florida Commission that BellSouth deserves Section 271 authority should be rejected until BellSouth can establish that the underlying data are reliable.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

ATLANTA TECH WEDNESDAY • July 11, 2001

BellSouth fines shadow long-distance bid

Michael E Kanell - Staff
Wednesday, July 11, 2001

With BellSouth's request to enter long-distance on the line, state regulators have whacked the Atlanta-based company with $7 million in fines.

The company was fined for falling short of standards for handling orders from competitors during March and April.

Additionally, a $7 million fine for May's performance will be imposed unless the standards are adjusted. But the company has asked the state Public Service Commission for the money be put in escrow while the issue is discussed --- and commissioners have agreed to consider the request.

The penalties assessed by the PSC come with BellSouth arguing that its systems for handling competition are running smoothly. That requirement --- that local markets be open --- is required by federal law to justify the company's long-awaited entry into long-distance.

The commissioners have repeatedly delayed long-distance approval, asking BellSouth to improve its performance. They don't now say the application will be rejected, but the fines are a warning for the $27 billion-a-year BellSouth.

Commissioner Lauren "Bubba" McDonald Jr. said that, at the least, BellSouth should be concerned. "If I saw $3 million in fines for a month in my business, I'd start looking for the hole and try to plug it."

Added PSC Commissioner David Burgess: "If you are paying the money in penalties, and you don't yet have (long-distance) relief, I'd imagine that you would be concerned."

However, Burgess said the PSC will consider modifying the standards used to judge BellSouth. The standards were set in January and went into effect in March.

Competitors say the fines are proof that BellSouth has not opened those markets and doesn't deserve long-distance.

"This is what we have been saying all along," said Jaimie Hardin, AT&T vice president for law and government affairs. "This is just the first opportunity to see --- analytically --- whether they are meeting the mark or not. BellSouth systems are not mature, they are not stable and they are not capable of the level of service that is required to handle competitors."

BellSouth spokesman Joe Chandler said the fines are no sign the application is in trouble.

The company has spent more than $1.6 billion on systems and staff to handle orders from competitors in its nine-state region, and the fines are just part of the commission's monitoring, he said.

"The Georgia Public Service Commission has established one of the most comprehensive and aggressive performance measurement and enforcement plans in the country to measure BellSouth's performance in providing service to local competitors. The commission's plan is working."

Changes in state and federal law were meant to spur competition in local and long-distance service that would lead to lower prices and more choice for consumers. BellSouth's competitors now have more than 3.2 million lines, including 820,000 in Georgia, accounting for 17 percent of the local phone market, Chandler said.

BellSouth needs permission from the Federal Communications Commission to offer long-distance in each of its nine states. But before, it wants the endorsement of local regulators.

The company has repeatedly predicted a pending state endorsement of its long-distance application --- eating its words later when approval was delayed. Now, BellSouth and its rivals are required to file comments on the long-distance case to the PSC by Monday.

Leon Bowles, head of the PSC's telecom staff, said the filings will take some time to read through. "The initial comments made a stack that was 2 1/2 feet high, so the reply could easily be 3 feet high."

That means PSC approval will likely not come until late August or September --- assuming that BellSouth's case is going smoothly.

The law requires BellSouth to meet a 14-point checklist that proves that its local market is open to competition. The key component is "parity" --- the ability to handle orders from other companies as quickly and smoothly as BellSouth handles its own.

That means making sure those competitors' customers receive dial tones and keep their numbers when they switch.

Of the remaining Bell companies, only Verizon and SBC Communications have been allowed into long-distance and only in a handful of states.

An assessment of BellSouth's performance in May is due within two weeks. A third consecutive month of penalties would trigger an additional state punishment that could run into the millions of dollars, according to the PSC.

AT&T's Hardin says she doesn't expect BellSouth's results for May to be any better than before. "We have not seen a significant improvement."

Georgia is the only state to impose penalties prior to providing long-distance permission. Verizon, for instance, paid millions of dollars in fines for mishandling local competitors' orders during its first months in long-distance.

The head start in Georgia is meant to ensure that problems with BellSouth's

systems will be vetted and corrected before long-distance is approved. BellSouth argues that the fines should be seen as proof that their performance will be under scrutiny even after long-distance approval.

Adding to the picture is the May launch of local service by WorldCom's reconstituted MCI unit.

BellSouth has pointed with mixed feelings to the efforts of competitors.

On one hand, it hates to lose business. But the more business it loses, the better the argument that its market is open and so it should be allowed into long-distance.

MCI's first month of competition was only a modest strain on BellSouth's systems --- about 6,800 customers switched to MCI, according to the PSC. But as MCI revs up its marketing machine with print and broadcast ads, there could be a wave of switchers. Glitches in handling the orders will undermine BellSouth's case for long-distance.

The PSC will be watching, Burgess said.

"In the next 35 or 45 days, there will be some information on the table that will help us get some decisions made," Burgess said. "And when it's right, we'll give it our stamp of approval."

BELLSOUTH

Report: May Tier-1 State Level Totals

		May 2001
State	Submetric	Tier-1 Rmdy Payb Amt
Georgia	Acknowledgement Completeness	$13,813.00
	Average Disconnect Timeliness Interval	$3,419,000.00
	Billing Invoice Accuracy	$497.00
	Billing Invoice Timeliness (Mean Time to Deliver Invoices)	$95.00
	Customer Trouble Report Rate - Design	$16,400.00
	Customer Trouble Report Rate - IC-Trunks	$10,550.00
	Customer Trouble Report Rate - POTS	$18,700.00
	Customer Trouble Report Rate - UNE Loops and Port Combos	$6,000.00
	Customer Trouble Report Rate - UNE Loops GA Order	$54,350.00
	Customer Trouble Report Rate - UNE XDSL	$36,400.00
	Firm Order Confirmation Timeliness (Mechanized only)	$42,710.00
	Firm Order Confirmation Timeliness (Non Mechanized)	$2,680.00
	Firm Order Confirmation Timeliness (TRUNKS)	$1,260.00
	Firm Order Confirmation Timeliness and Reject Completeness	$20,190.00
	Maintenance Average Duration - Design	$300.00
	Maintenance Average Duration - POTS	$825.00
	Maintenance Average Duration - UNE Loop and Port Combos	$800.00
	Maintenance Average Duration - UNE Loops GA Order	$2,400.00
	Order Completion Interval - IC Trunks	$850.00
	Order Completion Interval - POTS	$743,400.00
	Order Completion Interval - UNE Loop and Port Combos	$316,200.00
	Order Completion Interval - UNE Loops GA Order	$54,750.00
	Percent Flow-Through Service Request (Detail) -Business	$9,253.00
	Percent Flow-Through Service Request (Detail) -LNP	$6,172.00
	Percent Flow-Through Service Request (Detail) -Residence	$76,779.00
	Percent Flow-Through Service Request (Detail) -UNE	$90,320.00
	Percent Missed Installation Appointments - IC-Trunks	$625.00
	Percent Missed Installation Appointments - POTS	$1,300.00
	Percent Missed Installation Appointments - UNE Loop and Port Combos	$4,800.00
	Percent Missed Installation Appointments - UNE Loops GA Order	$1,600.00
	Percent Missed Repair Appointments - POTS	$700.00
	Percent Missed Repair Appointments - UNE Loop and Port Combos	$1,600.00
	Percent Missed Repair Appointments - UNE Loops GA Order	$1,200.00
	Percent of cooperative testing for UNE-XDSL	$200.00
	Percent Provisioning Troubles within 30 days - IC-Trunks	$400.00
	Percent Provisioning Troubles within 30 Days - POTS	$600.00

	Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos	$800.00
	Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	$5,600.00
	Percent Repeat Troubles within 30 Days - Design	$375.00
	Percent Repeat Troubles within 30 Days - POTS	$1,825.00
	Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	$800.00
	Percent Repeat Troubles within 30 days - UNE Loops GA Order	$18,250.00
	Percent Troubles in 7 days - Hot Cuts	$800.00
	Reject Interval (Mechanized only)	$7,710.00
	Trunk Group Performance CLEC Specific	$8,625.00
	TOTAL	**$5,002,504.00**

BELLSOUTH

Report: Tier2 State Level Results EXT

		May 2001				
State	Submetric	Tier-2 Tot Aff Vol	Tier-2 Rmdy Calc Amt	Tier-2 Rmdy Adj Amt	Tier-2 Rmdy Int Amt	Tier-2 Rmdy Payb Amt
Georgia	Acknowledgement Completeness	728	$17,879	$0	$0	$17,879
	Average Disconnect Timeliness Interval	7,236	$3,618,000	$0	$0	$3,618,000
	Customer Trouble Report Rate - Design	2	$600	$0	$0	$600
	Firm Order Confirmation Timeliness (TRUNKS)	19	$1,140	$0	$0	$1,140
	Order Completion Interval - POTS	9,933	$2,979,900	$0	$0	$2,979,900
	Percent Flow-Through Service Request (Detail) -Residence	10,695	$85,603	$0	$0	$85,603
	Percent Flow-Through Service Request (Detail) -UNE	4,589	$14,951	$0	$0	$14,951
	Percent Response Received within 'X' seconds	71,620	$1,432,390	$0	$0	$1,432,390
	Reject Interval (Mechanized only)	23	$1,380	$0	$0	$1,380
	Timeliness of Change Management Notices	1	$205	$0	$0	$205

Rebuttal Testimony of Sharon E. Norris
AL Docket No. 25835
Exhibit SEN-R1

Figure VIII-1.1: BellSouth PMAP Data Collection

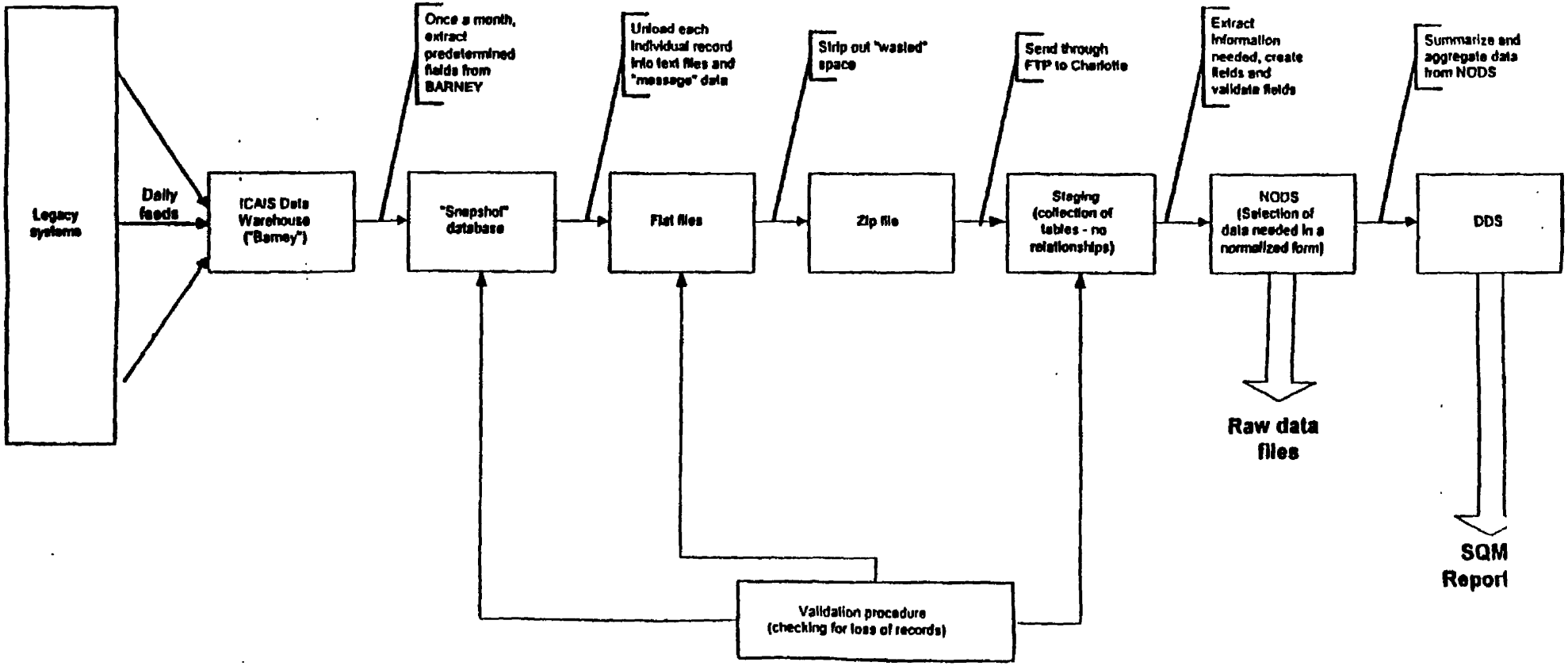

Exhibit No. SEN-4
FPSC Docket No. 960786-TL
Page 1 of 1

that is?

A. I'm not certain.

Q. I can see where the Legacy systems are on this picture on Roman VIII A-3. I can see where BARNEY is. There is the snapshot database. Okay.

Can CLECs get back into the snapshot database?

A. I'm not aware of the answer to that question.

Q. Do you know if the CLECs can get into the data warehouse or BARNEY?

A. I know of no data sets other than the raw data files that a CLEC has without specifically asking BellSouth.

Q. So on this picture when you talk about raw data files, tell me what you're talking about because I don't want to make an assumption here.

A. Those are process data that are used to validate the values in the SQM reports.

Q. How are they processed?

A. Could you clarify that question, please?

Q. You said they were process data. What does that word mean to you?

A. They went through a variety of BellSouth systems from the early stage to that point.

Q. Are those the systems in which the exclusions are applied?

A. Some exclusions are applied in those systems.
Q. Where are the rest of the exclusions applied?
A. Going from the raw data to the SQM reports.
Q. So where on this picture is the raw data? I see an arrow near the right-hand side that points to raw data files. Is that what you are talking about, or are you also talking about some of these boxes above that?
A. When I'm referring to raw data, I mean both where it explicitly says raw data files as well as NADZ in the box right above it.
Q. How about the staging, the collection of tables with no relationships?
A. I don't consider that to be raw data per se.
Q. Do you know if CLECs have access to that?
A. I don't know.
Q. If I understand you correctly, you said that the exclusions are listed in the SQM manual and the raw data user's manual; am I right on that?
A. I believe I said that there are exclusions listed in the SQM manual and in the raw data user manual.
Q. But you don't think those are all of the exclusions?
A. There may be additional exclusions.
Q. Do you know that there are additional exclusions?
A. I believe we have come across exclusions during our

data integrity tests that were not documented in either manual, either the SQM manual or the raw data user manual.

Q. After those tests did you require BellSouth to make changes to list that manual -- or those other exclusions in those documents?

A. No.

Q. You did not?

A. No.

Q. What was the basis for your decision not to make them do that?

A. First, I don't believe that it was part of our scope to make sure that every exclusion was documented in either of those manuals and, secondly, it was not part of our scope to tell BellSouth to change manuals.

Q. So what was the purpose of the test to compare the source data to what was available and see if the exclusions covered what was in between? We talked about a test. I have to go back and find it again now in PMR 4 where that's what you said you were doing. I may have messed the words up.

MR. FRAZIER: I'm not sure he said it quite that way again, counsel.

MS. AZORSKY: We would have him repeat it and go through all that, but...

A. One of the aspects of PMR 4 is to see whether the

process data are complete in comparison to the early stage data. Certainly in some cases we found they weren't complete and BellSouth agreed that they were not complete and made changes in their systems.

Q. In their systems or in this documentation?

MR. FRAZIER: Or both.

Q. In their systems or in their documentation?

A. Certainly in their systems. I don't recall per se whether they updated their documentation based upon our data integrity tests.

Q. When you found exclusions that you didn't see listed, when you found data that was excluded that was not listed in the SQM manual or the raw data user's manual, did BellSouth change its systems to address that?

A. In some cases, yes.

Q. What changes did they make?

A. As an example, there was one case where data were excluded because of capacity, the capacity constraints, and the amount of room on the server was increased so that the entire data set could be stored. Another example would be outages in the OSS interface availability, metrics for both, maintenance and repair and preordering that were not being included in the metric calculation.

Q. Going forward, is there going to be something in place that will be a check on the data integrity?

KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. N
Atlanta, GA 30309
404 810-3914

February 12, 2001

Sandra Jones
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Sandra:

The purpose of this letter is to determine why BellSouth's Performance Measurement and Analysis Platform (PMAP) system is missing December Local Number Portability (LNP) orders for Operating Company Number (OCN) 7125.

The LNP reports in the Miscellaneous Section of BellSouth's PMAP web site reported no LNP orders sent by OCN 7125 during December 2000. Additionally, the LNP Flow Through 122000 report contains no OCN 7125 data. On January 16, 2001 I asked Phil Porter if a LNP Flow Through key existed for OCN 7125. On January 17 I received an e-mail from Phil indicating that BellSouth database SME's did not find any December LNP orders for OCN 7125. Included with this letter I have attached a partial list of LNP Local Service Requests (LSR's) sent to BellSouth during December for OCN 7125. Analysis of many of these PON's in AT&T's systems revealed that the PON's were sent to BellSouth electronically, receiving acknowledgements, FOC's, and clarifications from BellSouth. Why are these LSR's not included in any of the December LNP performance reports or the LNP Flow Through report in PMAP? After further investigation by BellSouth database SME's, why did BellSouth still not find any LNP orders for OCN 7125? Can BellSouth provide AT&T with updated reports that include all OCN 7125 LNP LSR's sent during December?

With well over 450 LSR's missing from BellSouth-generated December performance data, serious questions arise about the data integrity of the PMAP system. Without complete data to support the BellSouth provided reports in PMAP, true analysis of how BellSouth performs as a supplier to AT&T is severely limited, thereby restricting AT&T's ability to compete in the local market.

The timely solution of this PMAP data integrity issue is of high priority for AT&T. Please provide a response to this request no later than close of business Monday, February 26, 2001. Please let me know if you have any questions or concerns. I can be reached at 404-810-3914.

Sincerely,

KC Timmons

Cc: Denise Berger
Phil Porter

Attachment

Attachment
December 7125 LNP PONs

PON	VER
MIAB0001319	2
MIAB0001411	1
MIAB0001414	2
MIAB0001415	1
MIAB0001419	1
MIAY0004198	1
MIAY0004312	1
MIAY0004644	2
MIAY0004764	1
MIAY0005190	1
MIAY0005191	1
MIAY0005192	1
MIAY0005193	1
MIAY0005197	1
MIAY0005199	1
MIAY0005201	1
MIAY0005203	1
MIAY0005210	1
MIAY0005212	1
MIAY0005270	1
MIAY0005271	1
MIAY0005272	1
MIAY0005273	1
MIAY0005274	1
MIAY0005275	1
MIAY0005276	1
MIAY0005277	1
MIAY0005278	1
MIAY0005283	1
MIAY0005284	1
MIAY0005287	1
MIAY0005290	1
MIAY0005293	1
MIAY0005294	1
MIAY0005297	1
MIAY0005299	1
MIAY0005300	1
MIAY0005302	1
MIAY0005304	1
MIAY0005305	1
MIAY0005307	1
MIAY0005308	1
MIAY0005315	1
MIAY0005317	1
MIAY0005318	1
MIAY0005320	1
MIAY0005321	1
MIAY0005326	1

PON	VER
MIAY0100072	1
MIAY0100073	1
MIAY0100075	1
MIAY0100076	1
MIAY0100077	1
MIAY0100081	1
MIAY0100083	1
MIAY0005286	2
MIAB0100050	1
MIAB0100051	1
MIAB0100054	1
MIAB0100055	1
MIAB0100056	1
MIAB0100057	1
MIAB0100059	1
MIAB0100060	1
MIAB0100061	1
MIAB0100066	1
MIAB0100069	1
MIAB0100070	1
MIAB0100072	1
MIAB0100073	1
MIAB0100074	1
MIAB0100075	1
MIAB0100076	1
MIAB0001460	1
MIAB0100062	1
MIAB0100063	1
MIAB0100065	1
MIAY0005482	3
MIAY0100091	1
MIAY0100093	1
MIAY0100095	1
MIAY0100096	1
MIAY0100098	1
MIAY0100099	1
MIAY0100118	1
MIAY0100119	1
MIAB0001472	1
MIAB0001485	2
MIAB0100024	2
MIAB0100067	2
MIAB0100068	1
MIAB0100077	1
MIAY0003558	3
MIAY0004777	3
MIAY0004947	2
MIAY0005316	2

Attachment
December 7125 LNP PONs

PON	VER
MIAY0005335	1
MIAY0005337	1
MIAY0004983	1
MIAY0005327	1
MIAY0005331	1
MIAY0005336	1
MIAY0005349	1
MIAY0005351	1
MIAY0005352	1
MIAY0005354	1
MIAY0005356	1
MIAY0005359	1
MIAY0005361	1
MIAY0005362	1
MIAY0005364	1
MIAY0005366	1
MIAY0005370	1
MIAY0005371	1
MIAY0005373	1
MIAY0005375	1
MIAY0005376	1
MIAY0005379	1
MIAY0005380	1
MIAY0005382	1
MIAY0005383	1
MIAY0005385	1
MIAY0005388	1
MIAY0005389	1
MIAY0005390	1
MIAY0005392	1
MIAY0005393	1
MIAY0005394	1
MIAY0005398	1
MIAY0005399	1
MIAY0005400	1
MIAY0005403	1
MIAY0005404	1
MIAY0005405	1
MIAY0005407	1
MIAY0005410	1
MIAY0005415	1
MIAB0001228	2
MIAB0001322	2
MIAY0003356	2
MIAY0004954	2
MIAY0004958	2
MIAY0005477	1
MIAY0005478	1

PON	VER
MIAY0100014	1
MIAY0100054	2
MIAY0100139	1
MIAY0100142	1
MIAY0100154	1
MIAB0100043	3
MIAY0003424	1
MIAY0005484	2
MIAY0100079	2
MIAY0100173	1
MIAY0100176	1
MIAY0100194	1
MIAY0100195	1
MIAY0100200	1
MIAY0100201	1
MIAY0100213	1
MIAY0100246	1
MIAY0100251	1
MIAY0100253	1
MIAY0100255	1
MIAY0100265	1
MIAY0100267	1
MIAY0100268	1
MIAY0100269	1
MIAB0100080	1
MIAB0100081	1
MIAB0100091	1
MIAB0100096	1
MIAB0100107	1
MIAB0100108	1
MIAB0100109	1
MIAB0100110	1
MIAB0100112	1
MIAB0100113	1
MIAY0100260	1
MIAY0100272	1
MIAY0100276	1
MIAY0100283	1
MIAY0100284	1
MIAY0100285	1
MIAY0100315	1
MIAY0100319	1
MIAY0100320	1
MIAB0001438	2
MIAB0100086	1
MIAB0100088	1
MIAB0100160	1
MIAB0100165	1

Attachment
December 7125 LNP PONs

PON	VER
MIAY0005479	1
MIAY0005480	1
MIAY0005493	1
MIAY0005496	1
MIAY0005498	1
MIAY0005505	1
MIAY0005508	1
MIAY0005517	1
MIAB0001155	2
MIAB0001451	1
MIAY0005110	2
MIAY0005280	2
MIAY0005313	2
MIAY0005501	1
MIAY0005504	1
MIAY0005515	1
MIAB0001465	1
MIAB0001466	1
MIAB0001467	1
MIAB0100002	1
MIAB0100003	1
MIAB0100005	1
MIAY0004943	1
MIAY0005386	1
MIAY0005485	1
MIAY0005514	1
MIAY0005531	1
MIAY0004669	2
MIAY0004863	3
MIAY0004955	2
MIAY0005417	2
MIAY0005418	2
MIAB0001470	1
MIAB0001471	1
MIAB0001473	1
MIAB0001474	1
MIAB0001476	1
MIAB0001477	1
MIAB0001478	1
MIAB0001479	1
MIAB0001480	1
MIAB0001481	1
MIAB0100006	1
MIAB0100007	1
MIAB0100008	1
MIAB0100009	1
MIAB0100011	1
MIAB0100012	1

PON	VER
MIAY0005329	1
MIAY0005487	3
MIAY0100274	1
MIAY0100330	1
MIAY0100331	1
MIAY0100333	1
MIAY0100338	1
MIAY0100339	1
MIAY0100350	1
MIAB0100079	1
MIAB0100094	1
MIAB0100111	1
MIAY0004453	4
MIAY0005332	3
MIAY0005416	4
MIAY0100279	2
MIAY0100304	2
MIAY0100371	1
MIAY0100372	1
MIAY0100373	1
MIAY0100375	1
MIAY0100378	1
MIAB0100082	1
MIAB0100085	1
MIAB0100092	1
MIAB0100093	1
MIAB0100098	1
MIAB0100099	1
MIAB0100101	1
MIAB0100105	1
MIAB0100170	1
MIAB0100175	1
MIAY0005143	2
MIAY0100035	2
MIAY0100136	2
MIAY0100137	2
MIAY0100394	1
MIAY0100400	1
MIAY0100404	1
MIAY0100406	1
MIAY0100409	1
MIAY0100412	1
MIAY0100417	1
MIAY0100420	1
MIAY0100421	1
ORLB0000155	1
ORLB0000157	1
ORLB0000158	1

Attachment
December 7125 LNP PONs

PON	VER
MIAB0100013	1
MIAB0100014	1
MIAB0100105	1
MIAB0100016	1
MIAB0100018	1
MIAB0100019	1
MIAY0004956	3
MIAY0005311	1
MIAY0005314	2
MIAY0005570	1
MIAY0005572	1
MIAB0001484	1
MIAB0001486	1
MIAB0001487	1
MIAB0001488	1
MIAB0100022	1
MIAB0100023	1
MIAY0005323	3
MIAY0005513	2
MIAY0100012	1
MIAY0100013	1
MIAY0100015	1
MIAY0100016	1
MIAY0100023	1
MIAY0100025	1
MIAY0100026	1
MIAY0100027	1
MIAY0100032	1
MIAY0100034	3
MIAY0100046	1
MIAB0001424	1
MIAB0001463	3
MIAB0001483	2
MIAB0001496	1
MIAB0001498	1
MIAB0100026	1
MIAB0100028	1
MIAB0100029	1
MIAB0100030	1
MIAB0100031	1
MIAB0100032	1
MIAB0100033	1
MIAB0100034	1
MIAB0100036	1
MIAB0100038	1
MIAB0100039	1
MIAB0100040	1
MIAB0100041	1

PON	VER
ORLB0100003	1
ORLB0100007	1
ORLB0100008	1
ORLB0100009	1
ORLB0100010	1
ORLB0100011	1
ORLB0100013	1
ORLB0100014	1
ORLB0100017	1
ORLB0100018	1
ORLB0100019	1
ORLB0100021	1
ORLB0100022	1
ORLB0100023	2
ORLB0100024	1
ORLB0100025	1
ORLB0100026	1
ORLB0100028	1
ORLB0100029	1
ORLB0100031	1
ORLB0100032	1
ORLB0100033	1
ORLB0100034	1
ORLB0100036	1
ORLB0100038	1
ORLY0000346	2
ORLY0000433	2
ORLY0000434	2
ORLY0000444	2
ORLY0000453	2
ORLY0000461	1
ORLY0000464	4
ORLY0000489	4
ORLY0000503	1
ORLY0000515	2
ORLY0000531	2
ORLY0000550	1
ORLY0000551	2
ORLY0100002	1
ORLY0100003	1
ORLY0100005	1
ORLY0100006	1
ORLY0100007	2
ORLY0100008	1
ORLY0100009	1
ORLY0100010	1
ORLY0100011	1
ORLY0100012	1

Attachment
December 7125 LNP PONs

PON	VER
MIAB0100042	1
MIAB0100044	1
MIAB0100045	1
MIAB0100046	1
MIAB0100048	1
MIAB0001455	2
MIAB0001489	1
MIAB0001490	1
MIAB0001491	1
MIAB0100021	2
MIAB0100025	1
MIAY0004776	2
MIAY0005112	1
MIAY0005372	2
MIAY0005499	1
MIAY0005503	3
MIAY0005506	2
MIAY0005534	2
MIAY0100019	2
MIAY0100021	2
MIYA0100022	2
MIAY0100049	2
MIAY0100050	2
MIAY0100051	1
MIAY0100052	1
MIAY0100053	1
MIAY0100057	1
MIAY0100058	1
MIAY0100060	1
MIAY0100062	1
MIAY0100063	1
MIAB0001421	5
MIAB0001426	1
MIAB0001494	2
MIAB0001495	2
MIAB0001497	2
MIAB0100049	1
MIAY0004666	3
MIAY0100065	1
MIAY0100066	1
MIAY0100067	1
MIAY0100068	1
MIAY0100070	1

PON	VER
ORLY0100013	1
ORLY0100014	1
ORLY0100017	1
ORLY0100019	1
ORLY0100021	1
ORLY0100022	1
ORLY0100023	1
ORLY0100025	1
ORLY0100027	1
ORLY0100028	1
ORLY0100029	2
ORLY0100030	1
ORLY0100032	1
ORLY0100034	1
ORLY0100035	1
ORLY0100036	1
ORLY0100038	1
ORLY0100044	1
ORLY0100045	1
ORLY0100046	1
ORLY0100047	1
ORLY0100048	1
ORLY0100049	1
ORLY0100052	1
ORLY0100056	1
ORLY0100057	1
ORLY0100061	1
ORLY0100064	1
ORLY0100065	1
ORLY0100071	1
ORLY0100072	1
ORLY0100078	1
ORLY0100084	1
ORLY0100085	1
ORLY0100095	1
ORLY0100097	1
ORLY0100101	1
ORLY0100102	1
ORLY0100103	1
ORLY0100106	1
ORLY0100112	1
ORLY0100113	1

BELLSOUTH

BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

March 27, 2001

Mr. K.C. Timmons
AT&T
1200 Peachtree St. NE
Room 12227 Promenade I
Atlanta, Ga. 30309

Dear K.C.:

This is in response to your February 12, 2001 letter requesting an explanation as to why BellSouth's Performance Measurement and Analysis Platform (PMAP) system is missing data regarding December Local Number Portability (LNP) orders for Operating Company Number (OCN) 7125.

AT&T reports that the LNP reports in the Miscellaneous Section of BellSouth's PMAP Web site reported no LNP orders sent by OCN 7125 during December 2000 and the LNP Flow Through December report contains no OCN 7125 data. AT&T provided to BellSouth a list of LNP Local Service Requests (LSR) sent to BellSouth during December for OCN 7125. These were sent to BellSouth electronically. AT&T received acknowledgements, Firm Order Confirmations (FOC), and clarifications from BellSouth.

BellSouth referred this issue to its Performance Measurement development team. The team found a programming error in our Gateway to PMAP data transfer process that resulted in the system omitting some LSRs. A correction was made to our measurement program in January 2001. Unfortunately, BellSouth is unable to provide corrected December reports due to the loss of the data. We regret any inconvenience this has caused and will make every effort to ensure this does not happen in the future.

If you have additional questions, please contact me at 770-492-7554.

Sincerely,

Joy Jamerson

Joy Jamerson
AT&T Account Team

cc: Denise Berger

Norris,Sharon - LGA

Subject: FW: GA 1000 November Data Reconciliation/Data Integrity

Importance: High

GA BellSouth Data Reconciliati... GA_NOV_LSRs.xls GA_NOV_Confirms.xls GA_NOV_Rejects.xls GA_NOV_Completions.xls

> -----Original Message-----
> From: Gibbs, Edward L, NCAM
> Sent: Tuesday, April 03, 2001 4:48 PM
> To: 'ranae.stewart1@bridge.bellsouth.com';
> 'cheryl.richardson@bridge.bellsouth.com'
> Cc: Perry, Joyce M, NCAM; Cain, Donna, NCAM; Berger, Denise C, NCAM
> Subject: GA 1000 November Data Reconciliation/Data Integrity
> Importance: High
>
> Ranae,
>
> Cheryl,
>
> While awaiting your analysis of our Metrics Reports for the GA1000 Phase
> III performance which we provided to you after our February 23, 2001
> meeting, we took the opportunity to review your official November 2000
> PMAP reports. We found some interesting points for discussion with you.
>
> As such, we would like to add to the Metric reconciliation, a discussion
> about the numerous discrepancies we found with your reported data. Listed
> immediately below are the tables with the variances. The analyses is
> based on orders which were acknowledged by BLS and are categorized by
> LSRs, FOCS, SEMS and CMPs. These are followed by spreadsheets with the
> associated PON data as referenced below each chart.
>
> If you have questions about our reports, please call me at 212-387-5859 or
> Joyce Perry at 212-387-4452. It is our intent to discuss the findings
> from our discussion with the Commission. By the way, when we visited the
> Commission last October, we made a commitment to review Phase III findings
> in January. We are well passed that date. We would like to visit
> Commissioner Burgess within the next two weeks.
>
> Thanks,
>
> Edward
>
> LSR Comparison
>
>
> 2015 LSRs in BellSouth Raw Data Files
>
> 8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data
>
> PON VER CREATE_TS
> GA00000000006707 *Only because VER missing in
> BellSouth data
> UAT8850.9.2-BJT 01 18-Nov-00
> UAT.8850.9-4-BJT 01 18-Nov-00
> PVT8850.9.9 01 18-Nov-00
> PVT8850.9.8BJ 01 18-Nov-00
> VT8850.9.8 01 18-Nov-00
> PVT8850.9.2-BJT 01 18-Nov-00
> PVT.8850.9.8BJT 01 18-Nov-00
>

> CREATE_TS= creation date embedded in the EDI notifier returned to us by
> BLS
>
>
>
>
> 2584 LSRs in AT&T Captured Data
>
> 577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files
>
> See file "GA_NOV_LSRs.xls" for list of PON/Versions
>
>
>
> Confirmation Comparison
> 1596 confirmations reported in BellSouth raw data files
> 1582 matches to AT&T captured data
>
>
> 14 Confirmations found in BellSouth Raw Data files but not in the AT&T
> captured data
>
> PON VER Create_ts Comments
> GA00000000006655 03 03-Nov-00 Reject and Completion
> received
> GA00000000006707 Missing Ver
> GA00000000007413 01 08-Nov-00 Reject and Completion
> received
> GA00000000007414 01 08-Nov-00 Reject and Completion
> received
> GA00000000007415 01 08-Nov-00 Reject and Completion
> received
> GA00000000007416 01 08-Nov-00 Reject and Completion
> received
> GA00000000007418 01 08-Nov-00 Reject and Completion
> received
> GA00000000006650 03 03-Nov-00 Reject and Completion
> received
> GA00000000007419 01 08-Nov-00 Reject and Completion
> received
> PVT.8850.9.8BJT 01 18-Nov-00
> GA00000000007407 01 08-Nov-00 Reject and Completion
> received
> PVT8850.9.9 01 18-Nov-00
> PVT8850.9.2-BJT 01 18-Nov-00
> UAT.8850.9-4-BJT 01 18-Nov-00
>
>
>
>
>
> 778 Confirmations found in AT&T captured data but not in the BellSouth Raw
> Data files
>
> See file "GA_NOV_Confirms.xls" for list of PON/Versions
>
>
>
>
>
>
>
> 281 Duplicate Confirmations in AT&T Captured Data

> See file "GA_NOV_Confirms.xls" for list of PON/Versions
> Reject Comparison
> 313 Rejected orders reported in BellSouth raw data files
> 429 Reject notices in AT&T captured data
>
> 6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data
>

PON	VER	Create_ts	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA00000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA00000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA00000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

>
>
> 79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files
>
> See file "GA_NOV_Rejects.xls" for list of PON/Versions
>
>
>
> 39 Duplicate Rejects in AT&T captured data
>
>

Total Number	PON	VER
3	GA00000000006016	02
2	GA00000000006214	02
2	GA00000000006215	02
2	GA00000000006245	02
2	GA00000000006650	03
2	GA00000000007154	01
2	GA00000000007156	01
2	GA00000000007157	01
2	GA00000000007158	01
2	GA00000000007170	01
3	GA00000000007707	01
3	GA00000000007714	01
3	GA00000000007716	01
2	GA00000000007767	01
2	GA00000000007770	01
2	GA00000000007784	01
2	GA00000000007785	01
3	GA00000000007786	01
4	GA00000000007787	01

Total Number	PON	VER
3	GA00000000007795	01
2	GA00000000008174	01
2	GA00000000008434	01
2	GA00000000008544	02
2	GA00000000008643	01
2	GA00000000008716	01
2	GA00000000008821	01
2	GA00000000008824	01
2	GA00000000008852	01
2	GA00000000008874	01
2	GA00000000008881	01
2	GA00000000008890	01

>

> Completion Notice Comparison
>
> BellSouth Raw Data files
>
> 803 Completion Notices sent that match criteria in Raw Data User's Manual
> (RDUM)
>
> At least 4 duplicate PONs in BellSouth Completion Notice raw data - with
> different commitment dates, service order numbers, and completion dates
>
> GA00000000007066
> GA00000000007464
> GA00000000007494
> GA00000000007514
>
>
>
> AT&T Captured Data
>
> 1608 Completion Notices received
>
> 828 matches with BellSouth PONs
>
> 780 Completions Notices captured by AT&T not reported in BellSouth raw
> data files - see file "GA_NOV_Completions.xls" for list of PON/Versions
>
>
>
>
> BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T
> has not captured
>
> PON SO_NBR CMTT_DATE CMPLTN_DT Comments
> COHGJ250 11/24/2000 11/13/2000
> COJF9057 11/24/2000 11/22/2000
> COY9R301 11/29/2000 11/29/2000
> 8850KMCATT NOF539H1 11/3/2000 11/3/2000
> CORRECTION COQM1042 11/22/2000 11/21/2000
> CORRECTION COLM7307 11/21/2000 11/18/2000
> CORRECTION COYR8324 11/22/2000 11/21/2000
> CORRECTION COXFJ167 11/20/2000 11/20/2000
> CORRECTION COPH8868 12/4/2000 11/21/2000
> CORRECTION COH19384 11/22/2000 11/21/2000
> FEATURE8850KMC NOB07935 11/3/2000 11/3/2000
>
> GA 00000000006289 NO8T78B7 11/3/2000 11/3/2000
> Format problem
> PON SO_NBR CMTT_DATE CMPLTN_DT Comments
> GA00000000006261 NO3NXMK8 11/1/2000 11/1/2000
> GA004 issue
> GA00000000006288 NO65HFR2 11/14/2000 11/14/2000
> Reject received
> GA00000000006291 NO2CH9Q1 11/14/2000 11/14/2000
> Reject received
> GA00000000006293 NOFXVWD5 11/14/2000 11/14/2000
> Reject received
> GA00000000006672 NOBG6873 11/17/2000 11/17/2000
> Reject received
> GA00000000007183 NO3H0WX9 11/17/2000 11/18/2000
> Confirm received
> GA00000000007412 NO9J5LK3 11/18/2000 11/18/2000
> Confirm received
> GA00000000007417 NO5KMVR1 11/18/2000 11/18/2000
> Confirm received
> GA00000000007811 COJXT614 11/18/2000 11/18/2000
> Confirm received
> GA00000000007816 COVGP158 11/18/2000 11/18/2000

> Confirm received
> GA00000000007817 COHNH107 11/18/2000 11/18/2000
> Confirm received
> GA00000000007838 COC711K5 11/23/2000 11/27/2000
> Confirm and reject received
> GA0000000007678 COW7M091 11/17/2000 11/17/2000
> Format problem
> GA0000000008393 COYWJ480 11/29/2000 11/29/2000
> format problem
>
>
> These Excel files contain the data to support the numbers in the summary.
> Please contact us with any questions or comments.
>
> <<GA BellSouth Data Reconciliation - November.doc>> <<GA_NOV_LSRs.xls>>
> <<GA_NOV_Confirms.xls>> <<GA_NOV_Rejects.xls>>
> <<GA_NOV_Completions.xls>>
>
>

Georgia BellSouth Data Reconciliation – November 2000

NY Ops Center

April 3, 2001

LSR Comparison

2015 LSRs in BellSouth Raw Data Files

8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

PON	VER	CREATE_TS
GA00000000006707		
UAT8850.9.2-BJT	01	18-Nov-00
UAT.8850.9-4-BJT	01	18-Nov-00
PVT8850.9.9	01	18-Nov-00
PVT8850.9.8BJ	01	18-Nov-00
PVT8850.9.8	01	18-Nov-00
PVT8850.9.2-BJT	01	18-Nov-00
PVT.8850.9.8BJT	01	18-Nov-00

*Only because VER missing in BellSouth data

2584 LSRs in AT&T Captured Data

577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files

See file "GA_NOV_LSRs.xls" for list of PON/Versions

Confirmation Comparison

1596 confirmations reported in BellSouth raw data files
1582 matches to AT&T captured data

14 Confirmations found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
GA00000000006655	03	03-Nov-00	Reject and Completion received
GA00000000006707			Missing Ver
GA00000000007413	01	08-Nov-00	Reject and Completion received
GA00000000007414	01	08-Nov-00	Reject and Completion received
GA00000000007415	01	08-Nov-00	Reject and Completion received
GA00000000007416	01	08-Nov-00	Reject and Completion received
GA00000000007418	01	08-Nov-00	Reject and Completion received
GA00000000006650	03	03-Nov-00	Reject and Completion received
GA00000000007419	01	08-Nov-00	Reject and Completion received
PVT.8850.9.8BJT	01	18-Nov-00	
GA00000000007407	01	08-Nov-00	Reject and Completion received
PVT8850.9.9	01	18-Nov-00	
PVT8850.9.2-BJT	01	18-Nov-00	
UAT.8850.9-4-BJT	01	18-Nov-00	

778 Confirmations found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Confirms.xls" for list of PON/Versions

281 Duplicate Confirmations in AT&T Captured Data

See file "GA_NOV_Confirms.xls" for list of PON/Versions

Reject Comparison

313 Rejected orders reported in BellSouth raw data files
429 Reject notices in AT&T captured data

6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA00000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA00000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA00000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Rejects.xls" for list of PON/Versions

39 Duplicate Rejects in AT&T captured data

Total Number	PON	VER
3	GA00000000006016	02
2	GA00000000006214	02
2	GA00000000006215	02
2	GA00000000006245	02
2	GA00000000006650	03
2	GA00000000007154	01
2	GA00000000007156	01
2	GA00000000007157	01
2	GA00000000007158	01
2	GA00000000007170	01
3	GA00000000007707	01
3	GA00000000007714	01
3	GA00000000007716	01
2	GA00000000007767	01
2	GA00000000007770	01
2	GA00000000007784	01
2	GA00000000007785	01
3	GA00000000007786	01
4	GA00000000007787	01

Total Number	PON	VER
3	GA00000000007795	01
2	GA00000000008174	01
2	GA00000000008434	01
2	GA00000000008544	02
2	GA00000000008643	01
2	GA00000000008716	01
2	GA00000000008821	01
2	GA00000000008824	01
2	GA00000000008852	01
2	GA00000000008874	01
2	GA00000000008881	01
2	GA00000000008890	01

Completion Notice Comparison

BellSouth Raw Data files

803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)

At least 4 duplicate PONs in BellSouth Completion Notice raw data – with different commitment dates, service order numbers, and completion dates

GA00000000007066
GA00000000007464
GA00000000007494
GA00000000007514

AT&T Captured Data

1608 Completion Notices received

828 matches with BellSouth PONs[1]

780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T has not captured

PON	SO_NBR	CMTT_DATE	CMPLTN_DT	Comments
	COHGJ250	11/24/2000	11/13/2000	
	COJF9057	11/24/2000	11/22/2000	
	COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000	
CORRECTION	COQM1042	11/22/2000	11/21/2000	
CORRECTION	COLM7307	11/21/2000	11/18/2000	
CORRECTION	COYR8324	11/22/2000	11/21/2000	
CORRECTION	COXFJ167	11/20/2000	11/20/2000	
CORRECTION	COPH8868	12/4/2000	11/21/2000	
CORRECTION	COH19384	11/22/2000	11/21/2000	
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000	
GA 00000000006289	NO8T78B7	11/3/2000	11/3/2000	Format problem

[1] BellSouth does not send Versions for PONs on a Completion Notice. All comparisons must be made against PON regardless of Version.

PON	SO_NBR	CMPL_DATE	CMPLTN_DT	Comments
GA00000000006261	NO3NXMK8	11/1/2000	11/1/2000	GA004 issue
GA00000000006288	NO65HFR2	11/14/2000	11/14/2000	Reject received
GA00000000006291	NO2CH9Q1	11/14/2000	11/14/2000	Reject received
GA00000000006293	NOFXVWD5	11/14/2000	11/14/2000	Reject received
GA00000000006672	NOBG6873	11/17/2000	11/17/2000	Reject received
GA00000000007183	NO3H0WX9	11/17/2000	11/18/2000	Confirm received
GA00000000007412	NO9J5LK3	11/18/2000	11/18/2000	Confirm received
GA00000000007417	NO5KMVR1	11/18/2000	11/18/2000	Confirm received
GA00000000007811	COJXT614	11/18/2000	11/18/2000	Confirm received
GA00000000007816	COVGP158	11/18/2000	11/18/2000	Confirm received
GA00000000007817	COHNH107	11/18/2000	11/18/2000	Confirm received
GA00000000007838	COC711K5	11/23/2000	11/27/2000	Confirm and reject received
GA0000000007678	COW7M091	11/17/2000	11/17/2000	Format problem
GA00000000008393	COYWJ480	11/29/2000	11/29/2000	format problem

Promenade II
1200 Peachtree St., N.E.
Atlanta, GA 30309

May 21, 2001

Ms. Audrey Thomas
BellSouth
26V40
675 West Peachtree Street
Atlanta, GA. 30375

Dear Audrey:

The purpose of this letter is to express my disappointment with lack of responsiveness of BellSouth to significant data discrepancies issues raised by AT&T and renew its request that BellSouth investigate this matter.

On April 3, 2001 via e-mail I provided BellSouth with information regarding discrepancies between AT&T-collected data and BellSouth's PMAP raw data for the month of November, and requested that we discuss our findings with your team during our next meeting. Unfortunately, at our meeting on May 11 your team had conducted no analysis of our reported discrepancies and was unprepared to discuss them at the meeting. I asked you to re-consider your team's statement "PMAP is PMAP" and to conduct a review of the data discrepancies. You agreed to do so. Therefore, on May 11, I re-sent my April 3 e-mail to your team, advised that we feel that this information might impact the PMAP metrics calculations, and asked for feedback from the PMAP group to be provided to us in accordance with our discussions at the meeting held earlier that same day.

In a conference call between BellSouth and AT&T on May 16, BellSouth indicated that it had re-looked at the data provided by AT&T in April and had concluded that the data does not impact the numbers BS reported per category enough to alter what BS has already shared and so they are staying with the data BS provided May 2 to AT&T. I must tell you that I was just as surprised by your stance as I was at the number of metrics that you refused to calculate simply because of PMAP inadequacies with respect to more complete metric calculations and reporting. Please note that AT&T strongly disagrees with the appropriateness of BellSouth's response and here are some of the reasons:

AT&T's data analysis was for one month (November), which is the same interval of time that Commissions evaluate performance results, while the data provided by BellSouth covered a period from October 25 through February 21. We believe it

impossible for such an apples to oranges comparison to allow a conclusion that the missing data would not impact BellSouth's reported performance.

The discrepancies reported by AT&T were significant as the following information illustrates:

- 577 LSRs/versions were in AT&T data but were not in BellSouth's data. This amount represents 22% of the LSRs submitted by AT&T in November.
- 788 FOCs were in AT&T data that were not in BellSouth's data. This amount represents 33% of the FOCs received by AT&T in November.
- 79 rejections were in AT&T data that were not in BellSouth's data. This amount represents 19% of the rejections received by AT&T in November.
- 780 completion notices were in AT&T data that were not in BellSouth's data. This amount represents 49% of the completion notices received by AT&T in November.

  (See AT&T's April 3, 2001 correspondence for additional data discrepancies as well as supporting PON-specific documentation)

Even if results reported by BellSouth were, by some coincidence, not impacted for a particular incident of data discrepancy, the issue of missing performance data seriously undermines the confidence that can be placed in BellSouth's performance reports. It is imperative that BellSouth understand the root causes of missing data, and implement fixes so that AT&T and Commissions can rely on the data reported by BellSouth. As the importance of reliable performance data cannot be over-emphasized, AT&T reiterates its response that BellSouth conduct an investigation to determine the cause of the data discrepancies and advise AT&T of its plans to prevent reoccurrence in the future.

In view of the above, I sincerely hope that you will reconsider your decisions.

Yours truly,

Edward L. Gibbs
Division Manager
AT&T Local Services

Copy to: Ranae Stewart
Bernadette Seigler

17. Examples of those discrepancies are in the following table.

Data Type	Key Issues(s)
LSRs	577 in AT&T data, but not in BellSouth data
FOCs	778 in AT&T data, but not in BellSouth data
Rejections	79 in AT&T data, but not in BellSouth data
Completion Notices	780 in AT&T data, but not in BellSouth data

(*See* SEN-5.) Thus, hundreds of AT&T's orders were missing from BellSouth reported data.

18. These significant omissions call into question BellSouth's entire data collection and reporting system. BellSouth, however, has refused to investigate the root cause of these discrepancies.

19. On April 3, 2001, AT&T provided BellSouth with information regarding the discrepancies and requested that BellSouth investigate them prior to a scheduled meeting. At the meeting on May 11, 2001, BellSouth reported that it had not analyzed the data and was not prepared to discuss it. Instead of discussing how to correct the problem, BellSouth representatives simply said "PMAP is PMAP." (*See* Letter dated May 21, 2001, from Edward Gibbs to Audrey Thomas (SEN-6).)

20. Despite BellSouth's cavalier approach to the accuracy of PMAP data, during the May 11 meeting, AT&T again requested review of the data. In a conference call on May 16, 2001, BellSouth stated that it had looked at the data. BellSouth refused, however, to conduct any root cause analysis or to provide corrected data either to AT&T or to the Commission. (*See id.*)

21. BellSouth's refusal to conduct a root cause analysis or to correct its reports is unacceptable. Hundreds of AT&T orders were not reported in the data, but BellSouth

June 18, 2001

Mr. Edward Gibbs, Division Manager
AT&T Local Services
32 Ave. of the Americas
New York, NY 10013

Dear Edward:

This letter is in response to your May 21, 2001 letter, in which you expressed "disappointment" with what you characterize as BellSouth's "lack of responsiveness" in addressing certain data discrepancy issues resulting from Phase 3 of the Georgia 1000 Trial.

As a preliminary matter, you seem to overlook the fact that AT&T failed to follow the agreed-upon procedures concerning any data discrepancy issue that may arise during the Georgia 1000 Trial. In particular, the Phase 3 Georgia 1000 Trial Agreement makes clear that "exceptions and queries relative to the measurements and associated data should be forwarded to the Performance Measurement Analysis Platform (PMAP) Help Desk at 888 462-8030." The purpose of the trial is to simulate the production environment. In production AT&T would have posed its data queries to the PMAP Help Desk, rather than writing letters to BellSouth months after the fact. It would have been preferable, and entirely more beneficial, had AT&T followed the agreed-upon process and attempted to work through these data issues on a real time basis rather than waiting until April.

Notwithstanding AT&T's failure to follow the procedures to which it had voluntarily agreed, BellSouth is willing to investigate the data discrepancies AT&T has identified. BellSouth acknowledges that, due to internal miscommunication, it had not conducted such an investigation prior to our meeting on May 11, 2001. Since that time, BellSouth has conducted a preliminary review and advised AT&T that a number of the Local Service Requests ("LSRs") referenced by AT&T contain version numbers that differ from those found in the PMAP database. This difference in version numbers may explain the variance in the results.

With respect to your "surprise" at the number of metrics BellSouth has declined to calculate, I would direct your attention again to the Georgia 1000 Trial Agreement for Phase 3. The Addendum to this Agreement clearly sets forth the metrics for which BellSouth would and would not report results for this phase of the trial. Both parties signed and agreed to this Addendum on October 19, 2000. PMAP metrics represent standards approved by the Georgia Public Service Commission, which were used as the basis for BellSouth results for Phase 3 of the trial. BellSouth will adhere to the requirements in the Addendum to the Phase 3 Georgia 1000 Trial Agreement and expects AT&T to do likewise.

Your statement that "AT&T's data analysis was for one month (November), ... while the data provided by BellSouth covered a period from October 25 through February 21" is inaccurate. AT&T's results for Phase 3 were derived from data gathered from October 25, 2000 through February 21, 2001; BellSouth's metrics results for Phase 3 were derived from data gathered during this same time period. AT&T's queries regarding PMAP data for November considered data from November 1, 2000 through November 30, 2000; BellSouth's review of the discrepancies noted by AT&T considered the PMAP data from this same time period. Notwithstanding your suggestion to the contrary, BellSouth has done an "apples to apples"

comparison. Both parties acknowledged in the Phase 3 Georgia 1000 Trial Agreement, the calculation of performance for each metric may not be identical.

With respect to the specific "discrepancies" identified by AT&T, there are any number of reasons for the differences you cite. For example, many of the Purchase Order Numbers ("PONs") listed on the Reject Comparison and Firm Order Confirmation (FOC) Comparison spreadsheets were part of Exception O-6. Under Exception O-6, BellSouth investigated approximately 250 LSRs. The LSRs were submitted, and BellSouth delivered a FOC to AT&T. Because there was a delay with delivery of the completion notices to AT&T in November 2000, AT&T supplemented the LSRs, which generated additional FOCs. Once the Completion Notices on the original LSRs were delivered, the supplemental LSRs received Reject notices, indicating previous versions of the LSRs were completed. Another reason for the differences AT&T has observed is that AT&T reports Clarifications and Rejects together and considers them all Rejects. BellSouth reports on Clarifications and Rejects separately.

BellSouth strongly disagrees with your statement that the discrepancies in the data AT&T has identified "undermine the confidence that can be placed in BellSouth's performance reports." As you are undoubtedly aware, KPMG Consulting, Inc. ("KPMG") has conducted an extensive audit of BellSouth's performance reports. Although the audit is ongoing, KPMG has reviewed the methods and procedures that BellSouth uses to collect and report performance data and concluded that BellSouth has satisfied the vast majority of the evaluation criteria related to performance measurements. BellSouth has no intention of engaging in yet another audit of its performance reports under the auspices of the Georgia 1000 Trial.

Nevertheless, BellSouth is willing to investigate further the issues raised in your letter beyond the review that has been done to date. In order to investigate the issues further, AT&T must provide additional information that will enable BellSouth to the follow the complete trail from receipt of the LSR to completion of the order and make the same data comparisons as AT&T. The additional information BellSouth will require from AT&T is as follows:

For Rejects, FOCs, and Completion Notices

- Verification of the PON Versions
- Verification of the date and timestamps for the queried responses
- CONNECT:DIRECT Process Number for each queried response
- Electronic Data Interchange (EDI) ISA Control Number for each queried response

For LSRs

- Verification of the PON Versions
- Verification of the date and timestamps of the Functional Acknowledgement received for the queried LSR
- CONNECT:DIRECT Process Number for each queried LSR
- EDI ISA Control Number for each queried LSR

For each category - LSRs, Rejects, FOCs and Completion Notices

- Verify and cite the associate PMAP Report(s) for November used for the comparisons

BellSouth is prepared to investigate further the data discrepancies identified in your May 21, 2001 letter, once it receives the additional data. Please deliver the additional data and any questions or concerns you may have to Cheryl Richardson.

Sincerely,

Audrey B. Thomas
Operations Assistant Vice President - BellSouth

Copy to: Ranae Stewart
Bernadette Seigler
Cheryl Richardson

Norris,Sharon - LGA

Subject: FW: BLS Response to AT&T's PMAP Reconciliation

-----Original Message-----
From: Gibbs, Edward L, NCAM
Sent: Tuesday, June 19, 2001 5:53 PM
To: Audrey.B.Thomas@bridge.bellsouth.com
Cc: Seigler, Bernadette M (Bern), NCAM; Cain, Donna, NCAM; Perry, Joyce M, NCAM; Cheryl.Richardson@bridge.bellsouth.com; Ranae.Stewart1@bridge.bellsouth.com; 'Ranae.Stewart1@bridge.bellsouth.com'
Subject: RE: BLS Response to AT&T's PMAP Reconciliation

Audrey,

I have received your June 18, 2001 letter stating that "BellSouth is willing to investigate the data discrepancies AT&T has identified."

In your letter, you also indicate that you will conduct this investigation once BLS receives the additional data. You have asked for basically the same data as your previous requests. In our June 8th meeting, I presented an alternative to C:D logs and asked you whether you could find the missing data if I supplied you with copies of the orders that contained BLS control log numbers in the EDI ISA. You said that you would submit it and get back to me. As you well know, AT&T provided data to you on June 12. Subsequently, AT&T sent the data again and asked for a due date for your analysis or to share any concerns about the data. Despite what appears to be a new and unrelated request, can I assume you have already began work on the data I provided last week?

In short, I am requesting that you confirm that the data I provided prior to this letter is sufficient or let AT&T know what else you need to conduct your investigation.

Edward

-----Original Message-----
From: Ranae.Stewart1@bridge.bellsouth.com
[mailto:Ranae.Stewart1@bridge.bellsouth.com]
Sent: Monday, June 18, 2001 4:16 PM
To: Gibbs, Edward L, NCAM
Cc: Seigler, Bernadette M (Bern), NCAM; Cain, Donna, NCAM; Perry, Joyce M, NCAM; Cheryl.Richardson@bridge.bellsouth.com; Ranae.Stewart1@bridge.bellsouth.com; Audrey.B.Thomas@bridge.bellsouth.com
Subject: BLS Response to AT&T's PMAP Reconciliation
Importance: High

Mr. Edward Gibbs

Edward,

The following letter was mailed via US Mail to you today as a response to your
letter dated 5/21/01. I understand that based on verbal discussions with Cheryl
Richardson you have forwarded additional data to BellSouth last week.

Thank you.

Ranae Stewart
Project Manager - EDI
BellSouth

BELLSOUTH

June 28, 2001

Mr. Edward Gibbs
Division Manager
AT&T Local Services
32 Avenue of the Americas
New York, NY 10013

Mr. Gibbs:

This is in response to your June 19, 2001 e-mail, regarding BellSouth's June 18, 2001 letter that requests supplemental information AT&T would need to provide for continued investigation of possible data discrepancies in Phase 3 of the Georgia 1000 Trial.

During the June 8, 2001 meeting between our companies, AT&T presented an alternative to providing the C:D logs requested by BellSouth and asked if copies of the orders that contained BellSouth control log numbers in the Electronic Data Interchange (EDI) ISA would be sufficient. BellSouth agreed to review the alternative information AT&T suggested in order to determine if it would satisfy BellSouth's requirements for conducting a more in-depth investigation as requested by AT&T. AT&T provided this alternative information on June 12, 2001, which BellSouth is in the process of reviewing. BellSouth will let AT&T know as soon as possible whether this alternative information AT&T has provided is sufficient or whether additional information will be required.

In the meantime, BellSouth has made some preliminary findings based on its investigation to date. A copy of the preliminary findings is attached. The preliminary findings are based on information submitted by AT&T on May 21, 2001, and do not reflect AT&T's June 12, 2001 supplemental data. Based on this preliminary data Bellsouth has determined that AT&T should identify and provide a copy of the data set utilized to make the comparisons for Completion Notices. The preliminary findings indicate some problems with the data AT&T is relying upon in its criticisms of the performance data being reported by BellSouth.

Please contact your BellSouth account team representative with any questions and to provide a copy of the data set utilized to make the comparisons for Completion Notices.

Sincerely,

Audrey Thomas

Attachments

CC: Bernadette Seigler
Joyce Perry
Donna Cain
Ranae Stewart
Cheryl Richardson

BELLSOUTH

PRELIMINARY

Exhibit No. SEN-12
FPSC Docket No. 960786-TL
Page 2 of 11

Georgia BellSouth Data Reconciliation – November 2000

PMAP Response 1.2

June 28, 2001

Exhibit No. SEN-12
FPSC Docket No. 960786-TL
Page 3 of 11

LSR Comparison

I. LSR Comparison

2015 LSRs in BellSouth Raw Data Files
8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

PON	VER	CREATE_TS
GA00000000006707		
UAT8850.9.2-BJT	01	18-Nov-00
UAT.8850.9-4-BJT	01	18-Nov-00
PVT8850.9.9	01	18-Nov-00
PVT8850.9.8BJ	01	18-Nov-00
PVT8850.9.8	01	18-Nov-00
PVT8850.9.2-BJT	01	18-Nov-00
PVT.8850.9.8BJT	01	18-Nov-00

*Only because VER missing in BellSouth data

BellSouth Response

- Of the eight PON/Versions AT&T has listed above, BellSouth found GA00000000006707 to be the result of service representative error. The image field was inadvertently populated with version data ("00") while the version field was left empty, causing the version to be null.
- The remaining seven PONs were initiated as part of BellSouth's User Acceptance and Production Verification Testing efforts in November. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT" do not, and should not, exist in AT&T's database.

LSR Comparison

2584 LSRs in AT&T Captured Data
577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files
See file "GA_NOV_LSRs.xls" for list of PON/Versions

BellSouth Response

- In the file "GA_NOV_LSRs.xls" AT&T lists 575 PONs with Version "01". BellSouth determined that these PONs do not exist in November 2000 BellSouth data with Version "01". However, the PONs were located in November 2000 BellSouth data with Version "00" and were identified as directory listing orders. In November 2000, BellSouth did not include directory listing orders in performance measurements reports. For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.
- The remaining two PONs (GA00000000008192, Version 02 and GA00000000008193, Version 02) were fatally rejected. Fatal rejects are not included in performance measurements reports.

Confirmation Comparison

PRELIMINARY

I. Confirmation Comparison

1596 confirmations reported in BellSouth raw data files

1582 matches to AT&T captured data

14 Confirmations found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
GA00000000006655	03	03-Nov-00	Reject and Completion received
GA00000000006707			Missing Ver
GA00000000007413	01	08-Nov-00	Reject and Completion received
GA00000000007414	01	08-Nov-00	Reject and Completion received
GA00000000007415	01	08-Nov-00	Reject and Completion received
GA00000000007416	01	08-Nov-00	Reject and Completion received
GA00000000007418	01	08-Nov-00	Reject and Completion received
GA00000000006650	03	03-Nov-00	Reject and Completion received
GA00000000007419	01	08-Nov-00	Reject and Completion received
PVT.8850.9.8BJT	01	18-Nov-00	
GA00000000007407	01	08-Nov-00	Reject and Completion received
PVT8850.9.9	01	18-Nov-00	
PVT8850.9.2-BJT	01	18-Nov-00	
UAT.8850.9-4-BJT	01	18-Nov-00	

BellSouth Response

- BellSouth found one PON/Version (GA00000000006707, Version null) to be the result of service representative error. The image field was populated with version data ("00") while the version field was left empty, causing the version to be null.
- BellSouth determined that two PON/Versions listed in the above table (GA00000000006650, Version 03 and GA00000000006655, Version 03) were found in the raw data files with FOC dates of November 18, 2000, rather than November 3, 2000, as reported by AT&T.
- BellSouth found that four of the LSRs on the above table were initiated as part of BellSouth's User Acceptance and Production Verification Testing. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT) do not, and should not, exist in AT&T's database.
- In the above table, AT&T lists 7 PONs with Version "01". BellSouth did not find these PON/Version combinations in November 2000 BellSouth data. Based on the "create_ts" date provided by AT&T, BellSouth located these PONs with Version "00" in November 2000 BellSouth data. For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.

Confirmation Comparison

II. Confirmation Comparison

778 Confirmations found in AT&T captured data but not in the BellSouth Raw Data files
See file "GA_NOV_Confirms.xls" for list of PON/Versions

BellSouth Response

- Manual FOCs were sent in November 2000, for 86 of the PON/Versions listed. At that time, PMAP did not accurately capture manual FOCs returned for LSRs submitted via LEO. However, this anomaly was corrected, beginning with January 2001 data.
- For one of the PON/Versions, a FOC was sent at the same time a completion notice was sent. At that time, PMAP did not accurately capture events of this nature. However, this anomaly was corrected, beginning with January 2001 data.
- Dummy FOCs were sent in response to 113 of the PON/Versions listed. A dummy FOC is sent when the CLEC sends a request to cancel the LSR before a service order is issued. PMAP does not report on dummy FOCs; therefore, PMAP FOC data does not contain information about these PON/ Versions.
- The 578 PONs with Version "01" listed in the file "GA_NOV_Confirms.xls" do not exist in November 2000 BellSouth raw data. Based on the "FOC Sent" date provided by AT&T, BellSouth located these PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
    - A FOC was sent the same time as a completion notice for three of the PONs. In November 2000, PMAP did not accurately capture events of this nature. However, this anomaly was corrected, beginning with January 2001 data.
    - 575 of the PONs were determined to be orders for directory listings. In November 2000, BellSouth did not include directory listing orders in performance measurements reports.

Confirmation Comparison

III. Confirmation Comparison

281 Duplicate Confirmations in AT&T Captured Data
See file "GA_NOV_Confirms.xls" for list of PON/Versions

BellSouth Response

- The 202 PON/Versions listed in the file "GA_NOV_Confirms.xls" with a version of "01" do not exist in November 2000 BellSouth raw data. Based on the "FOC Sent" date provided by AT&T, BellSouth located these 202 PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
    - FOCs for nine of the PONs were first sent electronically. FOCs were later sent manually, resulting in multiple FOCs for the same PON/Version.
    - Only one FOC was returned for 193 of the PONs listed by AT&T.
- Multiple dummy FOCs were sent in response to 41 of the 281 PON/Versions. A dummy FOC is sent when the CLEC sends a request to cancel the LSR before it becomes a service order. PMAP does not report on dummy FOCs; therefore, PMAP FOC data does not contain information about these PON/ Versions.
- Duplicate FOCs were found for 38 PON/Versions listed by AT&T. The FOCs were first sent electronically; they were later sent manually, resulting in multiple FOCs for the same PON/Version.

Reject Comparison

I. Reject Comparison

313 Rejected orders reported in BellSouth raw data files
429 Reject notices in AT&T captured data
6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA00000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA00000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA00000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

BellSouth Response

- BellSouth found that three of the LSRs on the above table were initiated as part of BellSouth's User Acceptance and Production Verification Testing. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT) do not, and should not, exist in AT&T's database.
- The remaining three PON/Versions listed in the above table with a version of "01" exist in November 2000 BellSouth raw data. Based on the "create_ts" timestamp provided by AT&T, BellSouth located these PONs with the version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.

II. Reject Comparison

79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files
See file "GA_NOV_Rejects.xls" for list of PON/Versions

BellSouth Response

- BellSouth found five PON/Version combinations (GA00000000006214, Version 02, GA00000000006215, Version 02, GA00000000006918, Version 02, GA00000000008193, Version 02 and GA00000000008193, Version 02) to be fatally rejected in November 2000. PMAP does not report fatally rejected PON/Version combinations; therefore these PON/Versions are not included in BellSouth raw data.
- BellSouth did not locate the 22 PONs with Version "01" as listed by AT&T. BellSouth located these PONs with Version "00" in November 2000 raw data. One of the PONs found with Version "00" was received in October 2000 and rejected in November 2000. The reject interval report currently reflects LSRs received and rejected in the same month.
- Forty-Nine PON/Version combinations were received in October 2000, and rejected in November 2000. The reject interval report currently reflects LSRs submitted and rejected in the same month.
- Three PON/Versions listed by AT&T were found in BellSouth November 2000 raw data files.

PRELIMINARY

Reject Comparison

III. Reject Comparison

39 Duplicate Rejects in AT&T captured data

Total Number	PON	VER
3	GA00000000006016	02
2	GA00000000006214	02
2	GA00000000006215	02
2	GA00000000006245	02
2	GA00000000006650	03
2	GA00000000007154	01
2	GA00000000007156	01
2	GA00000000007157	01
2	GA00000000007158	01
2	GA00000000007170	01
3	GA00000000007707	01
3	GA00000000007714	01
3	GA00000000007716	01
2	GA00000000007767	01
2	GA00000000007770	01
2	GA00000000007784	01
2	GA00000000007785	01
3	GA00000000007786	01
4	GA00000000007787	01
Total Number	PON	VER
3	GA00000000007795	01
2	GA00000000008174	01
2	GA00000000008434	01
2	GA00000000008544	02
2	GA00000000008643	01
2	GA00000000008716	01
2	GA00000000008821	01
2	GA00000000008824	01
2	GA00000000008852	01
2	GA00000000008874	01
2	GA00000000008881	01
2	GA00000000008890	01

Reject Comparison

III. Reject Comparison (continued)

BellSouth Response

AT&T requested detail for 39 duplicate rejects. This response addresses only the 31 PON/Versions provided in the table above by AT&T.

- BellSouth did not locate the 25 PONs with Version "01" in November 2000 BellSouth data. However, BellSouth located these 25 PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided on June 12 by AT&T will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
  - Twelve of the PONs were returned for clarification and resubmitted with the same version number.
  - Five of the PONs had no history of duplicate rejections in November 2000 data. They were rejected only once.
  - For the remaining eight PONs, the same reject was transmitted to customer more than once.

BellSouth located the remaining six PONs under the version reported by AT&T in the table above.

- Two had no history of duplicate rejections in November 2000 data. They were rejected only once.
- Four of these PON/Versions were returned for clarification and resubmitted with the same version number.

Completion Notice Comparison

I. Completion Notice Comparison

BellSouth Raw Data files
803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)
At least 4 duplicate PONs in BellSouth Completion Notice raw data – with different commitment dates, service order numbers, and completion dates.

GA00000000007066
GA00000000007464
GA00000000007494
GA00000000007514

BellSouth Response

- BellSouth examined the Completion Notice raw data file for November 2000 and was unable to locate the PONs supplied above using OCN 7680. For BellSouth to investigate further, AT&T must provide the data set used to identify the discrepancies in the table above.

II. Completion Notice Comparison

AT&T Captured Data
1608 Completion Notices received
828 matches with BellSouth PONs
780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

BellSouth Response

- BellSouth searched for the 780 PONs listed by AT&T in the file "GA_NOV_Completions.xls" in the Completion Notice raw data file for November 2000. BellSouth located 105 of the specified PONs in the Completion Notice raw data file for November 2000.
- BellSouth does not sent Versions for PONs on a Completion Notice. All comparisons must be made against PON regardless of Version.
- For BellSouth to further investigate the remaining PONs, AT&T must provide the data set used to identify the discrepancies in the table above.

Completion Notice Comparison

II. Completion Notice Comparison

BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T has not captured

PON	SO_NBR	CMTT_DATE	CMPLTN_DT	Comments
	COHGJ250	11/24/2000	11/13/2000	
	COJF9057	11/24/2000	11/22/2000	
	COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000	
CORRECTION	COQM1042	11/22/2000	11/21/2000	
CORRECTION	COLM7307	11/21/2000	11/18/2000	
CORRECTION	COYR8324	11/22/2000	11/21/2000	
CORRECTION	COXFJ167	11/20/2000	11/20/2000	
CORRECTION	COPH8868	12/4/2000	11/21/2000	
CORRECTION	COH19384	11/22/2000	11/21/2000	
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000	
GA 00000000006289	NO8T78B7	11/3/2000	11/3/2000	Format problem
PON	SO_NBR	CMTT_DATE	CMPLTN_DT	Comments
GA00000000006261	NO3NXMK8	11/1/2000	11/1/2000	GA004 issue
GA00000000006288	NO65HFR2	11/14/2000	11/14/2000	Reject received
GA00000000006291	NO2CH9Q1	11/14/2000	11/14/2000	Reject received
GA00000000006293	NOFXVWD5	11/14/2000	11/14/2000	Reject received
GA00000000006672	NOBG6873	11/17/2000	11/17/2000	Reject received
GA00000000007183	NO3H0WX9	11/17/2000	11/18/2000	Confirm received
GA00000000007412	NO9J5LK3	11/18/2000	11/18/2000	Confirm received
GA00000000007417	NO5KMVR1	11/18/2000	11/18/2000	Confirm received
GA00000000007811	COJXT614	11/18/2000	11/18/2000	Confirm received
GA00000000007816	COVGP158	11/18/2000	11/18/2000	Confirm received
GA00000000007817	COHNH107	11/18/2000	11/18/2000	Confirm received
GA00000000007838	COC711K5	11/23/2000	11/27/2000	Confirm and reject received
GA0000000007678	COW7M091	11/17/2000	11/17/2000	Format problem
GA0000000008393	COYWJ480	11/29/2000	11/29/2000	Format problem

BellSouth Response

- BellSouth examined the Completion Notice raw data file for November 2000 and was unable to locate the PONs supplied above. For BellSouth to investigate further, AT&T must provide the data set used to identify the discrepancies in the table above.

BELLSOUTH

Report: FOC & Rej Resp Comp Total Mech CLEC Reg

				May 2001				
CLEC	OCN / ACNA	Region	Ordering Products	LSR Single Response Count	LSR Multi Response Count	LSR Total Count	% Complete Response	% Proper (Expected) Response
ATTLOCAL	7421	Region	Resale Residence	79	0	79	100.00%	100.00%
			UNE Loop + Port Combinations	63	1	72	88.89%	98.44%
			UNE Other Non-Design	63	1	72	88.89%	98.44%
	7125	Region	2W Analog Loop Design	104	0	118	88.14%	100.00%
			UNE Loop + Port Combinations	2	0	2	100.00%	100.00%
			UNE Other Non-Design	2	0	2	100.00%	100.00%
	8392	Region	Resale Business	2	0	3	66.67%	100.00%
			UNE Loop + Port Combinations	654	8	717	92.33%	98.79%
			UNE Other Non-Design	654	8	717	92.33%	98.79%
	8300	Region	UNE Loop + Port Combinations	1,337	38	1,497	91.85%	97.24%
			UNE Other Non-Design	1,337	38	1,497	91.85%	97.24%

Southern Region
KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St
Atlanta, GA 30309
404 810-3914

April 4, 2001

Jan Flint
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Jan:

The purpose of this letter is to request a meeting between BellSouth and AT&T with the objective of understanding discrepancies discovered among multiple January 2001 PMAP reports.

In performing an analysis of BellSouth generated January 2001 PMAP data, I have discovered several data discrepancies with possible significant impacts. In the attached chart (Attachment 1), I have compared multiple reports in PMAP that I believe should be reporting identical volumes for a given Operating Company Number (OCN). For example, PMAP reports on the number of LSR's submitted electronically in both the Flow Through report and the Total Mechanized Percent Reject report. According to BellSouth's Service Quality Measurement (SQM) Plan, I would expect the LSR's submitted volumes in the two reports to match. For OCN 7170, AT&T Broadband – Non Local Number Portability (LNP), the volumes (2,696) do match. However, the LSR volumes in these two reports do not match for OCN 7421 LNP data. The Percent Rejects report is showing 88 LSR's submitted in January while the January LNP Flow Through report is showing 103 LSR's submitted. Why would these two reported volumes be different? Documented in the attachment are multiple examples of volumes that aren't matching. These discrepancies among BellSouth generated reports suggest serious data integrity issues within PMAP.

Additionally, I am concerned with the data integrity of the PMAP Flow Through report even before any comparisons are made with other PMAP reports. For example, in Attachment 1, I have reported that the Flow Through report shows 1,430 OCN 7680 LSR's submitted in January. This number comes from the "% Flowthrough Detail Agg." tab within the Flow Through Excel workbook (see Attachment 2). However, the "% UNE Flowthrough Detail" tab reports that there were two more OCN 7680 LSR's submitted via LENS and 19 additional LSR's submitted via TAG. First, AT&T does not have a TAG interface with BellSouth, so I question if this record is actually associated with OCN 7680. Secondly, if this record does belong to OCN 7680, why wasn't AT&T given the necessary Flow Through Keys to match this data in the "% Flowthrough Detail Agg." tab? A similar situation exists for OCN 7421. In the "% Flowthrough Detail Agg." tab only 7 LSR's are shown as submitted for January. However, if you add the

volumes found in the other tabs within the January Flow Through report, you find that there were 56 LSR's submitted under the OCN. Why is the "% Flowthrough Detail Agg." tab reporting different volumes from the other tabs within the same Flow Through Excel workbook? As a point of reference, I am using the Flow Through Keys that are found in the attached e-mail from Phil Porter.

These data discrepancies raise serious questions about the data integrity of the BellSouth reported performance measurements. The resolution of this discovery is a high priority for AT&T. We need to meet with BellSouth representatives as soon as possible to work through these data issues. Please provide possible times that you will be available to meet no later than close of business Friday, April 20. I will do my best to work my schedule around your available meeting times. Once again, this is a high priority issue for AT&T.

Please call me if you have any questions or concerns. I can be reached at 404-810-3914. I can be paged at 1-888-858-7243, pin number 115394.

Sincerely,

KC Timmons

Copy to: Denise Berger
Phil Porter

Attachment

Attachment 1

Potential Discrepancies Among BellSouth's Performance Reports – January 2001

Data Area (Paired areas should match)	UNE-P (7680)	7421 – LNP	7421 – Non LNP	7125 – LNP	7125 – Non LNP	B'band GA (7170)	B'band GA - LNP (7170)
# LSRs submitted --% reject--mechanized	*1427*	88	54	No Data	380	2696	4778
# LSRs submitted Flow-through report	*1430*	103	56	3787	380	2696	5265
# Fully mechanized rejections	35	0	5	No Data	9	471	26
# Auto clarifications – Flow-through report	41	0	5	242	10	471	52
# Partially Mechanized rejections	47	22	5	27	68	31	357
# CLEC caused fall-out-Flow-through report	22	15	2	0	0	31	71
# Fully Mechanized FOCs	*1112*	1	41	No Data	5	2129	2528
# Issued Service Orders-Flow-through report.	*1125*	3	41	0	2	2128	2292
# completed orders from LNP Missed Appointments metric	N/A	59	N/A	5010	N/A	N/A	8352
# completed orders from LNP Disconnect metric	N/A	0	N/A	0	N/A	N/A	2177
# completed orders from Missed Appointments metric	1154	59	34	5010	2175	N/A	8352
# completed orders from Average Completion Notice Interval raw data files	877	0	19	0	1	N/A	0
# completed orders from Missed Appointments metric – UNE w/LNP	N/A	N/A	N/A	1097	N/A	N/A	N/A
# completed orders from Hot Cut Timeliness Metric raw data	N/A	N/A	N/A	1153	N/A	N/A	N/A

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	401	0	401	300	59	18	24	18	12	6	6	1.89%	25.00%	33.33%
#2		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#4		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#5		0	198	0	198	141	22	18	17	11	10	1	6	3.82%	35.29%	37.50%
#6		0	210	0	210	167	24	11	6	5	2	3	3	1.74%	37.50%	60.00%
#7		0	127	0	127	1	16	0	110	12	10	2	98	89.91%	89.09%	90.74%
#8		0	1430	0	1430	113	41	2	1274	149	127	22	1125	82.42%	88.30%	89.86%
#9		0	7	0	7	4	1	2	0	0	0	0	0	0.00%	0.00%	0.00%
#10		0	214	0	214	108	53	20	33	26	17	9	7	5.30%	21.21%	29.17%
#11		0	2636	0	2636	30	805	0	1801	150	64	86	1651	94.61%	91.67%	96.27%
#12		0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		0	2017	0	2017	896	212	107	800	184	101	83	616	38.14%	77.00%	85.91%
#14		0	1027	0	1027	14	306	0	707	81	38	43	626	92.33%	88.54%	94.26%
#15		0	108	0	108	43	37	7	21	20	2	18	1	2.17%	4.76%	33.33%
#16		0	1310	0	1310	14	433	0	863	61	25	36	802	95.36%	92.93%	96.96%
#17		0	3547	0	3547	18	1468	16	2045	235	194	41	1810	89.52%	88.51%	90.32%
#18		0	2698	0	2698	4	471	44	2177	49	18	31	2128	98.96%	97.75%	99.16%
#19		0	3	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#20		0	1857	0	1857	288	170	12	1387	376	341	35	1011	81.65%	72.89%	74.78%
#21		0	166	0	166	132	16	12	6	1	0	1	5	3.65%	83.33%	100.00%
#22		0	380	0	380	355	10	2	13	11	11	0	2	0.54%	15.38%	15.38%
#23		0	84	0	84	23	20	22	19	19	14	5	0	0.00%	0.00%	0.00%
#24		172	0	0	172	10	26	1	135	24	23	1	111	77.06%	82.22%	82.84%
#25		2692	0	0	2692	145	317	21	2209	405	329	76	1804	79.19%	81.67%	84.58%
#26		18	0	0	18	0	4	0	14	0	0	0	14	100.00%	100.00%	100.00%
#27		13	0	0	13	2	0	0	11	1	1	0	10	76.92%	90.91%	90.91%
#28		179	0	0	179	21	17	2	139	17	15	2	122	77.22%	87.77%	89.05%
#29		0	0	54	54	26	19	0	7	7	7	0	0	0.00%	0.00%	0.00%
#30		0	375	0	375	264	63	20	28	15	10	5	13	4.53%	46.43%	56.52%
#31		16	0	0	16	0	2	4	10	5	2	3	5	71.43%	50.00%	71.43%
#32		0	129	0	129	40	27	13	49	19	6	13	30	39.47%	61.22%	83.33%
#33		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#34		0	106	0	106	27	21	20	38	22	9	13	16	30.77%	42.11%	64.00%
#35		26	0	0	26	2	5	0	19	5	3	2	14	73.68%	73.68%	82.35%
#36		826	0	0	826	28	71	7	720	117	61	36	603	84.69%	83.75%	88.16%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#38		349	0	0	349	21	49	0	279	25	22	3	254	85.52%	91.04%	92.03%
#39		21	0	0	21	4	4	0	13	1	1	0	12	70.59%	92.31%	92.31%
#40		593	0	0	593	10	51	2	530	15	13	2	515	95.72%	97.17%	97.54%
#41		1198	0	0	1198	40	57	1	1098	84	69	15	1014	90.29%	92.35%	93.63%
#42		70	0	0	70	4	20	3	43	23	18	5	20	47.62%	48.51%	52.63%
#43		2837	0	0	2837	117	387	0	2333	58	47	11	2275	93.28%	97.51%	97.98%
#44		126	0	0	126	12	19	2	93	40	31	9	53	55.21%	56.99%	63.10%
#45		488	0	0	488	10	32	2	444	28	26	2	416	92.04%	93.69%	94.12%
#46		15	0	0	15	7	0	0	8	5	4	1	3	21.43%	37.50%	42.86%
#47		262	0	0	262	17	34	0	211	25	24	1	186	81.94%	88.15%	88.57%
#48		35	0	0	35	2	3	0	30	12	9	3	18	62.07%	60.00%	66.67%
#49		27	0	0	27	3	4	1	19	10	10	0	9	40.91%	47.37%	47.37%
#50		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%
#51		14	0	0	14	2	4	1	7	4	4	0	3	33.33%	42.86%	42.86%
#52		181	0	0	181	20	23	1	137	30	27	3	107	69.48%	78.10%	79.85%
#53		283	0	0	283	34	30	7	192	77	67	10	115	53.24%	59.90%	63.19%
#54		34	0	0	34	0	8	0	26	3	3	0	23	88.46%	88.46%	88.46%
#55		0	0	749	749	396	110	14	229	122	85	37	107	18.20%	46.72%	56.73%
#56		725	0	0	725	158	141	9	417	174	130	44	243	45.76%	58.27%	65.15%
#57		0	0	19116	19116	2963	4163	118	11852	2607	1899	708	9245	65.44%	78.00%	82.96%
#58		4528	0	0	4528	359	364	13	3792	532	435	97	3260	80.41%	85.97%	88.23%
#59		156	0	0	156	17	6	0	133	10	9	1	123	82.55%	92.48%	93.18%
#60		82	0	0	82	6	6	0	70	3	2	1	67	89.33%	95.71%	97.10%
#61		307	0	0	307	23	15	2	267	18	16	2	249	86.46%	93.26%	93.96%
#62		123	0	0	123	10	17	2	94	11	10	1	83	80.58%	88.30%	89.25%
#63		305	0	0	305	12	8	2	283	6	6	0	277	93.90%	97.88%	97.88%
#64		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#65		560	0	0	560	19	30	0	511	26	22	4	485	92.21%	94.91%	95.66%
#66		85	0	0	85	10	13	0	62	7	7	0	55	76.39%	88.71%	88.71%
#67		0	0	2384	2384	16	91	26	2251	37	22	15	2214	98.31%	98.36%	99.02%
#68		581	0	0	581	23	55	0	503	22	20	2	481	91.79%	95.63%	96.01%
#69		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#70		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#71		10	0	0	10	4	0	0	6	3	3	0	3	30.00%	50.00%	50.00%
#72		3	0	0	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#73		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#74		203	0	0	203	34	7	0	162	34	33	1	126	85.64%	79.01%	79.50%
#75		366	0	0	366	25	41	2	298	56	55	1	242	75.16%	81.21%	81.46%
#76		895	0	0	895	84	89	4	718	66	51	15	652	82.85%	90.81%	92.75%
#77		0	0	2162	2162	173	213	9	1767	135	109	26	1632	85.27%	92.36%	93.74%
#78		101	0	0	101	12	4	1	84	8	8	0	76	79.17%	90.48%	90.48%
#79		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#80		8764	0	0	8764	901	1379	33	6451	1903	1600	303	4548	64.52%	70.50%	73.98%
#81		306	0	0	306	24	34	0	248	51	48	3	197	73.23%	79.44%	80.41%
#82		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#83		34	0	0	34	3	5	0	26	1	0	1	25	89.29%	96.15%	100.00%
#84		2678	0	0	2678	145	289	9	2255	386	363	25	1867	78.61%	82.79%	83.72%
#85		152	0	0	152	62	10	18	62	46	36	10	16	14.04%	25.81%	30.77%
#86		66	0	0	66	12	13	0	41	25	20	5	16	33.33%	39.02%	44.44%
#87		1419	0	0	1419	124	110	9	1176	273	257	16	903	70.33%	76.79%	77.84%
#88		3217	0	0	3217	245	312	4	2656	360	338	22	2296	79.75%	86.45%	87.17%
#89		296	0	0	296	38	46	1	211	80	62	18	131	56.71%	62.09%	67.86%
#90		1353	0	0	1353	87	89	1	1176	30	26	4	1146	91.02%	97.45%	97.78%
#91		7	0	0	7	0	6	0	1	1	1	0	0	0.00%	0.00%	0.00%
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		778	0	0	778	67	67	7	635	126	110	16	509	74.20%	80.16%	82.23%
#94		280	0	0	280	45	49	1	185	21	19	2	164	71.93%	88.65%	89.62%
#95		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#96		8	0	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	50.00%
#97		0	0	22	22	0	17	2	3	3	2	1	0	0.00%	0.00%	0.00%
#98		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%
#99		41	0	0	41	0	18	3	20	16	11	5	4	26.67%	20.00%	26.67%
#100		0	0	25	25	2	7	2	14	10	7	3	4	30.77%	28.57%	36.36%
#101		1620	0	0	1620	180	160	27	1253	266	213	53	987	71.52%	78.77%	82.25%
#102		21	0	0	21	0	9	7	5	4	3	1	1	25.00%	20.00%	25.00%
#103		61	0	0	61	11	3	0	47	8	7	1	39	68.42%	82.98%	84.78%
#104		179	0	0	179	20	34	0	125	38	35	3	87	61.27%	69.60%	71.31%
#105		84	0	0	84	12	19	0	53	7	7	0	46	70.77%	86.79%	86.79%
#106		58	0	0	58	6	15	1	36	7	5	2	29	72.50%	80.56%	85.29%
#107		76	0	0	76	1	1	0	74	8	8	0	66	88.00%	89.19%	89.19%
#108		416	0	0	416	45	17	1	353	15	14	1	338	85.14%	95.75%	96.02%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
		Mechanized Interface Used				LESOG Manual	LESOG Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#109		331	0	0	331	7	58	2	264	18	18	0	246	90.77%	93.18%	93.18%
#110		756	0	0	756	60	74	10	592	89	81	8	503	75.75%	84.97%	86.13%
#111		0	0	1546	1546	19	83	31	1413	17	15	2	1396	97.62%	98.80%	98.94%
#112		368	0	0	368	26	80	2	260	30	23	7	230	82.44%	86.40%	90.91%
#113		247	0	0	247	20	16	0	211	13	13	0	198	85.71%	93.84%	93.84%
#114		798	0	0	798	4	57	1	734	37	32	5	697	95.09%	94.96%	95.61%
#115		10	0	0	10	0	0	0	10	0	0	0	10	100.00%	100.00%	100.00%
#116		4	0	0	4	1	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
#117		3516	0	0	3516	281	198	20	3017	545	489	56	2472	76.25%	81.94%	83.49%
#118		1286	0	0	1286	165	143	7	971	151	134	17	820	73.28%	84.45%	85.95%
#119		455	0	0	455	31	54	3	367	60	56	4	307	77.92%	83.65%	84.57%
#120		48	0	0	48	11	5	1	31	29	23	6	2	5.56%	6.45%	8.00%
#121		118	0	0	118	17	11	0	90	16	16	0	74	89.16%	82.22%	82.22%
#122		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#123		457	0	0	457	13	47	0	397	36	32	4	361	88.92%	90.93%	91.86%
#124		3470	0	0	3470	225	347	10	2888	314	256	58	2574	84.26%	89.13%	90.05%
#125		0	0	52	52	25	5	2	20	10	7	3	10	23.81%	50.00%	58.82%
#126		138	0	0	138	34	13	4	87	42	30	12	45	41.28%	51.72%	60.00%
#127		91	0	0	91	9	1	0	81	18	16	2	63	71.59%	77.78%	78.75%
#128		495	0	0	495	16	79	0	400	55	51	4	345	83.74%	86.25%	87.12%
#129		0	0	6213	6213	133	311	65	7704	127	84	43	7577	97.22%	98.35%	98.90%
#130		3832	0	0	3832	240	400	13	3178	298	246	52	2881	85.57%	90.63%	92.13%
#131		86	0	0	86	35	18	0	33	27	20	7	6	9.84%	18.18%	23.08%
#132		8	0	0	8	1	5	0	2	0	0	0	2	66.67%	100.00%	100.00%
#133		430	0	0	430	60	50	1	319	80	72	8	239	64.42%	74.92%	76.85%
#134		28	0	0	28	10	1	0	17	6	6	0	11	40.74%	64.71%	64.71%
#135		0	0	44	44	3	18	0	23	5	5	0	18	69.23%	78.26%	78.26%
#136		116	0	0	116	18	3	0	95	17	15	2	78	70.27%	82.11%	83.87%
#137		449	0	0	449	58	35	7	349	77	68	9	272	68.34%	77.94%	80.00%
#138		1396	0	0	1396	214	178	0	1004	202	153	49	802	68.61%	79.88%	83.96%
#139		413	0	0	413	76	47	1	289	46	38	8	243	68.07%	84.06%	86.48%
#140		4172	0	0	4172	605	348	19	3200	836	733	103	2364	63.86%	73.88%	76.33%
#141		17	0	0	17	6	5	0	6	3	3	0	3	25.00%	50.00%	50.00%
#142		0	0	20	20	6	6	1	7	1	1	0	6	46.15%	85.71%	85.71%
#143		14	0	0	14	4	0	0	10	3	3	0	7	50.00%	70.00%	70.00%
#144		62	0	0	62	8	13	0	41	8	6	2	33	70.21%	80.49%	84.62%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#145		132	0	0	132	23	8	3	98	73	70	3	25	21.19%	26.51%	28.32%
#146		166	0	0	166	10	5	1	152	31	31	0	121	74.69%	79.61%	79.61%
#147		110	0	0	110	10	41	0	59	31	18	13	28	50.00%	47.46%	60.87%
#148		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#149		12	0	0	12	0	2	0	10	5	4	1	5	55.56%	50.00%	55.56%
#150		57	0	0	57	2	12	0	43	1	1	0	42	93.33%	97.67%	97.67%
#151		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#152		534	0	0	534	19	36	1	478	23	20	3	455	92.11%	95.19%	95.79%
#153		8	0	0	8	2	1	0	5	3	3	0	2	28.57%	40.00%	40.00%
#154		0	0	99	99	6	52	1	40	19	18	1	21	46.67%	52.50%	53.85%
#155		36	0	0	36	8	1	0	27	10	7	3	17	53.13%	62.96%	70.83%
#156		56	0	0	56	9	14	0	33	12	11	1	21	51.22%	63.64%	65.63%
#157		141	0	0	141	5	9	2	125	7	5	2	118	92.19%	94.40%	95.93%
#158		34	0	0	34	5	6	0	23	6	4	2	17	65.38%	73.91%	80.95%
#159		0	0	130	130	23	53	1	53	15	10	5	38	53.52%	71.70%	76.17%
#160		4	0	0	4	0	1	0	3	2	0	2	1	100.00%	33.33%	100.00%
#161		460	0	0	460	41	33	0	386	17	16	1	369	86.62%	95.60%	95.84%
#162		66	0	0	66	12	14	2	38	22	21	1	16	32.65%	42.11%	43.24%
#163		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#164		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		0	0	6199	6199	69	1515	93	4522	1184	927	257	3338	77.02%	73.82%	78.28%
#166		0	0	24	24	15	2	0	7	6	4	2	1	5.00%	14.29%	20.00%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		57	0	0	57	6	5	1	45	15	10	5	30	65.22%	66.67%	75.00%
#169		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%
#170		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%
#171		0	0	6	6	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#172		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		8	0	0	8	0	0	0	8	6	5	1	2	28.57%	25.00%	28.57%
#175		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#176		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#177		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#178		267	0	0	267	9	25	0	233	20	17	3	213	89.12%	91.42%	92.61%
#179		76	0	0	76	8	8	0	60	1	0	1	59	88.06%	98.33%	100.00%
#180		1311	0	0	1311	105	243	23	940	289	209	80	651	67.46%	69.26%	75.70%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING									FLOWTHROUGH		
						LESOG											
		Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#181		136	0	0	136	10	19	3	104	28	26	0	78	68.42%	76.00%	76.00%
#182		16	0	0	16	0	1	0	14	2	2	0	12	85.71%	85.71%	85.71%
#183		56	0	0	56	12	11	1	32	10	6	4	22	55.00%	68.75%	78.57%
#184		3856	0	0	3856	375	568	23	2892	465	447	18	2427	74.70%	83.92%	84.45%
#185		0	0	80	80	56	9	0	25	6	2	4	19	24.86%	76.00%	90.48%
#186		54	0	0	54	16	3	0	35	9	7	2	26	53.06%	74.29%	78.79%
#187		0	0	7	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#188		40	0	0	40	14	4	1	21	6	5	1	15	44.12%	71.43%	75.00%
#189		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#190		125	0	0	125	46	12	3	64	29	24	5	35	33.33%	54.69%	59.32%
#191		244	0	0	244	15	39	1	189	37	35	2	152	75.25%	80.42%	81.28%
#192		17	0	0	17	7	4	0	6	4	4	0	2	15.38%	33.33%	33.33%
#193		50	0	0	50	8	10	0	32	8	6	2	24	63.16%	75.00%	80.00%
#194		19	0	0	19	14	1	0	4	4	4	0	0	0.00%	0.00%	0.00%
#195		0	0	2335	2335	64	137	3	2131	92	82	10	2039	93.32%	95.68%	96.13%
#196		6914	0	0	6914	480	424	8	6002	243	209	34	5759	89.31%	95.95%	96.50%
#197		0	0	52	52	10	8	3	31	17	6	11	14	46.67%	45.16%	70.00%
#198		10336	0	0	10336	1998	989	214	7135	2087	1817	270	5048	56.96%	70.75%	73.53%
#199		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#200		0	0	5	5	0	4	1	0	0	0	0	0	0.00%	0.00%	0.00%
#201		0	0	4	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#202		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#203		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#204		36	0	0	36	3	2	0	31	4	3	1	27	81.82%	87.10%	90.00%
#205		1190	0	0	1190	50	107	7	1026	89	81	8	937	87.73%	91.33%	92.04%
#206		30	0	0	30	0	0	1	29	11	10	1	18	64.29%	62.07%	64.29%
#207		55	0	0	55	7	11	1	36	5	4	1	31	73.81%	86.11%	88.57%
#208		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#209		118	0	0	118	15	10	0	93	38	37	1	55	51.40%	59.14%	59.78%
#210		0	0	215	215	1	62	8	144	19	14	5	125	89.29%	86.81%	89.93%
#211		1860	0	0	1860	81	695	2	1082	63	38	25	1019	89.54%	94.18%	96.40%
#212		32	0	0	32	1	3	0	28	3	3	0	25	86.21%	89.29%	89.29%
#213		127	0	0	127	10	3	0	114	7	7	0	107	86.29%	93.86%	93.86%
#214		1054	0	0	1054	62	33	1	958	69	67	2	889	87.33%	92.80%	92.99%
#215		0	0	293	293	8	26	7	252	10	8	2	242	93.80%	96.03%	96.80%
#216		0	0	6	6	4	0	0	2	2	2	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#217		120	0	0	120	25	21	0	74	22	16	6	52	58.91%	70.27%	78.47%
#218		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#219		0	0	15	15	15	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#220		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#221		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#222		16	0	0	16	0	6	1	9	2	2	0	7	77.78%	77.78%	77.78%
#223		259	0	0	259	39	16	1	203	35	32	3	168	70.29%	82.76%	84.00%
#224		53	0	0	53	0	16	0	37	3	2	1	34	94.44%	91.89%	94.44%
#225		86	0	0	86	7	17	0	62	5	4	1	57	83.82%	91.94%	93.44%
#226		50	0	0	50	2	13	0	35	6	5	1	29	80.56%	82.86%	85.29%
#227		222	0	0	222	27	59	0	136	25	21	4	111	89.81%	81.62%	84.09%
#228		2772	0	0	2772	207	301	3	2261	160	132	28	2101	86.11%	92.92%	94.09%
#229		543	0	0	543	61	45	3	434	54	49	5	380	77.55%	87.56%	88.56%
#230		0	0	713	713	3	98	0	612	10	3	7	602	99.01%	98.37%	99.50%
#231		35	0	0	35	0	5	0	30	1	1	0	29	96.67%	96.67%	96.67%
#232		96	0	0	96	10	10	0	76	6	6	0	72	81.82%	92.31%	92.31%
#233		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#234		463	0	0	463	31	40	3	389	32	27	5	357	88.02%	91.77%	92.97%
#235		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#236		0	0	1028	1028	223	4	15	786	155	131	24	631	84.06%	80.28%	82.81%
#237		580	0	0	580	27	47	1	505	41	36	5	464	88.05%	91.68%	92.80%
#238		0	0	1618	1618	112	208	4	1294	69	43	26	1225	88.77%	94.67%	96.61%
#239		213	0	0	213	37	67	1	108	25	22	3	83	58.45%	76.85%	79.05%
#240		43	0	0	43	7	7	0	29	6	4	2	23	67.65%	79.31%	85.19%
#241		30	0	0	30	2	0	0	28	28	15	13	0	0.00%	0.00%	0.00%
#242		1625	0	0	1625	78	62	17	1470	157	149	8	1313	85.37%	89.32%	89.81%
#243		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#244		72	0	0	72	4	6	0	62	0	0	0	62	93.94%	100.00%	100.00%
#245		0	0	665	665	15	92	0	558	13	8	5	545	95.95%	97.67%	98.55%
#246		83	0	0	83	2	24	0	57	7	7	0	50	84.75%	87.72%	87.72%
#247		0	0	3	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#248		875	0	0	875	27	124	4	720	88	84	4	632	85.06%	87.78%	88.27%
#249		5184	0	0	5184	268	412	18	4486	536	521	15	3950	83.35%	88.05%	88.35%
#250		342	0	0	342	16	19	2	305	20	19	1	285	89.06%	93.44%	93.75%
#251		1006	0	0	1006	44	97	0	867	33	28	5	834	92.05%	96.19%	96.75%
#252		602	0	0	602	52	119	0	431	25	24	1	406	84.23%	94.20%	94.42%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#253		718	0	0	718	50	29	0	639	19	19	0	620	89.99%	97.03%	97.03%
#254		1574	0	0	1574	89	109	5	1371	59	52	7	1312	90.30%	95.70%	96.19%
#255		256	0	0	256	18	16	0	222	10	8	2	212	89.83%	95.50%	96.36%
#256		331	0	0	331	51	62	1	217	61	45	16	156	61.90%	71.89%	77.61%
#257		217	0	0	217	33	27	4	153	39	34	5	114	62.98%	74.51%	77.03%
#258		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#259		35	0	0	35	0	3	1	31	4	1	3	27	96.43%	87.10%	96.43%
#260		38	0	0	38	3	5	1	27	5	2	3	22	81.48%	81.48%	91.67%
#261		1223	0	0	1223	93	139	5	986	101	95	6	885	82.46%	89.76%	90.31%
#262		158	0	0	158	42	22	1	93	25	23	2	68	51.13%	73.12%	74.73%
#263		6	0	0	6	1	0	0	5	5	3	2	0	0.00%	0.00%	0.00%
#264		1131	0	0	1131	108	126	2	895	59	56	3	836	93.60%	93.41%	93.72%
#265		280	0	0	280	19	22	0	239	13	12	1	226	87.94%	94.56%	94.96%
#266		228	0	0	228	56	26	2	142	49	41	8	93	48.44%	65.49%	69.40%
#267		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#268		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#269		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#270		9	0	0	9	2	0	0	7	0	0	0	7	77.78%	100.00%	100.00%
#271		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%
#272		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#273		6756	0	0	6756	66	467	1	6222	313	290	23	5909	94.32%	94.97%	95.32%
#274		27	0	0	27	0	4	0	23	23	17	6	0	0.00%	0.00%	0.00%
#275		14	0	0	14	0	2	0	12	12	9	3	0	0.00%	0.00%	0.00%
#276		1095	0	0	1095	96	85	15	899	226	213	13	673	68.53%	74.86%	75.96%
#277		228	0	0	228	19	29	2	178	24	23	1	154	78.57%	86.52%	87.01%
#278		37	0	0	37	0	5	0	32	5	5	0	27	84.38%	84.38%	84.38%
#279		433	0	0	433	40	35	0	358	20	20	0	338	84.92%	94.41%	94.41%
#280		318	0	0	318	41	36	4	237	107	98	9	130	46.33%	54.85%	57.02%
#281		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#282		1921	0	0	1921	191	77	11	1642	481	376	105	1161	67.19%	70.71%	75.54%
#283		296	0	0	296	31	43	2	220	85	81	4	135	54.66%	61.36%	62.50%
#284		0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%
#285		21	0	0	21	0	2	0	19	0	0	0	19	100.00%	100.00%	100.00%
#286		0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#287		94	0	0	94	10	17	0	67	45	38	7	22	31.43%	32.64%	36.67%
#288		20	0	0	20	3	3	1	13	10	4	6	3	30.00%	23.08%	42.86%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#289		66	0	0	66	4	10	1	53	6	6	0	47	82.46%	88.68%	88.68%
#290		0	0	123	123	41	4	0	78	21	20	1	57	46.31%	73.08%	74.03%
#291		0	0	129	129	45	14	3	67	34	31	3	33	30.28%	49.25%	51.56%
#292		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#293		8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75.00%	75.00%
#294		34	0	0	34	13	11	0	10	1	0	1	9	40.91%	90.00%	100.00%
#295		555	0	0	555	7	159	0	389	22	14	8	367	94.59%	94.34%	96.33%
#296		287	0	0	287	19	26	2	220	21	20	1	199	83.81%	90.45%	90.87%
#297		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#298		489	0	0	489	58	22	2	407	109	105	4	298	64.64%	73.22%	73.95%
#299		284	0	0	284	22	53	1	208	52	47	5	156	69.33%	75.00%	76.85%
#300		167	0	0	167	22	24	2	119	32	29	3	87	63.04%	73.11%	75.00%
#301		0	0	1650	1650	29	198	0	1423	17	14	3	1406	97.03%	98.81%	99.01%
#302		215	0	0	215	11	23	0	181	5	5	0	176	91.67%	97.24%	97.24%
#303		1411	0	0	1411	142	80	3	1186	55	53	2	1131	85.29%	95.36%	95.52%
#304		114	0	0	114	22	17	0	75	29	20	9	46	52.27%	61.33%	69.70%
#305		19	0	0	19	5	6	0	8	7	7	0	1	7.69%	12.50%	12.50%
#306		9	0	0	9	3	3	0	3	1	1	0	2	33.33%	66.67%	66.67%
#307		0	0	7084	7084	357	1224	161	5342	640	483	157	4702	84.84%	88.02%	90.66%
#308		23175	0	0	23175	493	1785	16	20901	596	531	65	20305	95.20%	97.15%	97.45%
#309		101	0	0	101	14	12	0	75	11	11	0	64	71.91%	85.33%	85.33%
#310		12	0	0	12	0	1	0	11	9	6	3	2	25.00%	18.18%	25.00%
#311		1050	0	0	1050	32	134	0	884	11	11	0	873	95.31%	98.76%	98.76%
#312		663	0	0	663	34	83	1	545	40	35	5	505	87.98%	92.66%	93.82%
#313		131	0	0	131	8	19	0	104	28	27	1	76	68.47%	73.08%	73.79%
#314		57	0	0	57	2	7	0	48	4	4	0	44	86.00%	91.67%	91.67%
#315		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#316		1707	0	0	1707	436	200	21	1050	447	373	74	603	42.71%	57.43%	61.78%
#317		107	0	0	107	10	20	0	77	9	7	2	68	80.00%	88.31%	90.67%
#318		16	0	0	16	1	2	0	13	12	11	1	1	7.69%	7.69%	8.33%
#319		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#320		22559	0	0	22559	1565	2400	91	18503	2101	2010	91	16402	82.10%	88.65%	89.08%
#321		13	0	0	13	2	2	0	9	0	0	0	9	81.82%	100.00%	100.00%
#322		209	0	0	209	28	9	0	172	49	39	10	123	64.74%	71.51%	75.93%
#323		3	0	0	3	1	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#324		20	0	0	20	2	7	0	11	4	4	0	7	53.85%	63.64%	63.64%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#325		0	0	3	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#326		0	0	59	59	1	29	0	29	29	29	0	0	0.00%	0.00%	0.00%
#327		0	0	179	179	26	61	2	90	39	27	12	51	49.04%	58.67%	65.38%
#328		0	0	14	14	1	6	0	7	7	7	0	0	0.00%	0.00%	0.00%
#329		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#330		0	0	469	469	92	143	0	234	76	48	28	158	53.02%	67.52%	76.70%
#331		0	0	20	20	8	4	0	8	7	5	2	1	7.14%	12.50%	16.67%
#332		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#333		445	0	0	445	30	77	1	337	37	34	3	300	82.42%	89.02%	89.82%
#334		29	0	0	29	1	2	0	26	3	2	1	23	88.46%	88.46%	92.00%
#335		49	0	0	49	1	4	0	44	3	1	2	41	95.35%	93.18%	97.62%
#336		0	0	19	19	3	6	0	10	1	0	1	9	75.00%	90.00%	100.00%
#337		2	0	0	2	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#338		192	0	0	192	40	20	0	132	31	28	3	101	59.76%	76.52%	78.29%
#339		233	0	0	233	44	25	4	160	37	32	5	123	61.81%	76.88%	79.35%
#340		855	0	0	855	33	64	3	755	42	37	5	713	91.06%	94.44%	95.07%
#341		133	0	0	133	8	15	3	109	9	9	0	100	86.96%	91.74%	91.74%
#342		183	0	0	183	2	12	0	169	10	10	0	159	92.96%	94.08%	94.08%
#343		0	0	775	775	56	64	0	655	49	39	10	606	86.45%	92.52%	93.95%
#344		125	0	0	125	19	30	1	75	17	17	0	58	61.70%	77.33%	77.33%
#345		1761	0	0	1761	72	227	2	1460	115	94	21	1345	89.01%	92.12%	93.47%
#346		9	0	0	9	0	0	0	9	1	1	0	8	88.89%	88.89%	88.89%
#347		65	0	0	65	4	16	0	45	11	6	5	34	77.27%	75.56%	85.00%
#348		292	0	0	292	6	16	1	269	27	26	1	242	88.32%	89.96%	90.30%
#349		330	0	0	330	42	19	0	269	13	10	3	256	93.12%	95.17%	96.24%
#350		430	0	0	430	23	20	0	387	80	76	4	307	75.62%	79.33%	80.16%
#351		25	0	0	25	9	0	0	16	5	5	0	11	44.00%	68.75%	68.75%
#352		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#353		556	0	0	556	47	68	1	442	24	22	2	418	85.83%	94.57%	95.00%
#354		239	0	0	239	30	30	0	179	21	21	0	158	75.60%	88.27%	88.27%
#355		82	0	0	82	19	8	0	55	24	20	4	31	44.29%	56.36%	60.78%
#356		5	0	0	5	1	0	0	4	4	4	0	0	0.00%	0.00%	0.00%
#357		137	0	0	137	9	8	0	120	6	4	2	114	89.76%	95.00%	96.61%
#358		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#359		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
#360		53	0	0	53	0	0	2	51	37	1	36	14	93.33%	27.45%	93.33%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#361		548	0	0	548	35	65	9	439	121	105	16	318	69.43%	72.44%	75.18%
#362		13	0	0	13	0	1	2	10	4	4	0	6	60.00%	60.00%	60.00%
#363		136	0	0	136	32	11	0	93	29	20	9	64	55.17%	68.82%	78.19%
#364		96	0	0	96	27	5	3	61	29	27	2	32	37.21%	52.46%	54.24%
#365		110	0	0	110	18	10	3	79	31	20	11	48	55.81%	60.76%	70.59%
#366		113	0	0	113	9	3	0	101	26	25	1	75	68.81%	74.26%	75.00%
#367		73	0	0	73	11	1	13	48	25	20	5	23	42.59%	47.92%	53.49%
#368		62	0	0	62	3	7	3	49	17	13	4	32	66.67%	65.31%	71.11%
#369		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#370		45	0	0	45	9	6	0	30	14	8	6	16	46.46%	53.33%	66.67%
#371		97	0	0	97	7	14	3	73	34	28	6	39	52.70%	53.42%	58.21%
#372		278	0	0	278	110	22	3	143	51	39	12	92	35.17%	64.34%	70.23%
#373		676	0	0	676	103	109	10	454	176	156	18	278	51.56%	61.23%	63.76%
#374		259	0	0	259	36	24	0	199	40	39	1	159	67.95%	79.90%	80.30%
#375		178	0	0	178	25	19	1	133	50	41	9	83	55.70%	62.41%	66.94%
#376		447	0	0	447	126	38	7	276	145	119	26	131	34.64%	47.46%	52.40%
#377		0	0	65	65	17	11	0	37	9	7	2	28	53.85%	75.68%	80.00%
#378		0	0	40	40	5	6	0	29	6	6	0	23	67.65%	79.31%	79.31%
#379		0	0	24	24	7	4	0	13	10	6	4	3	16.75%	23.08%	33.33%
#380		0	0	60	60	13	5	0	42	22	18	4	20	39.22%	47.62%	52.63%
#381		0	0	37	37	7	1	0	29	10	8	2	19	55.88%	65.52%	70.37%
#382		509	0	0	509	75	43	4	387	119	97	22	268	60.91%	69.25%	73.42%
#383		203	0	0	203	38	16	3	146	44	32	12	102	59.30%	69.86%	78.12%
#384		229	0	0	229	32	31	3	163	85	67	18	78	44.07%	47.85%	53.79%
#385		865	0	0	865	142	65	9	649	197	182	15	452	58.25%	69.65%	71.29%
#386		478	0	0	478	63	64	2	349	95	81	14	254	63.82%	72.78%	75.82%
#387		846	0	0	846	87	63	4	694	55	48	7	639	82.56%	92.07%	93.01%
#388		58	0	0	58	3	12	0	43	6	5	1	37	82.22%	86.05%	88.10%
#389		64	0	0	64	13	10	0	61	2	2	0	59	79.73%	96.72%	96.72%
#390		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
#391		0	0	117	117	1	2	0	114	6	2	4	108	97.30%	94.74%	98.18%
#392		274	0	0	274	13	16	0	245	12	8	4	233	91.73%	95.10%	96.66%
LENS Subtotal		194224	0	0	194224	15572	19688	966	157998	21285	16563	2722	136713	80.02%	86.53%	88.05%
EDI Subtotal		0	19036	0	19036	2968	4276	346	11426	1468	1013	455	9958	71.34%	87.15%	90.77%
TAG Subtotal		0	0	58854	58854	5155	9108	574	44017	5732	4295	1437	38285	80.20%	86.96%	89.91%
TOTAL INTERFACES		194224	19036	58854	272114	23716	33072	1886	213441	28486	23871	4614	184956	79.54%	86.66%	88.67%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		5	0	0	5	2	1	0	2	1	1	0	1	25.00%	50.00%	50.00%
#2		826	0	0	826	26	71	7	720	117	61	36	603	84.69%	83.76%	88.16%
#3		349	0	0	349	21	49	0	279	25	22	3	254	85.52%	91.04%	92.03%
#4		21	0	0	21	4	4	0	13	1	1	0	12	70.59%	92.31%	92.31%
#5		591	0	0	591	10	51	2	528	15	13	2	513	95.71%	97.16%	97.53%
#6		1196	0	0	1196	40	57	1	1097	84	69	15	1013	90.29%	92.34%	93.62%
#7		2837	0	0	2837	117	387	0	2333	58	47	11	2275	93.28%	97.51%	97.98%
#8		49	0	0	49	4	4	2	39	11	10	1	28	66.67%	71.79%	73.68%
#9		488	0	0	488	10	32	2	444	28	26	2	416	92.04%	93.69%	94.12%
#10		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#11		258	0	0	258	17	34	0	207	25	24	1	182	81.61%	87.92%	88.35%
#12		29	0	0	29	1	2	0	26	9	6	3	17	70.83%	65.38%	73.91%
#13		26	0	0	26	3	4	1	18	9	9	0	9	42.86%	50.00%	50.00%
#14		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#15		14	0	0	14	2	4	1	7	4	4	0	3	33.33%	42.86%	42.86%
#16		181	0	0	181	20	23	1	137	30	27	3	107	69.48%	78.10%	79.65%
#17		157	0	0	157	14	19	7	117	41	34	7	76	61.29%	64.96%	69.09%
#18		34	0	0	34	0	8	0	26	3	3	0	23	88.46%	88.46%	88.46%
#19		0	0	428	428	278	49	10	91	52	36	16	39	11.05%	42.86%	52.00%
#20		273	0	0	273	30	50	6	187	68	47	21	119	60.71%	63.64%	71.89%
#21		0	0	20	20	7	5	0	8	7	0	7	1	12.50%	12.50%	100.00%
#22		47	0	0	47	2	25	0	20	6	4	2	14	70.00%	70.00%	77.78%
#23		151	0	0	151	16	6	0	129	8	8	0	121	83.45%	93.80%	93.80%
#24		79	0	0	79	4	6	0	69	2	1	1	67	93.06%	97.10%	98.53%
#25		307	0	0	307	23	15	2	267	18	16	2	249	86.46%	93.26%	93.96%
#26		123	0	0	123	10	17	2	94	11	10	1	83	80.58%	88.30%	89.25%
#27		305	0	0	305	12	8	2	283	6	6	0	277	93.90%	97.88%	97.88%
#28		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#29		553	0	0	553	17	28	0	508	24	20	4	484	92.90%	95.28%	96.03%
#30		65	0	0	65	10	13	0	62	7	7	0	55	76.39%	88.71%	88.71%
#31		0	0	2384	2384	16	91	26	2251	37	22	15	2214	98.31%	98.36%	99.02%
#32		581	0	0	581	23	55	0	503	22	20	2	481	91.79%	95.63%	96.01%
#33		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#34		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#35		68	0	0	68	7	2	0	59	8	6	0	51	77.27%	86.44%	86.44%
#36		366	0	0	366	25	41	2	298	56	55	1	242	75.16%	81.21%	81.48%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		878	0	0	878	62	83	4	709	60	45	15	649	83.63%	91.54%	93.52%
#38		0	0	2182	2182	173	213	9	1767	135	109	26	1632	85.27%	92.36%	93.74%
#39		101	0	0	101	12	4	1	84	8	8	0	76	79.17%	90.48%	90.48%
#40		7932	0	0	7932	748	1277	27	5880	1675	1406	269	4205	66.13%	71.51%	74.94%
#41		299	0	0	299	24	33	0	242	50	48	2	192	72.73%	79.34%	80.00%
#42		34	0	0	34	3	5	0	26	1	0	1	25	89.29%	96.15%	100.00%
#43		2662	0	0	2662	143	267	9	2243	382	357	25	1861	78.82%	82.97%	83.90%
#44		28	0	0	28	3	7	0	18	12	8	4	6	35.29%	33.33%	42.86%
#45		1419	0	0	1419	124	110	9	1176	273	257	16	903	70.33%	76.79%	77.84%
#46		3209	0	0	3209	244	311	4	2650	357	336	21	2293	79.81%	86.53%	87.22%
#47		34	0	0	34	1	9	0	24	13	8	5	11	55.00%	45.83%	57.89%
#48		1353	0	0	1353	87	89	1	1176	30	26	4	1146	91.02%	97.45%	97.76%
#49		7	0	0	7	0	6	0	1	1	1	0	0	0.00%	0.00%	0.00%
#50		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#51		736	0	0	736	63	62	6	605	114	99	15	491	75.19%	81.16%	83.22%
#52		280	0	0	280	45	49	1	185	21	19	2	164	71.93%	88.65%	89.62%
#53		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#54		8	0	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	50.00%
#55		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%
#56		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#57		0	0	25	25	2	7	2	14	10	7	3	4	30.77%	28.57%	36.36%
#58		1367	0	0	1367	119	127	20	1101	203	161	42	898	76.23%	81.56%	84.60%
#59		60	0	0	60	10	3	0	47	8	7	1	39	89.64%	82.98%	84.78%
#60		178	0	0	178	19	34	0	125	38	35	3	87	81.70%	69.60%	71.31%
#61		84	0	0	84	12	19	0	53	7	7	0	46	70.77%	86.79%	86.79%
#62		57	0	0	57	6	15	1	35	7	5	2	28	71.79%	80.00%	84.85%
#63		76	0	0	76	1	1	0	74	8	8	0	66	88.00%	89.19%	89.19%
#64		416	0	0	416	45	17	1	353	15	14	1	338	85.14%	95.75%	96.02%
#65		331	0	0	331	7	58	2	264	18	18	0	246	90.77%	93.18%	93.18%
#66		747	0	0	747	75	74	10	588	88	80	8	500	78.34%	85.03%	86.21%
#67		0	0	1546	1546	19	83	31	1413	17	15	2	1396	97.62%	98.80%	98.94%
#68		368	0	0	368	26	60	2	280	30	23	7	230	82.44%	88.46%	90.91%
#69		247	0	0	247	20	16	0	211	13	13	0	198	85.71%	93.84%	93.84%
#70		796	0	0	796	4	57	1	734	37	32	5	697	95.09%	94.96%	95.61%
#71		10	0	0	10	0	0	0	10	0	0	0	10	100.00%	100.00%	100.00%
#72		4	0	0	4	1	2	0	1	1	1	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#73		3476	0	0	3476	276	192	20	2968	533	479	54	2455	76.48%	82.16%	83.67%
#74		1276	0	0	1276	163	142	6	965	147	131	16	818	73.56%	84.77%	86.20%
#75		456	0	0	456	31	54	3	367	60	56	4	307	77.92%	83.65%	84.67%
#76		48	0	0	48	11	5	1	31	29	23	6	2	5.56%	6.45%	6.00%
#77		117	0	0	117	17	11	0	89	15	15	0	74	69.81%	83.15%	83.15%
#78		456	0	0	456	12	47	0	396	36	32	4	360	89.11%	90.91%	91.84%
#79		0	1857	0	1857	288	170	12	1387	376	341	35	1011	61.65%	72.89%	74.76%
#80		3470	0	0	3470	225	347	10	2888	314	256	58	2574	84.26%	89.13%	90.95%
#81		0	0	4	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#82		15	0	0	15	1	1	0	13	5	5	0	8	57.14%	61.54%	61.54%
#83		91	0	0	91	9	1	0	81	18	16	2	63	71.59%	77.78%	79.75%
#84		491	0	0	491	15	78	0	398	55	51	4	343	83.86%	86.18%	87.06%
#85		0	0	8213	8213	133	311	85	7704	127	84	43	7577	97.22%	98.35%	98.90%
#86		3751	0	0	3751	218	397	13	3123	285	236	49	2838	88.21%	90.87%	92.32%
#87		69	0	0	69	3	10	0	56	12	10	2	44	77.19%	78.57%	81.48%
#88		0	0	44	44	3	18	0	23	5	5	0	18	69.23%	78.26%	78.26%
#89		115	0	0	115	18	3	0	94	17	15	2	77	70.00%	81.91%	83.70%
#90		223	0	0	223	21	22	1	179	26	24	2	153	77.27%	85.47%	86.44%
#91		8	0	0	8	3	4	0	1	1	1	0	0	0.00%	0.00%	0.00%
#92		1164	0	0	1164	63	94	1	1006	135	115	20	871	83.03%	86.58%	88.34%
#93		7	0	0	7	1	4	0	2	1	1	0	1	33.33%	50.00%	50.00%
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#95		56	0	0	56	6	12	0	38	7	5	2	31	73.81%	81.58%	86.11%
#96		132	0	0	132	23	8	3	98	73	70	3	25	21.19%	25.51%	26.32%
#97		126	0	0	126	7	3	0	116	22	22	0	94	76.42%	81.03%	81.03%
#98		12	0	0	12	0	2	0	10	5	4	1	5	55.56%	50.00%	55.56%
#99		57	0	0	57	2	12	0	43	1	1	0	42	93.33%	97.67%	97.67%
#100		0	2696	0	2696	4	471	44	2177	49	18	31	2128	98.98%	97.75%	99.16%
#101		0	3547	0	3547	18	1468	16	2045	235	194	41	1810	89.52%	88.51%	90.32%
#102		534	0	0	534	19	36	1	478	23	20	3	455	92.11%	95.19%	95.79%
#103		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#104		56	0	0	56	9	14	0	33	12	11	1	21	51.22%	63.64%	65.63%
#105		141	0	0	141	5	9	2	125	7	5	2	118	92.19%	94.40%	95.93%
#106		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#107		460	0	0	460	41	33	0	386	17	16	1	369	86.62%	95.60%	95.84%
#108		43	0	0	43	5	9	2	27	15	14	1	12	38.71%	44.44%	46.15%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#109		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#110		0	0	6164	6164	68	1505	92	4499	1165	910	255	3334	77.32%	74.11%	78.58%
#111		7	0	0	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
#112		267	0	0	267	9	25	0	233	20	17	3	213	89.12%	91.42%	92.61%
#113		69	0	0	69	6	8	0	55	1	0	1	54	90.00%	98.18%	100.00%
#114		18	0	0	18	4	9	0	5	5	5	0	0	0.00%	0.00%	0.00%
#115		118	0	0	118	7	12	3	96	18	18	0	78	75.73%	81.25%	81.25%
#116		15	0	0	15	0	1	0	14	2	2	0	12	85.71%	85.71%	85.71%
#117		21	0	0	21	4	9	0	8	3	2	1	5	45.45%	62.50%	71.43%
#118		3857	0	0	3857	375	566	23	2891	465	447	18	2428	74.69%	83.92%	84.44%
#119		90	0	0	90	35	8	3	44	22	18	4	22	29.33%	50.00%	55.00%
#120		177	0	0	177	8	22	0	147	16	16	0	131	84.52%	89.12%	89.12%
#121		10	0	0	10	4	3	0	3	1	1	0	2	28.57%	66.67%	66.67%
#122		45	0	0	45	6	9	0	30	7	6	1	23	65.71%	76.67%	79.31%
#123		5	0	0	5	2	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#124		0	0	2335	2335	64	137	3	2131	92	82	10	2039	93.32%	95.68%	96.13%
#125		6914	0	0	6914	480	424	8	6002	243	209	34	5759	89.31%	95.95%	96.50%
#126		268	0	0	268	70	35	1	162	40	35	5	122	53.74%	75.31%	77.71%
#127		0	0	3	3	0	2	1	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	4	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#129		36	0	0	36	3	2	0	31	4	3	1	27	81.82%	87.10%	90.00%
#130		1187	0	0	1187	49	107	7	1024	89	81	8	935	87.79%	91.31%	92.03%
#131		30	0	0	30	0	0	1	29	11	10	1	18	64.29%	62.07%	64.29%
#132		30	0	0	30	2	11	0	17	1	1	0	16	84.21%	94.12%	94.12%
#133		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#134		118	0	0	118	15	10	0	93	38	37	1	55	51.40%	59.14%	59.78%
#135		0	0	215	215	1	62	8	144	19	14	5	125	89.29%	86.81%	89.93%
#136		1857	0	0	1857	81	695	2	1079	62	38	24	1017	89.52%	94.25%	96.40%
#137		31	0	0	31	1	2	0	28	3	3	0	25	86.21%	89.29%	89.29%
#138		124	0	0	124	8	3	0	113	6	6	0	107	88.43%	94.69%	94.69%
#139		1050	0	0	1050	59	33	1	957	69	67	2	888	87.57%	92.79%	92.96%
#140		0	0	293	293	8	26	7	252	10	8	2	242	93.80%	96.03%	96.80%
#141		2771	0	0	2771	207	301	3	2260	160	132	28	2100	86.10%	92.92%	94.09%
#142		543	0	0	543	61	45	3	434	54	49	5	380	77.55%	87.56%	88.58%
#143		0	1310	0	1310	14	433	0	863	61	25	36	802	95.36%	92.93%	96.96%
#144		0	0	713	713	3	98	0	612	10	3	7	602	99.01%	98.37%	99.50%

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ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#145		35	0	0	35	0	5	0	30	1	1	0	29	96.67%	96.67%	96.67%
#146		66	0	0	66	10	10	0	78	6	6	0	72	81.82%	92.31%	92.31%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		462	0	0	462	31	40	3	388	32	27	5	356	85.99%	91.75%	92.95%
#149				0	577	25	47	1	504	41	36	5	463	88.36%	91.87%	92.79%
#150				1618	1618	112	206	4	1294	69	43	26	1225	88.77%	94.67%	96.81%
#151				0	213		67	1	108	25	22	3	83	58.45%	76.85%	79.05%
#152				0	41		7	0	29	6	4	2	23	71.88%	79.31%	85.19%
#153		1625		0	1625		62	17	1470	157	149	8	1313	85.37%	89.32%	89.81%
#154		71	0	0	71	4	6	0	61	0	0	0	61	93.85%	100.00%	100.00%
#155		0	1027	0	1027	14	306	0	707	81	38	43	626	92.33%	88.54%	94.26%
#156		0	0	665	665	15	92	0	558	13	8	5	545	95.95%	97.67%	98.55%
#157		69	0	0	69	2	19	0	48	7	7	0	41	82.00%	85.42%	85.42%
#158		0	0	3	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#159		875	0	0	875	27	124	4	720	88	84	4	632	85.06%	87.78%	88.27%
#160		5182	0	0	5182	266	412	18	4484	536	521	15	3948	83.34%	88.05%	88.34%
#161		342	0	0	342	16	19	2	305	20	19	1	285	89.06%	93.44%	93.75%
#162		1008	0	0	1008	44	97	0	867	33	28	5	834	92.05%	96.19%	96.75%
#163		584	0	0	584	41	116	0	427	21	20	1	406	96.94%	95.08%	95.31%
#164		718	0	0	718	50	29	0	639	19	19	0	620	89.99%	97.03%	97.03%
#165		1570	0	0	1570	66	109	5	1370	58	51	7	1312	90.55%	95.77%	96.26%
#166		256	0	0	256	16	18	0	222	10	8	2	212	89.83%	95.50%	96.36%
#167		8	0	0	8	0	7	0	1	1	1	0	0	0.00%	0.00%	0.00%
#168		182	0	0	182	13	20	2	147	35	30	5	112	72.26%	76.19%	78.87%
#169		236	0	0	236	13	22	1	200	14	14	0	186	87.32%	93.00%	93.00%
#170		1131	0	0	1131	106	126	2	895	59	56	3	836	83.60%	93.41%	93.72%
#171		280	0	0	280	19	22	0	239	13	12	1	226	87.94%	94.56%	94.98%
#172		32	0	0	32	6	6	0	20	3	3	0	17	85.38%	85.00%	85.00%
#173		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#174		6756	0	0	6756	66	467	1	6222	313	290	23	5909	94.32%	94.97%	95.32%
#175		27	0	0	27	0	4	0	23	23	17	6	0	0.00%	0.00%	0.00%
#176		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		1091	0	0	1091	96	82	15	898	226	213	13	672	68.50%	74.83%	75.93%
#178		226	0	0	226	19	29	2	176	24	23	1	154	78.57%	86.52%	87.01%
#179		34	0	0	34	0	3	0	31	4	4	0	27	87.10%	87.10%	87.10%
#180		433	0	0	433	40	35	0	358	20	20	0	338	84.92%	94.41%	94.41%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#181		318	0	0	318	41	36	4	237	107	98	9	130	48.33%	54.86%	57.02%
#182		0	150	0	150	4	43	12	91	16	6	10	75	68.24%	82.42%	92.50%
#183		11	0	0	11	2	3	0	6	3	3	0	3	37.50%	50.00%	50.00%
#184		283	0	0	283	29	41	2	211	80	77	3	131	55.27%	62.09%	62.98%
#185		21	0	0	21	0	2	0	19	0	0	0	19	100.00%	100.00%	100.00%
#186		13	0	0	13	0	5	0	8	8	7	1	0	0.00%	0.00%	0.00%
#187		88	0	0	88	4	10	1	53	6	6	0	47	82.46%	88.68%	88.68%
#188		0	0	7	7	0	1	0	6	2	2	0	4	66.67%	66.67%	66.67%
#189		34	0	0	34	13	11	0	10	1	0	1	9	40.91%	90.00%	100.00%
#190		555	0	0	555	7	159	0	389	22	14	8	367	94.59%	94.34%	96.33%
#191		265	0	0	265	19	26	2	218	21	20	1	197	83.47%	90.37%	90.76%
#192		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#193		167	0	0	167	11	30	1	125	18	17	1	107	79.26%	85.60%	86.29%
#194		0	2636	0	2636	30	805	0	1801	150	64	86	1651	94.61%	91.67%	96.27%
#195		0	0	1650	1650	29	198	0	1423	17	14	3	1408	97.03%	98.81%	99.01%
#196		215	0	0	215	11	23	0	181	5	5	0	176	91.67%	97.24%	97.24%
#197		1408	0	0	1408	139	80	3	1186	55	53	2	1131	85.49%	95.36%	95.52%
#198		20	0	0	20	5	3	0	12	3	3	0	9	52.94%	75.00%	75.00%
#199		0	0	7078	7078	355	1224	161	5338	640	483	157	4698	84.86%	88.01%	90.88%
#200		23147	0	0	23147	493	1751	18	20887	584	519	65	20303	95.25%	97.20%	97.51%
#201		101	0	0	101	14	12	0	75	11	11	0	64	71.91%	85.33%	85.33%
#202		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#203		1050	0	0	1050	32	134	0	884	11	11	0	873	95.31%	98.76%	98.76%
#204		663	0	0	663	34	83	1	545	40	35	5	505	87.96%	92.66%	93.52%
#205		131	0	0	131	8	19	0	104	28	27	1	76	68.47%	73.08%	73.79%
#206		57	0	0	57	2	7	0	48	4	4	0	44	88.00%	91.67%	91.67%
#207		249	0	0	249	16	35	6	192	72	54	18	120	63.16%	62.50%	68.97%
#208		102	0	0	102	10	19	0	73	8	6	2	65	80.25%	89.04%	91.55%
#209		16	0	0	16	1	2	0	13	12	11	1	1	7.69%	7.69%	8.33%
#210		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#211		22559	0	0	22559	1565	2400	91	18503	2101	2010	91	16402	82.10%	88.65%	89.08%
#212		13	0	0	13	2	2	0	9	0	0	0	9	81.82%	100.00%	100.00%
#213		209	0	0	209	28	9	0	172	49	39	10	123	64.74%	71.51%	75.93%
#214		443	0	0	443	29	77	1	336	37	34	3	299	82.60%	88.99%	89.79%
#215		25	0	0	25	0	2	0	23	2	2	0	21	91.30%	91.30%	91.30%
#216		47	0	0	47	0	4	0	43	2	1	1	41	97.62%	95.35%	97.62%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#217		0	24	0	24	2	0	0	22	0	0	0	22	91.67%	100.00%	100.00%
#218		192	0	0	192	40	20	0	132	31	28	3	101	59.76%	76.52%	78.29%
#219		147	0	0	147	24	12	3	108	12	10	2	96	73.85%	88.89%	90.57%
#220		856	0	0	856	33	64	3	755	42	37	5	713	91.06%	94.44%	95.07%
#221		133	0	0	133	6	15	3	109	9	9	0	100	86.96%	91.74%	91.74%
#222		0	127	0	127	1	16	0	110	12	10	2	98	89.91%	89.09%	90.74%
#223		183	0	0	183	2	12	0	169	10	10	0	159	92.96%	94.08%	94.08%
#224		0	0	775	775	58	64	0	655	49	39	10	606	86.45%	92.52%	93.95%
#225		125	0	0	125	19	30	1	75	17	17	0	58	61.70%	77.33%	77.33%
#226		1742	0	0	1742	68	220	2	1452	112	91	21	1340	89.39%	92.29%	93.64%
#227		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#228		60	0	0	60	3	15	0	42	10	5	5	32	80.00%	76.19%	86.49%
#229		292	0	0	292	6	16	1	269	27	26	1	242	88.32%	89.96%	90.30%
#230		329	0	0	329	42	19	0	268	13	10	3	255	83.06%	95.15%	96.23%
#231		430	0	0	430	23	20	0	387	80	76	4	307	75.62%	79.33%	80.16%
#232		558	0	0	558	47	68	1	442	24	22	2	418	85.83%	94.57%	95.00%
#233		236	0	0	236	30	28	0	178	21	21	0	157	75.48%	88.20%	88.20%
#234		137	0	0	137	9	8	0	120	6	4	2	114	89.76%	95.00%	96.61%
#235		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#236		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#237		383	0	0	383	19	49	5	310	73	63	10	237	74.29%	78.45%	79.00%
#238		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#239		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#240		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#241		29	0	0	29	1	5	0	23	4	4	0	19	79.17%	82.61%	82.61%
#242		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#243		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#244		108	0	0	108	11	11	0	84	42	35	7	42	47.73%	50.00%	54.55%
#245		0	0	35	35	6	0	0	29	10	8	2	19	57.58%	65.52%	70.37%
#246		7	0	0	7	0	5	0	2	2	2	0	0	0.00%	0.00%	0.00%
#247		274	0	0	274	13	33	0	228	53	41	12	175	76.42%	76.76%	81.02%
#248		847	0	0	847	67	63	4	693	54	47	7	639	82.66%	92.21%	93.15%
#249		54	0	0	54	2	10	0	42	6	5	1	36	83.72%	85.71%	87.80%
#250		83	0	0	83	13	10	0	60	2	2	0	58	79.45%	96.67%	96.67%
#251		0	0	117	117	1	2	0	114	6	2	4	108	97.30%	94.74%	96.18%
#252		274	0	0	274	13	16	0	245	12	8	4	233	91.73%	95.10%	96.66%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
LENS Subtotal		154116	0	0	154116	9245	15490	481	128900	13142	11777	1365	115758	84.63%	89.80%	90.77%
EDI Subtotal		0	13374	0	13374	375	3712	84	9203	980	696	284	8223	88.48%	89.35%	92.20%
TAG Subtotal		0	0	36507	36507	1350	4404	419	30334	2495	1897	598	27839	89.55%	91.77%	93.62%
TOTAL INTERFACES		154116	13374	36507	203997	10970	23606	984	168437	16617	14370	2247	151820	86.70%	90.13%	91.38%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	0	27	27	10	15	0	2	2	2	0	0	0.00%	0.00%	0.00%
#2		8	0	0	8	0	2	0	6	2	1	1	4	80.00%	66.67%	80.00%
#3		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#4		26	0	0	26	2	5	0	19	5	3	2	14	73.68%	73.68%	82.35%
#5		2	0	0	2	0	0	0	2	0	0	0	2	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		51	0	0	51	1	12	2	36	19	14	5	17	53.13%	47.22%	54.84%
#8		77	0	0	77	8	15	0	54	29	21	8	25	46.30%	46.30%	54.35%
#9		13	0	0	13	7	0	0	6	5	4	1	1	8.33%	16.67%	20.00%
#10		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#11		6	0	0	6	1	1	0	4	3	3	0	1	20.00%	25.00%	25.00%
#12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#13		7	0	0	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%
#14		106	0	0	106	20	11	0	75	36	33	3	39	42.39%	52.00%	54.17%
#15		0	0	282	282	110	33	4	135	67	48	19	68	30.09%	50.37%	58.62%
#16		350	0	0	350	79	48	2	221	97	76	21	124	44.44%	56.11%	62.00%
#17		0	0	24	24	6	7	0	11	11	0	11	0	0.00%	0.00%	0.00%
#18		38	0	0	38	6	12	0	20	6	5	1	14	56.00%	70.00%	73.68%
#19		5	0	0	5	1	0	0	4	2	1	1	2	50.00%	50.00%	66.67%
#20		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#21		7	0	0	7	2	2	0	3	2	2	0	1	20.00%	33.33%	33.33%
#22		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#23		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#24		10	0	0	10	4	0	0	6	3	3	0	3	30.00%	50.00%	50.00%
#25		135	0	0	135	27	5	0	103	26	25	1	77	59.69%	74.76%	75.49%
#26		17	0	0	17	2	6	0	9	6	6	0	3	27.27%	33.33%	33.33%
#27		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#28		832	0	0	832	153	102	6	571	228	194	34	343	49.71%	60.07%	63.87%
#29		7	0	0	7	0	1	0	6	1	0	1	5	100.00%	83.33%	100.00%
#30		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#32		16	0	0	16	2	2	0	12	6	6	0	6	42.86%	50.00%	50.00%
#33		38	0	0	38	9	6	0	23	13	12	1	10	32.26%	43.48%	45.45%
#34		8	0	0	8	1	1	0	6	3	2	1	3	50.00%	50.00%	60.00%
#35		262	0	0	262	37	37	1	187	67	54	13	120	56.87%	64.17%	68.97%
#36		40	0	0	40	4	5	1	30	12	11	1	18	54.55%	60.00%	62.07%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppl (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#38		242	0	0	242	60	27	6	149	60	49	11	89	44.95%	59.73%	64.49%
#39		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#40		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#41		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#42		9	0	0	9	5	0	0	4	1	1	0	3	33.33%	75.00%	75.00%
#43		40	0	0	40	6	6	0	29	12	10	2	17	53.13%	58.62%	62.96%
#44		10	0	0	10	2	1	1	6	4	3	1	2	28.57%	33.33%	40.00%
#45		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#46		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#47		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#48		0	0	48	48	25	4	2	17	9	6	3	8	20.51%	47.06%	57.14%
#49		103	0	0	103	29	4	2	68	31	19	12	37	43.53%	54.41%	66.07%
#50		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#51		81	0	0	81	22	3	0	56	13	10	3	43	57.33%	76.79%	81.13%
#52		8	0	0	8	1	5	0	2	0	0	0	2	66.67%	100.00%	100.00%
#53		0	1	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#54		361	0	0	361	57	40	1	263	68	62	6	195	62.10%	74.14%	75.88%
#55		25	0	0	25	10	0	0	15	6	6	0	9	36.00%	60.00%	60.00%
#56		226	0	0	226	37	13	6	170	51	44	7	119	59.50%	70.00%	73.01%
#57		38	0	0	38	10	25	0	3	2	1	1	1	8.33%	33.33%	50.00%
#58		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#59		2912	0	0	2912	537	233	18	2124	660	594	66	1464	56.42%	68.93%	71.14%
#60		10	0	0	10	5	1	0	4	2	2	0	2	22.22%	50.00%	50.00%
#61		0	0	20	20	6	6	1	7	1	1	0	6	46.15%	85.71%	85.71%
#62		13	0	0	13	4	0	0	9	3	3	0	6	46.15%	66.67%	66.67%
#63		6	0	0	6	2	1	0	3	1	1	0	2	40.00%	66.67%	66.67%
#64		42	0	0	42	3	2	1	36	9	9	0	27	69.23%	75.00%	75.00%
#65		7	0	0	7	2	1	0	4	2	2	0	2	33.33%	50.00%	50.00%
#66		0	0	99	99	6	52	1	40	19	18	1	21	46.67%	52.50%	53.85%
#67		30	0	0	30	6	1	0	23	10	7	3	13	50.00%	56.52%	65.00%
#68		30	0	0	30	5	3	0	22	6	4	2	16	64.00%	72.73%	80.00%
#69		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#70		21	0	0	21	7	4	0	10	6	6	0	4	23.53%	40.00%	40.00%
#71		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#72		0	0	35	35	1	10	1	23	19	17	2	4	16.16%	17.39%	19.05%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
		Mechanized Interface Used				LESOG										
						Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#73		0	0	19	19	13	1	0	5	4	2	2	1	6.25%	20.00%	33.33%
#74		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#75		50	0	0	50	6	2	1	41	14	9	5	27	64.29%	65.85%	75.00%
#76		8	0	0	8	0	0	0	8	6	5	1	2	28.57%	25.00%	28.57%
#77		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#78		7	0	0	7	2	0	0	5	0	0	0	5	71.43%	100.00%	100.00%
#79		35	0	0	35	8	2	1	24	7	4	3	17	58.62%	70.83%	80.95%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		0	0	90	90	56	9	0	25	6	2	4	19	24.68%	78.00%	90.48%
#82		54	0	0	54	16	3	0	35	9	7	2	26	53.06%	74.29%	78.79%
#83		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#84		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#85		31	0	0	31	10	3	0	18	5	4	1	13	48.15%	72.22%	76.47%
#86		7	0	0	7	3	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#87		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
#88		14	0	0	14	12	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#89		0	0	12	12	1	1	3	7	7	2	5	0	0.00%	0.00%	0.00%
#90		1173	0	0	1173	440	84	55	594	319	288	33	275	27.47%	46.30%	49.02%
#91		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#92		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#94		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#95		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#96		25	0	0	25	5	0	1	19	4	3	1	15	65.22%	78.95%	83.33%
#97		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%
#98		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#100		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#101		0	0	6	6	4	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#102		109	0	0	109	24	16	0	69	19	13	6	50	57.47%	72.46%	79.37%
#103		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#104		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#105		8	0	0	8	0	7	0	1	1	1	0	0	0.00%	0.00%	0.00%
#106		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#108		9	0	0	9	0	5	0	4	4	4	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#109		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#110		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#112		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#113		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#114		30	0	0	30	2	0	0	28	28	15	13	0	0.00%	0.00%	0.00%
#115		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#116		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#117		14	0	0	14	0	5	0	9	0	0	0	9	100.00%	100.00%	100.00%
#118		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#119		18	0	0	18	11	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#120		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#121		18	0	0	18	10	5	0	3	3	3	0	0	0.00%	0.00%	0.00%
#122		29	0	0	29	18	3	2	6	4	4	0	2	8.33%	33.33%	33.33%
#123		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#124		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#125		6	0	0	6	1	0	0	5	5	3	2	0	0.00%	0.00%	0.00%
#126		196	0	0	196	52	20	2	122	46	38	8	78	45.76%	62.30%	66.67%
#127		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#128		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#129		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#130		9	0	0	9	2	0	0	7	0	0	0	7	77.78%	100.00%	100.00%
#131		7	0	0	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#133		12	0	0	12	0	0	0	12	12	9	3	0	0.00%	0.00%	0.00%
#134		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#135		3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
#136		0	830	0	830	428	80	50	292	115	78	37	177	25.92%	60.62%	69.41%
#137		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#138		104	0	0	104	22	18	2	62	35	32	3	27	33.33%	43.55%	45.76%
#139		13	0	0	13	2	2	0	9	5	4	1	4	40.00%	44.44%	50.00%
#140		77	0	0	77	10	12	0	55	35	30	5	20	33.33%	36.36%	40.00%
#141		7	0	0	7	3	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#142		0	0	122	122	45	13	3	61	32	29	3	29	28.16%	47.54%	50.00%
#143		8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75.00%	75.00%
#144		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#145		101	0	0	101	10	17	0	74	27	24	3	47	58.02%	63.51%	66.20%
#146		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#147		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		86	0	0	86	16	11	0	59	22	13	9	37	56.06%	62.71%	74.00%
#149		11	0	0	11	1	6	0	4	4	4	0	0	0.00%	0.00%	0.00%
#150		9	0	0	9	3	3	0	3	1	1	0	2	33.33%	66.67%	66.67%
#151		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#152		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#153		10	0	0	10	0	0	0	10	8	5	3	2	28.57%	20.00%	28.57%
#154		1453	0	0	1453	420	164	15	854	372	318	54	482	39.51%	56.44%	60.25%
#155		5	0	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#156		3	0	0	3	1	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#157		20	0	0	20	2	7	0	11	4	4	0	7	53.85%	63.64%	63.64%
#158		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#159		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#160		0	7	0	7	4	1	2	0	0	0	0	0	0.00%	0.00%	0.00%
#161		86	0	0	86	20	13	1	52	25	22	3	27	39.13%	51.92%	55.10%
#162		19	0	0	19	4	7	0	8	3	3	0	5	41.67%	62.50%	62.50%
#163		7	0	0	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
#164		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
#165		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#166		25	0	0	25	9	0	0	16	5	5	0	11	44.00%	68.75%	68.75%
#167		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#168		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#169		82	0	0	82	19	8	0	55	24	20	4	31	44.29%	56.36%	60.78%
#170		5	0	0	5	1	0	0	4	4	4	0	0	0.00%	0.00%	0.00%
#171		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#172		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#173		165	0	0	165	16	16	4	129	48	42	6	81	58.27%	62.79%	65.85%
#174		13	0	0	13	0	1	2	10	4	4	0	6	60.00%	60.00%	60.00%
#175		136	0	0	136	32	11	0	93	29	20	9	64	55.17%	68.82%	78.19%
#176		96	0	0	96	27	5	3	61	29	27	2	32	37.21%	52.46%	54.24%
#177		110	0	0	110	18	10	3	79	31	20	11	48	55.81%	60.76%	70.59%
#178		113	0	0	113	9	3	0	101	26	25	1	75	68.81%	74.26%	75.00%
#179		59	0	0	59	3	5	3	48	17	13	4	31	65.96%	64.58%	70.45%
#180		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#181		45	0	0	45	9	6	0	30	14	8	6	16	48.48%	53.33%	66.67%
#182		96	0	0	96	7	14	3	72	34	28	6	38	52.05%	52.78%	57.56%
#183		277	0	0	277	109	22	3	143	51	39	12	92	38.33%	64.34%	70.23%
#184		647	0	0	647	102	104	10	431	172	154	18	259	50.29%	80.09%	82.71%
#185		10	0	0	10	3	2	0	5	4	4	0	1	12.50%	20.00%	20.00%
#186		17	0	0	17	2	5	1	9	7	5	2	2	22.22%	22.22%	28.57%
#187		336	0	0	336	115	25	7	189	101	82	19	88	30.66%	46.56%	51.76%
#188		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#189		15	0	0	15	3	0	0	12	4	4	0	8	53.33%	66.67%	66.67%
#190		4	0	0	4	2	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#191		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#192		57	0	0	57	5	13	1	38	12	12	0	26	60.47%	68.42%	68.42%
#193		156	0	0	156	37	9	0	110	31	30	1	79	54.11%	71.82%	72.48%
#194		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#195		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#196		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#197		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
LENS Subtotal		12789	0	0	12789	2864	1361	167	8377	3236	2761	475	5141	47.66%	61.37%	65.06%
EDI Subtotal		0	841	0	841	432	81	52	296	116	78	37	180	28.05%	60.81%	69.50%
TAG Subtotal		0	0	799	799	288	155	15	341	179	129	50	162	27.98%	47.51%	55.67%
TOTAL INTERFACES		12789	841	799	14429	3604	1677	234	9014	3531	2968	562	5483	46.46%	60.63%	64.87%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
		LESOG														
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		172	0	0	172	10	26	1	135	24	23	1	111	77.06%	82.22%	82.84%
#2		2687	0	0	2687	143	316	21	2207	404	328	76	1803	79.20%	81.69%	84.61%
#3		18	0	0	18	0	4	0	14	0	0	0	14	100.00%	100.00%	100.00%
#4		13	0	0	13	2	0	0	11	1	1	0	10	76.92%	90.91%	90.91%
#5		179	0	0	179	21	17	2	139	17	15	2	122	77.22%	87.77%	89.05%
#6		0	0	27	27	18	4	0	5	5	5	0	0	0.00%	0.00%	0.00%
#7		0	375	0	375	264	63	20	28	15	10	5	13	4.53%	46.43%	56.52%
#8		8	0	0	8	0	0	4	4	3	1	2	1	50.00%	25.00%	50.00%
#9		0	129	0	129	40	27	13	49	19	6	13	30	39.47%	61.22%	83.33%
#10		0	108	0	108	27	21	20	38	22	9	13	16	30.77%	42.11%	64.00%
#11		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#12		19	0	0	19	3	8	1	7	4	4	0	3	30.00%	42.86%	42.86%
#13		0	84	0	84	23	20	22	19	19	14	5	0	0.00%	0.00%	0.00%
#14		0	0	39	39	8	28	0	3	3	1	2	0	0.00%	0.00%	0.00%
#15		102	0	0	102	49	43	1	9	9	7	2	0	0.00%	0.00%	0.00%
#16		0	0	19072	19072	2970	4151	118	11833	2589	1899	690	9244	65.50%	78.12%	82.96%
#17		4443	0	0	4443	351	327	13	3752	520	426	94	3232	80.82%	86.14%	88.35%
#18		0	379	0	379	355	10	2	12	11	11	0	1	0.27%	8.33%	8.33%
#19		3	0	0	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
#20		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#21		0	164	0	164	132	16	12	4	1	0	1	3	2.22%	75.00%	100.00%
#22		152	0	0	152	62	10	18	62	46	36	10	16	14.04%	25.81%	30.77%
#23		0	0	22	22	0	17	2	3	3	2	1	0	0.00%	0.00%	0.00%
#24		35	0	0	35	0	15	3	17	13	8	5	4	33.33%	23.53%	33.33%
#25		11	0	0	11	1	6	1	3	3	3	0	0	0.00%	0.00%	0.00%
#26		21	0	0	21	0	9	7	5	4	3	1	1	25.00%	20.00%	25.00%
#27		20	0	0	20	4	8	2	6	6	6	0	0	0.00%	0.00%	0.00%
#28		86	0	0	86	35	16	0	33	27	20	7	6	9.84%	16.16%	23.08%
#29		0	2	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#30		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#32		1350	0	0	1350	201	149	0	1000	199	151	48	801	69.47%	80.10%	84.14%
#33		412	0	0	412	76	46	1	289	46	38	8	243	68.07%	84.06%	86.48%
#34		96	0	0	96	5	21	0	70	41	24	17	29	50.00%	41.43%	54.72%
#35		110	0	0	110	10	41	0	59	31	18	13	28	50.00%	47.46%	60.87%
#36		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#37		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#38		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#39		0	0	130	130	23	53	1	53	15	10	5	38	53.52%	71.70%	78.17%
#40		3	0	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
#41		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#42		0	0	6	6	2	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#43		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%
#44		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%
#45		0	0	6	6	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#46		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#47		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#48		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#49		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#50		1293	0	0	1293	101	234	23	935	284	204	80	651	68.10%	69.63%	78.14%
#51		18	0	0	18	3	7	0	8	6	6	0	0	0.00%	0.00%	0.00%
#52		0	0	7	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#53		38	0	0	38	13	4	1	20	5	4	1	15	46.88%	75.00%	78.95%
#54		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#55		67	0	0	67	7	17	1	42	21	19	2	21	44.68%	50.00%	52.50%
#56		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#57		0	0	40	40	9	7	0	24	10	4	6	14	51.85%	58.33%	77.78%
#58		8695	0	0	8695	1488	670	158	6379	1728	1496	232	4851	60.92%	72.91%	75.66%
#59		11	0	0	11	1	5	0	5	3	3	0	2	33.33%	40.00%	40.00%
#60		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#61		0	0	15	15	15	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#62		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#63		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#64		15	0	0	15	0	6	1	6	2	2	0	6	75.00%	75.00%	75.00%
#65		255	0	0	255	39	13	1	202	34	31	3	166	70.59%	83.17%	84.42%
#66		45	0	0	45	0	9	0	36	2	1	1	34	97.14%	94.44%	97.14%
#67		84	0	0	84	7	15	0	62	5	4	1	57	83.82%	91.94%	93.44%
#68		47	0	0	47	2	10	0	35	6	5	1	29	80.56%	82.86%	85.29%
#69		213	0	0	213	27	54	0	132	21	17	4	111	71.61%	84.09%	86.72%
#70		0	0	1028	1028	223	4	15	786	155	131	24	631	84.06%	80.28%	82.81%
#71		305	0	0	305	41	50	1	213	57	41	16	156	65.55%	73.24%	79.19%
#72		6	0	0	6	2	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#73		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#74		35	0	0	35	0	3	1	31	4	1	3	27	96.43%	87.10%	96.43%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#75		36	0	0	36	3	5	1	27	5	2	3	22	81.48%	81.48%	91.67%
#76		986	0	0	986	80	117	4	785	87	81	6	698	81.26%	88.92%	89.80%
#77		157	0	0	157	42	21	1	93	25	23	2	66	51.13%	73.12%	74.73%
#78		0	108	0	108	43	37	7	21	20	2	18	1	2.17%	4.76%	33.33%
#79		0	1037	0	1037	466	109	45	417	53	17	36	364	42.98%	87.29%	95.54%
#80		1806	0	0	1806	187	56	9	1574	443	341	102	1131	69.01%	71.86%	78.83%
#81		0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%
#82		0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#83		4	0	0	4	0	0	0	4	2	1	1	2	66.67%	50.00%	66.67%
#84		13	0	0	13	0	0	1	12	6	3	6	3	50.00%	25.00%	50.00%
#85		0	0	123	123	41	4	0	78	21	20	1	57	46.31%	73.08%	74.03%
#86		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#87		0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#88		489	0	0	489	58	22	2	407	109	105	4	296	64.64%	73.22%	73.95%
#89		18	0	0	18	1	8	0	9	7	6	1	2	22.22%	22.22%	25.00%
#90		165	0	0	165	22	24	2	117	31	28	3	66	63.24%	73.50%	75.44%
#91		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#92		8	0	0	8	4	0	0	4	3	3	0	1	12.50%	25.00%	25.00%
#93		25	0	0	25	0	13	0	12	12	12	0	0	0.00%	0.00%	0.00%
#94		0	214	0	214	106	53	20	33	26	17	9	7	5.30%	21.21%	29.17%
#95		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#96		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#97		0	0	3	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#98		0	0	59	59	1	29	0	29	29	29	0	0	0.00%	0.00%	0.00%
#99		0	0	179	179	26	61	2	90	39	27	12	51	49.04%	58.67%	65.38%
#100		0	0	14	14	1	6	0	7	7	7	0	0	0.00%	0.00%	0.00%
#101		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#102		0	0	469	469	92	143	0	234	76	48	28	158	53.02%	67.52%	76.70%
#103		0	0	20	20	8	4	0	8	7	5	2	1	7.14%	12.50%	16.67%
#104		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#105		2	0	0	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#106		0	1406	0	1406	111	41	2	1252	149	127	22	1103	82.25%	88.10%	89.67%
#107		0	0	19	19	3	6	0	10	1	0	1	9	75.00%	90.00%	100.00%
#108		2	0	0	2	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#110		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#111		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#112		0	198	0	198	141	22	18	17	11	10	1	6	3.62%	36.29%	37.50%
#113		0	210	0	210	167	24	11	8	5	2	3	3	1.74%	37.50%	60.00%
#114		0	401	0	401	300	59	18	24	18	12	6	6	1.69%	25.00%	33.33%
#115		52	0	0	52	0	0	2	50	36	0	36	14	100.00%	28.00%	100.00%
#116		73	0	0	73	11	1	13	48	25	20	5	23	42.59%	47.92%	53.49%
#117		248	0	0	248	33	21	0	194	36	35	1	158	69.91%	81.44%	81.87%
#118		159	0	0	159	23	14	0	122	41	36	5	81	57.86%	66.39%	69.23%
#119		5	0	0	5	0	2	0	3	2	2	0	1	33.33%	33.33%	33.33%
#120		0	0	65	65	17	11	0	37	9	7	2	28	53.85%	75.68%	80.00%
#121		0	0	40	40	5	6	0	29	6	6	0	23	67.65%	79.31%	79.31%
#122		0	0	24	24	7	4	0	13	10	6	4	3	18.75%	23.08%	33.33%
#123		0	0	60	60	13	5	0	42	22	18	4	20	39.22%	47.62%	52.63%
#124		487	0	0	487	72	38	4	373	113	91	22	260	61.47%	69.71%	74.07%
#125		199	0	0	199	36	18	3	144	42	30	12	102	60.71%	70.83%	77.27%
#126		226	0	0	226	32	30	3	161	85	67	18	76	43.43%	47.20%	53.15%
#127		808	0	0	808	137	52	8	611	185	170	15	426	58.12%	69.72%	71.48%
#128		48	0	0	48	13	22	2	11	11	10	1	0	0.00%	0.00%	0.00%
LENS Subtotal		27319	0	0	27319	3443	2837	318	20721	4907	4025	882	15814	67.92%	76.32%	79.71%
EDI Subtotal		0	4821	0	4821	2181	503	210	1927	372	238	134	1555	39.13%	80.70%	86.73%
TAG Subtotal		0	0	21548	21548	3517	4549	140	13342	3058	2269	789	10284	64.00%	77.08%	81.92%
TOTAL INTERFACES		27319	4821	21548	53688	9141	7889	668	35990	8337	6532	1805	27653	63.83%	76.84%	80.89%

Timmons, King C (K.C.), NCAM

From: Porter, Phillip [Phillip.Porter@bellsouth.com]
Sent: Tuesday, February 27, 2001 1:33 PM
To: Timmons, King C (K.C.), NCAM
Cc: Jamerson, Joy; Gardner, Deborah L; Sherwood, Suzy
Subject: Flow Thru Keys for January 2001 and Response to Feedback Requests

2-27-01

K.C.

The following Keys are for the January 2001 Flow Thru reports in PMAP. I have been holding your keys until the LNP Flow Thru reports was posted. It was posted on 2-23-01.

LNP (& LNP Fatal Rejects)

#2	7421
#17	7125

Aggregate

#8	7680
#9	7421
#22	7125

Residence

#216	7421
#217	7680

Business

#160	7421
#22	7125
#23	7125
#24	7125

UNE

#18	7125
#19	8392
#105	7421
#106	7680
#107	7680
#108	7680

Fatal Rejects

#44	7125
#209	7421
#210	7680

Also, you requested in a feedback request dated February to repost the January LSR Detail report. I have taken care to have this done, and you can
now repull this report from the Miscellaneous folder in PMAP.

If you need additional information please call me.

Thanks,

Phil Porter
Manager - Performance Measures
BellSouth
404-927-2182

Southern Region
KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

June 28, 2001

Jan Flint
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Jan:

I have received, via fax, your letter of June 21 which you indicate responds to a series of letters from AT&T to you dated April 4, 6, 20 and 27, 2001. The purpose of this letter is to address inadequacies in your response that don't fully address the questions asked in AT&T's original letters.

The second paragraph of your letter addresses portions of my April 4 letter that questioned the validity of several sets of BellSouth data (not only the flow through data as your letter indicates). Your response states, "BellSouth made several changes to improve the quality of its Flow-Through data for reporting purposes" effective May 7. You also attach a carrier notification that provides some information on the changes, but it is unclear how those changes impact the discrepancies I described in my April 4 letter. Further, my letter was based on January data, and so I used data generated by BellSouth before BellSouth "improved the quality" of the Flow Through data. I have conducted another analysis of the April data and found the same flaws. That data analysis is attached. When it becomes available, I will review the May data to see if BellSouth changes corrected the LNP related problems I cited in my April 4 letter. Until that time, AT&T's concerns with the data reported by BellSouth remain. Additionally, the carrier notification only addressed LNP flow-through data. Your letter provided no explanation of the differences I cited on non-flow-through data.

Paragraph three of your letter addresses the missing Local Number Portability (LNP) ordering data for Operating Company Number (OCN) 7125 that I raised in my April 6 letter. I agree that AT&T has now started receiving reports for that OCN, but issues about the accuracy of that data remain, given the lack of underlying raw data and my concerns stated in paragraph two above. Additionally, you did not address concerns in my letter around the ability for AT&T to receive any remedy payments it might be due. On January 12, 2001, the Georgia Public Service Commission, in Docket 7892-U ordered that BellSouth put in place a remedy plan 45 days from the Commission's Order. This remedy plan includes rejection and FOC timeliness. Given the apparent instability of the systems BellSouth uses to report AT&T's performance, please describe the steps to be taken by BellSouth to retain historical LNP data.

The fourth paragraph of your letter responds to some of the issues I raised in the April 20 letter about improper exclusions to your Firm Order Confirmation (FOC) and Reject Interval measures. As you note in your letter, Denise Berger also communicated with William Stacy regarding this issue and received a written response from Mr. Bennett Ross, a BellSouth attorney. AT&T will respond separately to Mr. Ross's letter.

The fifth and final paragraph of your letter deals with AT&T's April 27 letter that you state, "points out a lack of completion notices for partially mechanized orders." Your response indicates that "full implementation of this measure, containing the three mechanization categories will be available on BellSouth's PMAP web-site on June 21, 2001 for May performance data." Again, AT&T will review the validated PMAP data, once it is available to ensure our concerns were addressed.

Once again, AT&T is requesting a meeting with BellSouth in order to discuss in more detail these potential data integrity issues. Please let me know you availability as soon as possible. I can be contacted at 404-810-3914.

Sincerely,

KC Timmons

Copy to: Denise Berger

Attachment

Potential Discrepancies Among BellSouth's Performance Reports – April 2001

Data Area (Paired areas should match)	UNE-P (7680)	UNE-P (8392)	7421 – LNP	7421 – Non LNP	7125 – LNP	7125 – Non LNP	B'band GA (7170)	B'band GA - LNP (7170)
# LSRs submitted --% reject--mechanized	*28*	354	91	163	3086	76	3261	2878
# LSRs submitted Flow-through report	*28*	354	91	167	3086	460	3261	2878
# Fully mechanized rejections	2	72	0	24	97	28	369	26
# Auto clarifications – Flow-through report	2	108	0	28	257	28	369	25
# Partially Mechanized rejections	0	89	30	15	842	12	112	137
# CLEC caused fall-out-Flow-through report	0	29	1	5	235	17	84	61
# Fully Mechanized FOCs	*26*	119	1	92	557	23	2375	2478
# Issued Service Orders-Flow-through report.	*26*	114	0	91	742	21	2367	2233
# completed orders from LNP Missed Appointments metric	N/A	N/A	64	N/A	3881	N/A	N/A	5421
# completed orders from LNP Disconnect metric	N/A	N/A	107	N/A	3135	N/A	N/A	0
# completed orders from Missed Appointments metric	0	247	64	105	3881	1288	N/A	5421
# completed orders from Average Completion Notice Interval raw data files	0	113	0	42	0	5	N/A	0
# completed orders from Missed Appointments metric – UNE w/LNP	N/A	N/A	N/A	N/A	709	N/A	N/A	N/A
# completed orders from Hot Cut Timeliness Metric raw data	N/A	N/A	N/A	N/A	663	N/A	N/A	N/A

Reject Interval Raw Data
April 2001
OCN 7125

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	S_RQ_STAT	TD_STATUS_UPDATE
728804		7125	ZXNSHP0100489A	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 11:41
835467		7125	ZXNSHP0100489A	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 8:51
816539		7125	ZXRLGP0100278	2	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 11:50
798627		7125	ZXNSHP0100489A	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/17/2001 9:51
705161		7125	ZXNSHP0100671	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/25/2001 6:07
695658		7125	ZXRLGP0100278	3	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:01
628567		7125	ZXNSHP0100489A	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 10:15
596525		7125	ZXRLGP0100278	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/13/2001 6:03
592934		7125	ZXKNXP0100206	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/18/2001 6.03
806847		7125	ZXNSHP0100639	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/21/2001 6:04
628711		7125	ZXCHNP0100622	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 10:32
627651		7125	ZXCHNP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/18/2001 9:50
620501		7125	ZXNSHP0100489A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/11/2001 14:14
619995		7125	ZXCHAP0100652	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/21/2001 6:01
605688		7125	ZXKNXP0100160	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 13:55
591988		7125	ZXKNXP0100160	6	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 15:07
786708		7125	ZXCHNP0100622	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 15:07
701709		7125	ZXCHNP0100622	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:04
673570		7125	ZXORLP0100609	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:01
636566		7125	ZXCHAY9901035Z	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/9/2001 15:17
826569		7125	ZXKNXP0100218	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/26/2001 6:03
647674		7125	ZXCHNP0100423Z	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/4/2001 10:51
604280		7125	ZXCHAY0100187	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/20/2001 14:07
588468		7125	ZXORLP0100539	3	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/16/2001 9:08
805090		7125	ZXORLP0100539	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/13/2001 13:52
797690		7125	ZXORLP0100539	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/10/2001 21:06
719205		7125	ZXATLY0102429	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/25/2001 11:07
651643		7125	078031FPRH000011	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	AUTO CLAR	4/5/2001 10:49
974547	4594478	7125	MIAP0101961D	1	FL	C	NP	Non_Mechanized	C	INCLR	4/4/2001 13:17
970533	4590030	7125	XXXXXXXXXXD		FL	C	NP	Non_Mechanized	C	INCLR	4/4/2001 8:30
1031250	4650009	7125	MIAP041801SX	1	FL	C	NP	Non_Mechanized	D	INCLR	4/21/2001 9.24
989014	4606030	7125	NSHP0100584D	2	TN	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:00
971627	4583535	7125	NSHP0100518D	1	TN	C	NP	Non_Mechanized	D	INCLR	4/2/2001 15:17
1032727	4657375	7125	MIAP0102762D	1	FL	C	NP	Non_Mechanized	D	INCLR	4/24/2001 11:46
996109	4614255	7125	CHNP030901D	2	TN	C	NP	Non_Mechanized	D	INCLR	4/12/2001 15:24
995491	4606017	7125	MIAP0102346D	3	FL	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:18
990400	4606025	7125	NSHP0100574D	1	TN	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:12
985882	4601931	7125	MIAP0102291D	1	FL	C	NP	Non_Mechanized	D	INCLR	4/6/2001 14:49
1073394	4646282	7125	2054020090DEL	1	AL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/19/2001 16:09
1056322	4678111	7125	4047673206PL2		FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/30/2001 9:03
1033122	4651648	7125	9544679865FAX	1	FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/23/2001 14:46
1021407	4635486	7125	4237565757DEL		TN	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/18/2001 11:51
981653	4595056	7125	9543241236DEL	0	FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/5/2001 11:06
1072597	4623556	7125	6152445900NEW	1	TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 14:49
1062944	4684786	7125	9548386000PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/30/2001 16:04

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Reject Interval Raw Data
April 2001
OCN 7125

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	S_RQ_STAT	TD_STATUS_UPDATE
1058069	4684778	7125	8654834326PL	1	TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/30/2001 17:17
1050965	4672163	7125	4075622000PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/27/2001 9:42
1046292	4665547	7125	3054633000PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/26/2001 16:16
1044097	4666575	7125	7704978800PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/26/2001 17:01
1035364	4660465	7125	5612261309PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/24/2001 17:13
1033946	4651668	7125	9545231913NEW		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/23/2001 15:07
1028907	4649830	7125	7704279326PL2	0	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/21/2001 9:36
1023525	4637520	7125	2054212550PL2	0	AL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/18/2001 15:48
1019614	4635952	7125	5618208736PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/18/2001 12:34
1019587	4642239	7125	4237565757NEW		TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/19/2001 12:36
1004623	4624576	7125	7042485000PL		NC	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 15:13
1003982	4622809	7125	4079999812PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 16:51
995517	4615498	7125	4078414581PL	3	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/11/2001 9:00
977890	4590930	7125	8658242848PL		TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/4/2001 13:45
976632	4592058	7125	7704279326PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/4/2001 14:19
1060421	4678349	7125	4237565034PL3	1	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/30/2001 11:11
1046258	4665663	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/26/2001 10:40
1030314	4651393	7125	6153270603CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/21/2001 9:07
1029904	4650496	7125	4237565757CHG	2	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/21/2001 9:18
1015747	4631879	7125	7705640492BKS	1	GA	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/17/2001 13:28
839291		7125	ZXCHAP0100574	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/30/2001 7:38
823001		7125	ZXCHNP0100695	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/26/2001 5:41
628864		7125	ZXKNXP0100160	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/19/2001 11:32
605547		7125	ZXMIAY0103625A	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/19/2001 12:20
600474		7125	ZXMIAY0103625B	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/18/2001 13:56
666870		7125	ZXCHNP0100695	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/25/2001 8:30
797515		7125	ZXCHAP0100622	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/19/2001 11:46
653842		7125	ZXCHNP0100423Z	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/5/2001 15:27
633194		7125	ZXCHAP0100622	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/19/2001 15:15
620258		7125	ZXCHAP0100622	3	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/23/2001 16:16
592217		7125	078031FPRH000011	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	V	CLAR RETURN	4/11/2001 12:32
41298		7125	4072486424CHG	0	FL	J	Other (Ordering)	Partially_Mechanized	R	CLAR RETURN	4/23/2001 10:15

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RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
985170	4605709	7125	7705763900CHG	0	GA	J	Other (Ordering)	Non_Mechanized	R	4/6/2001 14:12	
989120	4605167	7125	9543314600CHG		FL	J	Other (Ordering)	Non_Mechanized	R	4/6/2001 13:22	
1015747	4631879	7125	7705640492BKS	1	GA	J	Other (Ordering)	Non_Mechanized	R	4/16/2001 15:58	
1056470	4676418	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 11:36	
1060421	4678349	7125	4237565034PL3	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 16:58	
1062399	4678047	7125	2053224122PL3	0	AL	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 15:42	
1046258	4665663	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	4/25/2001 11:58	
1027915	4649807	7125	6153270606CHG	0	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 11:24	
1029904	4650496	7125	4237565757CHG	2	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 13:45	
997779	4610218	7125	7709395369BKS		GA	J	Other (Ordering)	Non_Mechanized	R	4/9/2001 13:16	
1030314	4651393	7125	6153270603CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 15:31	
1065222	4686015	7125	3054633000CHG		FL	J	Other (Ordering)	Non_Mechanized	R	4/30/2001 14:20	
1058080	4678359	7125	4237565757CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 17:15	
839291		7125	ZXCHAP0100574	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/27/2001 17:25	EDI
823001		7125	ZXCHNP0100695	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/25/2001 9:50	EDI
696472		7125	ZXKNXP0100226	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/26/2001 23:05	EDI
666870		7125	ZXCHNP0100695	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/24/2001 13:41	EDI
649080		7125	ZXMIAY0103625A	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/23/2001 10:15	EDI
628864		7125	ZXKNXP0100160	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/18/2001 14:48	EDI
605547		7125	ZXMIAY0103625A	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/19/2001 7:40	EDI
600474		7125	ZXMIAY0103625B	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/17/2001 15:15	EDI
822384		7125	ZXORLY0100996	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 10:15	EDI
797515		7125	ZXCHAP0100622	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/18/2001 21:45	EDI
781890		7125	ZXNSHP0100640	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/30/2001 11:40	EDI
724754		7125	ZXATLY0102429	2	GA	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/25/2001 13:50	EDI
669086		7125	ZXNSHP0100640	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 16:30	EDI
653842		7125	ZXCHNP0100423Z	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/5/2001 11:40	EDI
646577		7125	ZXGNBP0100279	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/20/2001 14:41	EDI
633194		7125	ZXCHAP0100622	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/19/2001 14:40	EDI
630665		7125	ZXCHAP0100622	4	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/24/2001 11:15	EDI
620258		7125	ZXCHAP0100622	3	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 9:15	EDI
520962		7125	ZXCHNP0100423Z	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/10/2001 8:06	EDI
592217		7125	078031FPRH000011	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	V	4/11/2001 11:09	TAG
41298		7125	4072486424CHG	0	FL	J	Other (Ordering)	Partially_Mechanized	R	4/20/2001 10:58	WEB

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RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC		MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
976979	4592046	7125	CHNP0100566D3		TN	C	NP		Non_Mechanized	D	4/3/2001 15:59	
977098	4592055	7125	CHNP0100566D6		TN	C	NP		Non_Mechanized	D	4/3/2001 16:06	
977595	4592057	7125	CHNP0100566D5		TN	C	NP		Non_Mechanized	D	4/3/2001 16:06	
1043438	4668555	7125	CHNPALPHA2		TN	C	NP		Non_Mechanized	D	4/26/2001 8:45	
1066390	4688538	7125	CHNP0100722D2		TN	C	NP		Non_Mechanized	D	4/30/2001 15:54	
1071429	4591404	7125	BIRP0100250D		AL	C	NP		Non_Mechanized	D	4/3/2001 16:32	
1071529	4595019	7125	CHNP0100562D		TN	C	NP		Non_Mechanized	D	4/4/2001 11:03	
977893	4590948	7125	CHNP0100566D4		TN	C	NP		Non_Mechanized	D	4/2/2001 16:20	
982390	4592053	7125	CHNP0100566D7		TN	C	NP		Non_Mechanized	D	4/3/2001 16:06	
1074261	4668585	7125	CHNP0100711D		TN	C	NP		Non_Mechanized	D	4/26/2001 8:45	
1050937	4672329	7125	ATLP0101086A	1	GA	C	NP		Non_Mechanized	P	4/26/2001 15:41	
1050905	4668607	7125	MIAP0102710D		FL	C	NP		Non_Mechanized		4/26/2001 8:34	
1023511	4634211	7125	9043504725	B	FL	D	Other	(Ordering)	Non_Mechanized	N	4/16/2001 14:49	
1032803	4649813	7125	3363704585PL	0	NC	J	Other	(Ordering)	Non_Mechanized	D	4/20/2001 11:39	
1033122	4651648	7125	9544679865FAX	1	FL	J	Other	(Ordering)	Non_Mechanized	D	4/20/2001 15:59	
1035858	4657063	7125	4078515519PL		FL	J	Other	(Ordering)	Non_Mechanized	D	4/23/2001 15:39	
1037912	4662340	7125	8655462149PL		TN	J	Other	(Ordering)	Non_Mechanized	D	4/24/2001 16:40	
992580	4610576	7125	4234859590PL	0	TN	J	Other	(Ordering)	Non_Mechanized	D	4/9/2001 15:56	
981653	4595056	7125	9543241236DEL	0	FL	J	Other	(Ordering)	Non_Mechanized	D	4/4/2001 11:32	
1067083	4684795	7125	4078515519PL		FL	J	Other	(Ordering)	Non_Mechanized	D	4/30/2001 11:14	
985194	4594552	7125	9543241237DEL	0	FL	J	Other	(Ordering)	Non_Mechanized	D	4/4/2001 11:32	
1073394	4646282	7125	2054020090DEL	1	AL	J	Other	(Ordering)	Non_Mechanized	D	4/19/2001 14:41	
1055101	4676923	7125	9547644070DEL		FL	J	Other	(Ordering)	Non_Mechanized	D	4/27/2001 12:25	
1056322	4678111	7125	4047673206PL2		FL	J	Other	(Ordering)	Non_Mechanized	D	4/27/2001 16:04	
1047217	4672538	7125	8653300289PL	0	TN	J	Other	(Ordering)	Non_Mechanized	D	4/26/2001 16:32	
1021407	4635486	7125	4237565757DEL		TN	J	Other	(Ordering)	Non_Mechanized	D	4/17/2001 13:21	
1021410	4635504	7125	4042377678DEL		GA	J	Other	(Ordering)	Non_Mechanized	D	4/17/2001 13:04	
1038735	4657362	7125	4072980088PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/23/2001 16:03	
1041028	4666005	7125	7703812022PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 12:36	
1043400	4667785	7125	3363704585PL2		NC	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 15:41	
1044097	4666575	7125	7704978800PL	1	GA	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 15:49	
1032283	4647528	7125	7704279326PL2		GA	J	Other	(Ordering)	Non_Mechanized	N	4/19/2001 16:59	
1033946	4651668	7125	9545231913NEW		FL	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 16:09	
1035364	4660465	7125	5612261309PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/24/2001 12:48	
1002295	4622417	7125	7704468700PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 12:02	
1003982	4622809	7125	4079999812PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 13:08	
1004623	4624576	7125	7042485000PL		NC	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 17:00	
1005735	4622834	7125	6155142222PL	0	TN	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 12:50	
1013758	4635922	7125	6153851631PL		TN	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 14:25	
1028479	4649449	7125	6155140255PL		TN	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 12:18	
1038536	4660474	7125	4238939292PL	4	TN	J	Other	(Ordering)	Non_Mechanized	N	4/24/2001 12:48	
1019587	4642239	7125	4237565757NEW		TN	J	Other	(Ordering)	Non_Mechanized	N	4/18/2001 17:09	
977890	4590930	7125	8658242848PL		TN	J	Other	(Ordering)	Non_Mechanized	N	4/2/2001 16:22	
1019614	4635952	7125	5618208736PL	1	FL	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 14:12	
1020519	4634283	7125	5616894401PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 11:06	

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RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC		MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
1020931	4634778	7125	7707767670PL	0	GA	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 12:58	
1071748	4591057	7125	8658242808PL	0	TN	J	Other	(Ordering)	Non_Mechanized	N	4/3/2001 16:10	
1072210	4610544	7125	3056544538PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/9/2001 15:41	
1072597	4623556	7125	6152445900NEW	1	TN	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 15:47	
995984	4609785	7125	9547644070PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/9/2001 13:06	
1017494	4631034	7125	4078414581PL	2	FL	J	Other	(Ordering)	Non_Mechanized	N	4/16/2001 12:43	
1017792	4637398	7125	4238939292PL	3	TN	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 16:01	
1073226	4645810	7125	6155147423PL	0	TN	J	Other	(Ordering)	Non_Mechanized	N	4/19/2001 12:19	
1073676	4649469	7125	6155140255PL		TN	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 12:12	
1073692	4655947	7125	5617475505PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/23/2001 14:39	
1050965	4672163	7125	4075622000PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/26/2001 14:13	
1056357	4677902	7125	7704978800PL	1	GA	J	Other	(Ordering)	Non_Mechanized	N	4/27/2001 15:30	
971251	4590908	7125	4403859976PL	0	GA	J	Other	(Ordering)	Non_Mechanized	N	4/3/2001 14:44	
972917	4590867	7125	7704279326PL	0	GA	J	Other	(Ordering)	Non_Mechanized	N	4/3/2001 14:26	
975567	4590900	7125	7047700090PL	0	NC	J	Other	(Ordering)	Non_Mechanized	N	4/3/2001 14:40	
976632	4592058	7125	7704279326PL	0	GA	J	Other	(Ordering)	Non_Mechanized	N	4/3/2001 17:14	
1045363	4666398	7125	7708100041PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 13:29	
1045869	4668369	7125	4049425600PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 16:48	
1046072	4672214	7125	3059132370PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/26/2001 15:55	
1061543	4688456	7125	4239541228CHG	0	TN	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 16:43	
1061586	4687020	7125	9547764340PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 14:50	
1046292	4665547	7125	3054633000PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/25/2001 13:20	
1046329	4671647	7125	4044605000PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/26/2001 14:34	
1047203	4672065	7125	3059134100PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/26/2001 15:31	
1023525	4637520	7125	2054212550PL2	0	AL	J	Other	(Ordering)	Non_Mechanized	N	4/17/2001 17:07	
1028481	4649437	7125	6155140255PL		TN	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 12:24	
1028907	4649830	7125	7704279326PL2	0	GA	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 11:44	
1029270	4651310	7125	9549228890PL3	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/20/2001 14:52	
995517	4615498	7125	4078414581PL	3	FL	J	Other	(Ordering)	Non_Mechanized	N	4/10/2001 16:29	
998055	4615504	7125	7043714622PL		NC	J	Other	(Ordering)	Non_Mechanized	N	4/10/2001 16:35	
998684	4609891	7125	3055992600PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/9/2001 12:44	
1000918	4622494	7125	4045771079PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/12/2001 11:48	
989665	4610567	7125	9547644070PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/9/2001 15:56	
1062944	4684786	7125	9548386000PL	1	FL	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1063315	4684801	7125	3056668545PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1065873	4687023	7125	9544890500PL	0	FL	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 14:50	
1048060	4662354	7125	4238939292PL	4	TN	J	Other	(Ordering)	Non_Mechanized	N	4/24/2001 16:51	
1050878	4677145	7125	5618445700PL		FL	J	Other	(Ordering)	Non_Mechanized	N	4/27/2001 13:33	
1056927	4676952	7125	7704934444PL		GA	J	Other	(Ordering)	Non_Mechanized	N	4/27/2001 12:25	
1058069	4684778	7125	8654834326PL	1	TN	J	Other	(Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1058944	4676888	7125	4238939292PL	4	TN	J	Other	(Ordering)	Non_Mechanized	N	4/27/2001 12:13	
1001317	4615528	7125	7043321000TE		NC	J	Other	(Ordering)	Non_Mechanized	R	4/10/2001 16:59	
1001428	4610881	7125	6152442230BKS		TN	J	Other	(Ordering)	Non_Mechanized	R	4/9/2001 16:36	
1033905	4657310	7125	4237585757CHG	1	TN	J	Other	(Ordering)	Non_Mechanized	R	4/23/2001 17:01	
1019604	4634612	7125	7043422220ADD		NC	J	Other	(Ordering)	Non_Mechanized	R	4/17/2001 12:10	

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OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
835467		7125	ZXNSHP0100489A	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 8:50	EDI
818376		7125	ZXCHNP0100698	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 13:50	EDI
816539		7125	ZXRLGP0100278	2	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 11:50	EDI
806847		7125	ZXNSHP0100639	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/20/2001 20:25	EDI
798627		7125	ZXNSHP0100489A	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/17/2001 9:50	EDI
792080		7125	ZXCHNP0100695	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/30/2001 9:55	EDI
786708		7125	ZXCHNP0100622	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 15:05	EDI
728804		7125	ZXNSHP0100489A	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 11:40	EDI
725322		7125	ZXATLY0102506	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/27/2001 14:15	EDI
705161		7125	ZXNSHP0100671	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 19:51	EDI
701709		7125	ZXCHNP0100622	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/25/2001 23:45	EDI
696643		7125	ZXNSHP0100671	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 12:40	EDI
696614		7125	ZXATLY0102503	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/27/2001 14:06	EDI
695658		7125	ZXRLGP0100278	3	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 0:07	EDI
683762		7125	ZXNSHP0100639	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 10:30	EDI
683606		7125	ZXATLY0102496	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 15:40	EDI
673570		7125	ZXORLP0100609	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/25/2001 22:45	EDI
671136		7125	ZXNSHP0100666	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 18:51	EDI
636566		7125	ZXCHAY9901035Z	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/9/2001 15:15	EDI
628711		7125	ZXCHNP0100622	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 10:30	EDI
628567		7125	ZXNSHP0100489A	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 10:15	EDI
627651		7125	ZXCHNP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 9:49	EDI
620501		7125	ZXNSHP0100489A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/11/2001 14:12	EDI
619995		7125	ZXCHAP0100652	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/20/2001 21:45	EDI
605688		7125	ZXKNXP0100160	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 13:55	EDI
600529		7125	ZXKNXP0100160	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/5/2001 21:30	EDI
596525		7125	ZXRLGP0100278	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/12/2001 21:45	EDI
592934		7125	ZXKNXP0100206	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/17/2001 19:30	EDI
591988		7125	ZXKNXP0100160	6	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 15:05	EDI
587403		7125	ZXCHAP0100574	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 14:48	EDI
501140		7125	ZXATLP0101560	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/5/2001 18:44	EDI
498312		7125	ZXNSHP0100489	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/3/2001 22:10	EDI
441253		7125	ZXNSHP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 18:41	EDI
140701		7125	ZXCHNP0100626	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/16/2001 10:11	EDI
117413		7125	ZXMIAY0103625B	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 7:40	EDI
79200		7125	ZXNSHP0100631	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 20:05	EDI
826569		7125	ZXKNXP0100218	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/26/2001 1:45	EDI
805090		7125	ZXORLP0100539	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/13/2001 13:50	EDI
797690		7125	ZXORLP0100539	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/10/2001 21:05	EDI
734455		7125	ZXNSHP0100632A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/26/2001 19:15	EDI
732531		7125	ZXATLP0101404A	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 22:45	EDI
719205		7125	ZXATLY0102429	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 11:05	EDI
705477		7125	ZXATLP0101066C	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/4/2001 17:15	EDI
697344		7125	ZXCHAY0100187	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 14:51	EDI
647674		7125	ZXCHNP0100423Z	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/4/2001 10:50	EDI

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OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
627971		7125	ZXCHNP0100423Z	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/5/2001 9:55	EDI
604280		7125	ZXCHAY0100187	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/20/2001 14:06	EDI
588468		7125	ZXORLP0100539	3	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/16/2001 9:06	EDI
128706		7125	ZXNSHP0100640	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/20/2001 20:45	EDI
43777		7125	ZXORLY0100996	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/20/2001 14:30	EDI
651643		7125	078031FPRH000011	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	4/5/2001 10:46	TAG
602713		7125	078031FPRH000011	1	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	4/5/2001 11:23	TAG
446812		7125	2053224100PL	0	AL	J	Other (Ordering)	Mechanized	R	4/20/2001 14:40	WEB
453256		7125	ATLY0101810	1	GA	M	Combos - Loop + Port (Ordering)	Mechanized	V	4/3/2001 18:31	WEB
492548		7125	ATLY0101929	0	GA	M	Combos - Loop + Port (Ordering)	Mechanized	V	4/5/2001 13:13	WEB
974547	4594478	7125	MIAP0101961D	1	FL	C	NP	Non_Mechanized	C	4/3/2001 15:30	
968197	4586297	7125	MIAP0101961D		FL	C	NP	Non_Mechanized	C	4/2/2001 16:34	
970533	4590030	7125	XXXXXXXXXXD		FL	C	NP	Non_Mechanized	C	4/3/2001 14:30	
1071933	4593958	7125	MIAP0101961D		FL	C	NP	Non_Mechanized	C	4/3/2001 14:30	
1044943	4668553	7125	CHNPALPHA1		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1046091	4668549	7125	CHNPALPHA		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1046220	4668588	7125	CHNP0100711D1		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1049344	4668603	7125	CHNP0100711D3		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
996109	4614255	7125	CHNP030901D	2	TN	C	NP	Non_Mechanized	D	4/10/2001 13:56	
997478	4614769	7125	MIAP0102346D	2	FL	C	NP	Non_Mechanized	D	4/10/2001 14:41	
1002063	4619600	7125	CHNP030901D		TN	C	NP	Non_Mechanized	D	4/11/2001 15:16	
985882	4601931	7125	MIAP0102291D	1	FL	C	NP	Non_Mechanized	D	4/5/2001 16:08	
1049423	4668581	7125	MIAP0102710D		FL	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1052453	4668593	7125	CHNP0100711D2		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1059771	4683637	7125	MIAP0102892D		FL	C	NP	Non_Mechanized	D	4/30/2001 8:34	
1062632	4688535	7125	CHNP0100723D1		TN	C	NP	Non_Mechanized	D	4/30/2001 15:40	
1062634	4688568	7125	CHNP0100723D2		TN	C	NP	Non_Mechanized	D	4/30/2001 15:40	
987301	4595038	7125	MIAP0102205D		FL	C	NP	Non_Mechanized	D	4/4/2001 12:20	
989014	4606030	7125	NSHP0100584D	2	TN	C	NP	Non_Mechanized	D	4/6/2001 14:52	
990400	4606025	7125	NSHP0100574D	1	TN	C	NP	Non_Mechanized	D	4/6/2001 14:52	
1031250	4650009	7125	MIAP041801SX	1	FL	C	NP	Non_Mechanized	D	4/20/2001 12:50	
1032727	4657375	7125	MIAP0102762D	1	FL	C	NP	Non_Mechanized	D	4/23/2001 16:40	
1033954	4656347	7125	MIAP0102709D		FL	C	NP	Non_Mechanized	D	4/23/2001 14:39	
991120	4601926	7125	BIRP0100286D		AL	C	NP	Non_Mechanized	D	4/5/2001 16:13	
1005094	4624986	7125	MIAP041001GD		FL	C	NP	Non_Mechanized	D	4/13/2001 8:56	
1006150	4623311	7125	NSHP0100609D		TN	C	NP	Non_Mechanized	D	4/12/2001 13:44	
991934	4606311	7125	MIAP0102342D		FL	C	NP	Non_Mechanized	D	4/6/2001 15:20	
995491	4606017	7125	MIAP0102346D	3	FL	C	NP	Non_Mechanized	D	4/6/2001 14:52	
971627	4583535	7125	NSHP0100518D	1	TN	C	NP	Non_Mechanized	D	4/2/2001 10:07	
971683	4584050	7125	CHNP0100545D	1	TN	C	NP	Non_Mechanized	D	4/2/2001 10:04	
972979	4591371	7125	CHNP0100562D		TN	C	NP	Non_Mechanized	D	4/3/2001 16:27	
973800	4592049	7125	CHNP0100566D2		TN	C	NP	Non_Mechanized	D	4/3/2001 15:59	
975411	4592051	7125	CHNP0100566D1		TN	C	NP	Non_Mechanized	D	4/3/2001 15:59	
975550	4594458	7125	MIAP0102171D		FL	C	NP	Non_Mechanized	D	4/4/2001 11:03	
975670	4594476	7125	MIAP0102168D		FL	C	NP	Non_Mechanized	D	4/4/2001 11:03	

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Norris,Sharon - LGA

Subject: FW: PMAP Repost Notices for May 2001 Data

-----Original Message-----
From: Sherwood, Suzy [mailto:Suzy.Sherwood@BellSouth.COM]
Sent: Thursday, July 05, 2001 2:31 PM
To: 'watsonc@prepaid-solutions.com'; 'mhoward@talk.com';
'beth.day@mail.sprint.com'; 'carrie.j.smith@xo.com';
'jfury@newsouth.com'; 'kyle.kopytchak@networktelephone.net';
'shuter@mgccom.com'; 'kalane@broadband.att.com';
'vanderwp@madisonriver.net'; 'candice.hamilton@wcom.com';
'zachary.boudoin@kmctelecom.com'; 'thyde@deltacom.com';
'bczolba@emp.ctc.net'; 'lchase@covad.com'; 'bshepard@covad.com';
'mmoore@connectllc.com'; 'dwirsching@kpmg.com'; 'jacksheehan@kpmg.com';
'patspencer@ccitelecom.com'; 'btitele.com bbo.com'; 'tallen@covad.com';
'tsauder@birch.com'; Timmons, King C (K.C.), NCAM; Dennis, Matthew
(Matt), NCAM; 'teresa.davis@alltel.com'; 'bob.buerrosse@algx.com';
'jeannie.seguin@adelphiacom.com'; 'pagemiller@talk.com';
'rodney@accesscomm.com'; 'a_pcs@yahoo.com';
'wayne.mckenzie@cbeyond.net'; 'jmaa@atlantic.net';
'telcom1@bellsouth.net'
Cc: Porter, Phillip
Subject: PMAP Repost Notices for May 2001 Data

Due to changes to PMAP reports required by the Georgia Order a significant number of reports have been reposted to the PMAP website. Our records indicate that you have pulled one or more of these reports prior to July 2, 2001. You will need to pull an updated version of any report that you accessed prior to this date to get a current version. These reports will be available on the website until July 19, 2001.

Listed below are the reports that have reposted.

LNP FOC
Firm Order Confirmation
LNP Reject Interval, % Reject Service Requests
Percent NXX LRN by LERG Effective Date (Aggregate)
Pre-Ordering OSS Response Interval
OSS Interface Availability SQM
TSOCT
TSOCT Offered
LNP TSOCT
M&R - CTRR, OSS>24, Average Duration, % Repeat Troubles w/in 30 Days, Missed Repair Appts
Ordering - Reject Interval, % Reject, FOC, Acknowledgement Message
Timeliness/Completeness,
FOC & Reject Response Completeness
FOC & Reject Response
LNP Disconnect Timeliness
Provisioning Percent Troubles w/in 30 Days
Average Completion Notice Interval

Information on reposting of reports can also be found in the Menu folder in the Help selection under Current Month Site Updates.

If you need additional information, please give me a call.

Suzy Sherwood
Measurement Analyst
404-927-4436
IPage: 800-821-6966 or ssherwood

July 10, 2001

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection, Unbundling and Resale*; Docket No. 7892-U

Dear Mr. McAlister:

Enclosed herein please find the original and eighteen (18) copies, as well as an electronic version, of BellSouth Telecommunications, Inc.'s ("BellSouth") revised Monthly State Summary Report for May 2001 and an overview of the revisions that have been made. After the May 2001 Monthly State Summary Report was originally filed, BellSouth discovered errors in the calculations associated with the production of Average Completion Notice Interval and Reject and Firm Order Confirmation Completeness measures. The original report also included several clerical errors and failed to reflect certain performance data related to ISDN loops, Jeopardies, and BellSouth's retail ADSL. All of these errors have been corrected, and the new results are incorporated into the revised Monthly State Summary Report. The specific revisions, including the results as originally filed for May 2001 as well as the new results, are shaded in yellow in the attached overview.

The revised Monthly State Summary for May 2001 was posted on BellSouth's Performance Measurement and Analysis Platform ("PMAP") on July 9, 2001. In addition, copies of the revised Monthly State Summary Report and the overview of the revisions are being distributed electronically today to all parties of record. I would appreciate your filing these documents in the above-referenced docket and returning the three (3) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Thank you for your assistance in this regard.

Yours very truly,

Bennett L. Ross

BLR:nvd
Enclosures

cc: Parties of Record (via electronic mail)

399267

271 Monthly State Summary Comparision Report

		Average Completion Notice Interval - Mechanized												
A 2 14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/GA (hours	Res	1 37	329 162	1 20	21 608	5 483	0 03851	4 5708	YES	7/02 MSS		
A 2 14 1 1 2	P 5	Residence/<10 circuits/Non-Dispatch/GA (hours	Res	1 37	329 152	1 20	21 606	5 483	0 03851	4 5714	YES	7/07 MSS		
A 2 14 6 1 1	P 5	ISDN/<10 circuits/Dispatch/GA (hours)	ISDN									7/02 MSS		
A 2 14 6 1 1	P 5	ISDN/<10 circuits/Dispatch/GA (hours)	ISDN	144 20	452							7/07 MSS		
A 2 14 6 1 2	P-5	ISDN/<10 circuits/Non Dispatch/GA (hours	ISDN									7/02 MSS		
A 2 14 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours	ISDN	79 58	647							7/07 MSS		
A 2 14 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN									7/02 MSS		
A 2 14 6 2 1	P 5	ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN	205 42	5							7/07 MSS		
		Average Completion Notice Interval - Non-Mechanized												
A 2 15 1 1 1	P-5	Residence/<10 circuits/Dispatch/GA (hours	Diagnostic			22 09	53				Diagnostic	7/02 MSS		
A 2 15 1 1 1	P 5	Residence/<10 circuits/Dispatch/GA (hours	Diagnostic			21 90	60				Diagnostic	7/07 MSS		
A 2 15 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours	Diagnostic			91 83	14				Diagnostic	7/02 MSS		
A 2 15 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours	Diagnostic			87 05	15				Diagnostic	7/07 MSS		
A 2 15 6 1 1	P 5	ISDN/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic	7/02 MSS		
A 2 15 6 1 1	P 5	ISDN/<10 circuits/Dispatch/GA (hours)	Diagnostic			31 16	6				Diagnostic	7/07 MSS		
A 2 15 6 1 2	P 5	ISDN/<10 circuits/Non-Dispatch/GA (hours	Diagnostic								Diagnostic	7/02 MSS		
A 2 15 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours'	Diagnostic			22 76	12				Diagnostic	7/07 MSS		
		FOC & Reject Response Completeness - Mechanized												
B 1 14 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	15				YES	7/02 MSS		
B 1 14 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	92				YES	7/07 MSS		
B 1 14 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			0 00%	5				NO	7/02 MSS		
B 1 14 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	39				YES	7/07 MSS		
B 1 14 1 7	O-11	LNP Standalone/GA (%	>= 95%			99 56%	227				YES	7/02 MSS		
B 1 14 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	325				YES	7/07 MSS		
		FOC & Reject Response Completeness - Partially Mechanized												
B 1 15 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			98 73%	157				YES	7/02 MSS		
B 1 15 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	312				YES	7/07 MSS		
B 1 15 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	230				YES	7/02 MSS		
B 1 15 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	240				YES	7/07 MSS		
B 1 15 1 7	O-11	LNP Standalone/GA (%	>= 95%			99 72%	357				YES	7/02 MSS		
B 1 15 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	3,750				YES	7/07 MSS		
		FOC & Reject Response Completeness - Non Mechanized												
B 1 16 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	41				YES	7/02 MSS		
B 1 16 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	28				YES	7/07 MSS		
B 1 16 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			98 50%	467				YES	7/02 MSS		
B 1 16 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			99 61%	508				YES	7/07 MSS		
B 1 16 1 7	O-11	LNP Standalone/GA (%	>= 95%			98 74%	795				YES	7/02 MSS		
B 1 16 1 7	O-11	LNP Standalone/GA (%	>= 95%			99 80%	994				YES	7/07 MSS		
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized												
B 1 17 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	15				YES	7/02 MSS		
B 1 17 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	92				YES	7/07 MSS		
B 1 17 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			0 00%	0				NO	7/02 MSS		
B 1 17 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	39				YES	7/07 MSS		
B 1 17 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	226				YES	7/02 MSS		
B 1 17 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	329				YES	7/07 MSS		
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized												
B 1 18 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	155				YES	7/02 MSS		
B 1 18 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	312				YES	7/07 MSS		
B 1 18 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	230				YES	7/02 MSS		
B 1 18 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			100 00%	240				YES	7/07 MSS		
B 1 18 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	356				YES	7/02 MSS		
B 1 18 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	3,759				YES	7/07 MSS		
		FOC & Reject Response Completeness (Multiple Responses) - Non Mechanized												
B 1 19 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	41				YES	7/02 MSS		
B 1 19 1 2	O-11	2W Analog Loop w/LNP Design/GA (%	>= 95%			100 00%	28				YES	7/07 MSS		
B 1 19 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			99 78%	460				YES	7/02 MSS		
B 1 19 1 3	O-11	2W Analog Loop w/LNP Non-Design/GA (%	>= 95%			99 80%	506				YES	7/07 MSS		
B 1 19 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	785				YES	7/02 MSS		
B 1 19 1 7	O-11	LNP Standalone/GA (%	>= 95%			100 00%	992				YES	7/07 MSS		
		Order Completion Interval												
B 2 1 3 1 1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA (days	R&B	6 45	48 077	5 24	507	12 952	0 57823	2 0919	YES	7/02 MSS		
B 2 1 3 1 1	P 4	Loop + Port Combinations/<10 circuits/Dispatch/GA (days	R&B	6 45	48 077	5 24	507	12 952	0 57823	2 0929	YES	7/07 MSS		
B 2 1 3 1 2	P-4	Loop + Port Combinations/<10 circuits/Non Dispatch/GA (day'	R&B	1 04	451 147	1 07	7 823	2 715	0 03096	-1 0536	YES	7/02 MSS		
B 2 1 3 1 2	P 4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (day'	R&B	1 04	451 147	1 07	7 823	2 715	0 03096	-1 1271	YES	7/07 MSS		
B 2 1 3 2 1	P 4	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days	R&B	15 83	161	1 33	6	21 161	8 79657	1 6480	YES	7/02 MSS		
B 2 1 3 2 1	P 4	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days	R&B	15 83	161	1 33	6	21 161	8 79657	1 6478	YES	7/07 MSS		
		% Jeopardies - Mechanized												
B 2 5 3	P-2	Loop + Port Combinations/GA (%	R&B	0 76%	527 350	0 67%	8 924		0 00093	0 9421	YES	7/02 MSS		
B 2 5 3	P-2	Loop + Port Combinations/GA (%	R&B	0 76%	527 350	0 34%	16,678		0 00068	5 1811	YES	7/07 MSS		
		% Jeopardies Non-Mechanized												
B 2 6 3	P 2	Loop + Port Combinations/GA (%	Diagnostic								Diagnostic	7/02 MSS		
B 2 6 3	P-2	Loop + Port Combinations/GA (%	Diagnostic			0 63%	632				Diagnostic	7/07 MSS		
		Average Jeopardy Notice Interval - Mechanized												
B 2 8 3	P-2	Loop + Port Combinations/GA (hours	>= 48 hrs			265 60	60				YES	7/02 MSS		
B 2 8 3	P 2	Loop + Port Combinations/GA (hours	>= 48 hrs			258 71	56				YES	7/07 MSS		
		Average Jeopardy Notice Interval - Non-Mechanized												
B 2 9 3	P-2	Loop + Port Combinations/GA (hours	Diagnostic								Diagnostic	7/02 MSS		
B 2 9 3	P 2	Loop + Port Combinations/GA (hours	Diagnostic			390 00	4				Diagnostic	7/07 MSS		
		% Missed Installation Appointments												
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA (%	R&B	5 04%	53,418	5 91%	779		0 00789	-1 1078	YES	7/02 MSS		
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA (%	R&B	5 04%	53 418	5 91%	779		0 00789	-1 1014	YES	7/07 MSS		
B 2 18 3 1 2	P 3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (%	R&B	0 06%	469 517	0 06%	16 465		0 00020	0 2150	YES	7/02 MSS		
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non Dispatch/GA (%	R&B	0 06%	469 517	0 08%	16 465		0 00020	-0 7280	YES	7/07 MSS		
B 2 18 17 1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA (%	R&B (POTS)			0 00%	52					7/02 MSS		
B 2 18 17 1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA (%	R&B (POTS)	5 00%	51,700	0 00%	52		0 03024	1 6538	YES	7/07 MSS		
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non Dispatch/GA (%	R&B (POTS)			0 02%	6 499					7/02 MSS		
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non Dispatch/GA (%	R&B (POTS)	0 06%	466 355	0 02%	6 499		0 00031	1 3411	YES	7/07 MSS		
B 2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA (%	R&B (POTS)									7/02 MSS		
B 2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA (%	R&B (POTS)	12 59%	135							7/07 MSS		
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%	R&B (POTS)			0 00%	27					7/02 MSS		
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%	R&B (POTS)	0 00%	36	0 00%	27		0 00000		YES	7/07 MSS		
		% Provisioning Troubles within 30 Days												
B 2 19 2 1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA (%	DS1/DS3	5 46%	2 673	0 00%	8		0 08045	0 6797	YES	7/02 MSS		

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B219211	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA (%	DS1/DS3	6 14%	2 673	0 00%	6		0 08500	0 7223	YES	7/07 MSS
B219311	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA (%	R&B	5 52%	71 773	6 18%	744		0 00842	0 7823	YES	7/02 MSS
B219311	P 9	Loop + Port Combinations/<10 circuits/Dispatch/GA (%	R&B	5 52%	71 773	6 18%	744		0 00842	-0 7856	YES	7/07 MSS
B219312	P 9	Loop + Port Combinations/<10 circuits/Non Dispatch/GA (%	R&B	4 16%	468 678	3 27%	9 402		0 00208	4 2596	YES	7/02 MSS
B219312	P 9	Loop + Port Combinations/<10 circuits/Non Dispatch/GA (%	R&B	4 16%	468 678	3 27%	9,402		0 00208	4 2824	YES	7/07 MSS
B219321	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%	R&B	12 37%	194	11 11%	9		0 11227	0 1123	YES	7/02 MSS
B219321	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%	R&B	12 37%	194	11 11%	9		0 11227	0 1122	YES	7/07 MSS
B219511	P 9	xDSL (ADSL HDSL and UCL)/<10 circuits/Dispatch/GA (%	ADSL to Retai	2 51%	11 025	3 71%	726		0 00599	-2 0047	NO	7/02 MSS
B219511	P 9	xDSL (ADSL HDSL and UCL)/<10 circuits/Dispatch/GA (%	ADSL to Retai	2 83%	11 025	5 41%	666		0 00662	-3 8991	NO	7/07 MSS
B219512	P-9	xDSL (ADSL HDSL and UCL)/<10 circuits/Non Dispatch/GA (%	ADSL to Retai	10 82%	462							7/02 MSS
B219512	P-9	xDSL (ADSL HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%	ADSL to Retai	11 90%	462							7/07 MSS
B219611	P 9	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN BRI	1 95%	615	4 07%	737		0 00755	-2 8072	NO	7/02 MSS
B219611	P-9	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN BRI	2 11%	615	5 11%	704		0 00793	-3 7819	NO	7/07 MSS
B219711	P-9	Line Sharing/<10 circuits/Dispatch/GA (%	ADSL to Retai	2 51%	11 025	0 00%	1		0 15644	0 1604	YES	7/02 MSS
B219711	P-9	Line Sharing/<10 circuits/Dispatch/GA (%	ADSL to Retai	2 83%	11 025	0 00%	1		0 16584	0 1707	YES	7/07 MSS
B219712	P-9	Line Sharing/<10 circuits/Non Dispatch/GA (%	ADSL to Retai	10 82%	462	0 00%	69		0 04009	2 6968	YES	7/02 MSS
B219712	P 9	Line Sharing/<10 circuits/Non-Dispatch/GA (%	ADSL to Retai	11 90%	462	0 00%	69		0 04179	2 8476	YES	7/07 MSS
B219111	P 9	2W Analog Loop w/INP Non Design/<10 circuits/Dispatch/GA (%	R&B (POTS) excl SB Or	5 55%	71 159	0 00%	2		0 16191	0 3428	YES	7/02 MSS
B219111	P 9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (%	R&B (POTS) excl SB Or	5 55%	71 159	0 00%	3		0 13220	0 4198	YES	7/07 MSS
B219121	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%	R&B Disp	5 52%	71 773	4 31%	325		0 01270	0 9541	YES	7/02 MSS
B219121	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%	R&B Disp	5 52%	71 773	15 38%	325		0 01270	-7 7637	NO	7/07 MSS
B219191	P 9	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%	Digital Loop >= DS1	6 80%	103	5 14%	662		0 02667	0 6225	YES	7/02 MSS
B219191	P 9	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%	Digital Loop >= DS1	9 71%	103	5 74%	662		0 03136	1 2658	YES	7/07 MSS
		Average Completion Notice Interval - Mechanized										
B221112	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA (hours	R&B (POTS)	1 41	347 843				6 350			7/02 MSS
B221112	P-5	Switch Ports/<10 circuits/Non Dispatch/GA (hours	R&B (POTS)	1 41	347 833				6 350			7/07 MSS
B221311	P 5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours	R&B	2 75	27 459	8 92	368		18 499	0 97076	-6 3530	NO	7/02 MSS
B221311	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours	R&B	2 81	27,792	8 92	368		18 499	0 97069	-6 2990	NO	7/07 MSS
B221312	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours	R&B	1 42	349 744	2 98	8 892		6 587	0 07073	-22 1209	NO	7/02 MSS
B221312	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours	R&B	1 42	350 344	2 98	8 891		6 587	0 07074	-22 0379	NO	7/07 MSS
B221411	P 5	Combo Other/<10 circuits/Dispatch/GA (hours	R&B&D Disp	14 68	29 981				190 043				7/02 MSS
B221411	P-5	Combo Other/<10 circuits/Dispatch/GA (hours	R&B&D Disp	16 80	30,433				190 043				7/07 MSS
B221421	P 5	Combo Other/>=10 circuits/Dispatch/GA (hours	R&B&D - Disp	36 91	142				104 904				7/02 MSS
B221421	P-5	Combo Other/>=10 circuits/Dispatch/GA (hours	R&B&D Disp	42 64	147				104 904				7/07 MSS
B221511	P-5	xDSL (ADSL HDSL and UCL)/<10 circuits/Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221511	P 5	xDSL (ADSL HDSL and UCL)/<10 circuits/Dispatch/GA (hours	ADSL to Retai	7 09	10,663				21 178				7/07 MSS
B221512	P-5	xDSL (ADSL HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221512	P-5	xDSL (ADSL HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours	ADSL to Retai	0 85	455				1 254				7/07 MSS
B221521	P 5	xDSL (ADSL HDSL and UCL)/>=10 circuits/Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221521	P 5	xDSL (ADSL HDSL and UCL)/>=10 circuits/Dispatch/GA (hours	ADSL to Retai	0 08	4				0 146				7/07 MSS
B221611	P 5	UNE ISDN/<10 circuits/Dispatch/GA (hours)	ISDN - BRI										7/02 MSS
B221611	P-5	UNE ISDN/<10 circuits/Dispatch/GA (hours)	ISDN - BRI	17 58	361				69 184				7/07 MSS
B221612	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA (hours'	ISDN - BRI										7/02 MSS
B221612	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA (hours'	ISDN - BRI	2 78	615				17 775				7/07 MSS
B221711	P 5	Line Sharing/<10 circuits/Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221711	P-5	Line Sharing/<10 circuits/Dispatch/GA (hours	ADSL to Retai	7 09	10 663				21 178				7/07 MSS
B221712	P-5	Line Sharing/<10 circuits/Non Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221712	P-5	Line Sharing/<10 circuits/Non Dispatch/GA (hours	ADSL to Retai	0 85	455				1 254				7/07 MSS
B221721	P-5	Line Sharing/>=10 circuits/Dispatch/GA (hours	ADSL to Retai										7/02 MSS
B221721	P 5	Line Sharing/>=10 circuits/Dispatch/GA (hours	ADSL to Retai	0 08	4				0 146				7/07 MSS
B221811	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA (hours	R&B Disp	2 75	27 459				18 499				7/02 MSS
B221811	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA (hours	R&B - Disp	2 81	27,792				18 499				7/07 MSS
B221812	P 5	2W Analog Loop Design/<10 circuits/Non Dispatch/GA (hours	R&B - Disp	2 75	27 459				18 499				7/02 MSS
B221812	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (hours	R&B - Disp	2 81	27 792				18 499				7/07 MSS
B221011	P 5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (hours	R&B - Disp	2 75	27,459				18 499				7/02 MSS
B221011	P 5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (hours	R&B Disp	2 81	27,792				18 499				7/07 MSS
B221012	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (hours	R&B - Disp	2 75	27,459				18 499				7/02 MSS
B221012	P 5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (hours	R&B Disp	2 81	27,792				18 499				7/07 MSS
B221211	P 5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (hours	R&B Disp	2 75	27 459	26 69	102		18 499	1 83506	-13 0444	NO	7/02 MSS
B221211	P 5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (hours	R&B Disp	2 81	27 792	26 69	102		18 499	1 83502	-13 0157	NO	7/07 MSS
B221212	P 5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours	R&B - Disp	2 75	27 459				18 499				7/02 MSS
B221212	P 5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours	R&B Disp	2 81	27 792				18 499				7/07 MSS
B221411	P-5	Other Design/<10 circuits/Dispatch/GA (hours	Design	144 55	2 522				623 960				7/02 MSS
B221411	P-5	Other Design/<10 circuits/Dispatch/GA (hours	Design	161 80	2,641				623 960				7/07 MSS
B221412	P-5	Other Design/<10 circuits/Non Dispatch/GA (hours	Design	88 69	83				952 844				7/02 MSS
B221412	P 5	Other Design/<10 circuits/Non Dispatch/GA (hours	Design	464 05	120				952 844				7/07 MSS
B221421	P 5	Other Design/>=10 circuits/Dispatch/GA (hours	Design	141 09	29				173 448				7/02 MSS
B221421	P-5	Other Design/>=10 circuits/Dispatch/GA (hours	Design	150 55	34				173 448				7/07 MSS
B221511	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours	R&B	2 75	27 459				18 499				7/02 MSS
B221511	P 5	Other Non-Design/<10 circuits/Dispatch/GA (hours	R&B	2 81	27,792				18 499				7/07 MSS
B221512	P 5	Other Non Design/<10 circuits/Non Dispatch/GA (hours	R&B	1 42	349 744				6 587				7/02 MSS
B221512	P 5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours	R&B	1 42	350 344				6 587				7/07 MSS
B221612	P-5	IINP (Standalone)/<10 circuits/Non-Dispatch/GA (hours	R&B (POTS)	1 41	347 843				6 350				7/02 MSS
B221612	P 5	INP (Standalone)/<10 circuits/Non Dispatch/GA (hours	R&B (POTS)	1 41	347 833				6 350				7/07 MSS
B221712	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours	R&B (POTS)	1 41	347 843	74 53	5 342		6 350	0 08755	-835 2283	NO	7/02 MSS
B221712	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours	R&B (POTS)	1 41	347,833	74 53	5,342		6 350	0 08755	-835 2280	NO	7/07 MSS
B221811	P 5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours	Digital Loop < DS1										7/02 MSS
B221811	P 5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours	Digital Loop < DS1	119 85	270				266 216				7/07 MSS
B221812	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (hours	Digital Loop < DS1										7/02 MSS
B221812	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (hours	Digital Loop < DS1	225 08	2				294 079				7/07 MSS
B221911	P 5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours	Digital Loop >= DS1										7/02 MSS
B221911	P 5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours	Digital Loop >= DS1	63 76	38				113 210				7/07 MSS
B221912	P 5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours	Digital Loop >= DS1										7/02 MSS
B221912	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours	Digital Loop >= DS1	267 99	5				409 080				7/07 MSS
		Average Completion Notice Interval - Non-Mechanized										
B222211	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours	Diagnostic									Diagnostic	7/02 MSS
B222211	P 5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours	Diagnostic			55 84	2					Diagnostic	7/07 MSS
B222221	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA (hours	Diagnostic									Diagnostic	7/02 MSS
B222221	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours	Diagnostic			55 84	2					Diagnostic	7/07 MSS
B222222	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (hours	Diagnostic									Diagnostic	7/02 MSS
B222222	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (hours	Diagnostic									Diagnostic	7/07 MSS
B222311	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours	Diagnostic									Diagnostic	7/02 MSS

				Diagnostic				40 53	106					Diagnostic	7/07 MSS
B222312	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B222312	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours		Diagnostic				19 46	511					Diagnostic	7/07 MSS
				Diagnostic				29 20	198					Diagnostic	7/02 MSS
				Diagnostic				35 58	308					Diagnostic	7/07 MSS
				Diagnostic										Diagnostic	7/02 MSS
				Diagnostic				38 01	264					Diagnostic	7/07 MSS
B222911	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B222911	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic				24 55	159					Diagnostic	7/07 MSS
B222921	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B222921	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours		Diagnostic				16 75	1					Diagnostic	7/07 MSS
B2221111	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B2221111	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic				17 98	26					Diagnostic	7/07 MSS
B2221411	P-5	Other Design/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B2221411	P-5	Other Design/<10 circuits/Dispatch/GA (hours		Diagnostic				117 17	83					Diagnostic	7/07 MSS
B2221511	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B2221511	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours		Diagnostic				17 28	2					Diagnostic	7/07 MSS
B2221512	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B2221512	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours		Diagnostic				15 95	4					Diagnostic	7/07 MSS
B2221811	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
B2221811	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours		Diagnostic				38 01	264					Diagnostic	7/07 MSS
B2221911	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours		Diagnostic										Diagnostic	7/02 MSS
				Diagnostic				37 93	353					Diagnostic	7/07 MSS
				Diagnostic				2 50	1 946					Diagnostic	7/02 MSS
				Diagnostic				2 50	1,945					Diagnostic	7/07 MSS
				Diagnostic				2 48	1 566					Diagnostic	7/02 MSS
				Diagnostic				2 47	1 565					Diagnostic	7/07 MSS
	Missed Repair Appointments														
B3131	M&R 1	Loop + Port Combinations/Dispatch/GA (%		R&B	8 77%	85 442	8 08%	1,238		0 00810	0 9574	YES	7/02 MSS
B3131	M&R 1	Loop + Port Combinations/Dispatch/GA (%		R&B	8 77%	85 442	8 08%	1,237		0 00810	0 8520	YES	7/07 MSS
B3132	M&R 1	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	2 19%	58 007	1 32%	660		0 00565	1 5451	YES	7/02 MSS
B3132	M&R 1	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	2 19%	58 007	1 32%	682		0 00564	1 5480	YES	7/07 MSS
	Customer Trouble Report Rate														
B3231	M&R 2	Loop + Port Combinations/Dispatch/GA (%		R&B	2 13%	4 015 549	1 04%	119 003		0 00043	25 3521	YES	7/02 MSS
B3231	M&R 2	Loop + Port Combinations/Dispatch/GA (%		R&B	2 13%	4 015 549	1 04%	119 089		0 00043	25 3906	YES	7/07 MSS
B3232	M&R 2	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	1 44%	4,015 549	0 57%	119 003		0 00035	24 7377	YES	7/02 MSS
B3232	M&R 2	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	1 44%	4 015 549	0 57%	119,088		0 00035	24 5703	YES	7/07 MSS
B3251	M&R 2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%		ADSL to Retai	0 00%	84 421	1 17%	4 007		0 00000		NO	7/02 MSS
B3251	M&R 2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%		ADSL to Retai	1 28%	84 423	1 17%	4 007		0 00183	0 5852	YES	7/07 MSS
B3252	M&R-2	xDSL (ADSL, HDSL and UCL)/Non Dispatch/GA (%		ADSL to Retai	0 00%	84 421	1 02%	4 007		0 00000		NO	7/02 MSS
B3252	M&R-2	xDSL (ADSL, HDSL and UCL)/Non Dispatch/GA (%		ADSL to Retai	0 22%	84 423	1 02%	4,007		0 00076	-10 5015	NO	7/07 MSS
B3271	M&R-2	Line Sharing/Dispatch/GA (%		ADSL to Retai	0 00%	84 421	0 00%	599		0 00000		YES	7/02 MSS
B3271	M&R-2	Line Sharing/Dispatch/GA (%		ADSL to Retai	1 28%	84,423	0 00%	599		0 08484	2 7592	YES	7/07 MSS
B3272	M&R-2	Line Sharing/Non Dispatch/GA (%		ADSL to Retai	0 00%	84 421	1 50%	599		0 00000		NO	7/02 MSS
B3272	M&R-2	Line Sharing/Non Dispatch/GA (%		ADSL to Retai	0 22%	84,423	1 50%	599		0 00192	-6 6685	NO	7/07 MSS
	Maintenance Average Duration														
B3331	M&R-3	Loop + Port Combinations/Dispatch/GA (hours		R&B	22 36	85 442	10 56	1 238	23 152	0 66275	17 7754	YES	7/02 MSS
B3331	M&R-3	Loop + Port Combinations/Dispatch/GA (hours		R&B	22 36	85 442	10 57	1,237	23 152	0 66302	17 7788	YES	7/07 MSS
B3332	M&R-3	Loop + Port Combinations/Non Dispatch/GA (hours		R&B	8 68	58 007	3 28	680	13 338	0 51447	10 5023	YES	7/02 MSS
B3332	M&R-3	Loop + Port Combinations/Non-Dispatch/GA (hours		R&B	8 68	58,007	3 27	682	13 338	0 51372	10 5454	YES	7/07 MSS
	% Repeat Troubles within 30 Days														
B3431	M&R 4	Loop + Port Combinations/Dispatch/GA (%		R&B	23 36%	85 442	15 35%	1 238		0 01211	6 6129	YES	7/02 MSS
B3431	M&R 4	Loop + Port Combinations/Dispatch/GA (%		R&B	23 36%	85 442	15 36%	1 237		0 01212	6 6022	YES	7/07 MSS
B3432	M&R-4	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	20 65%	58 007	18 53%	680		0 01561	1 3584	YES	7/02 MSS
B3432	M&R 4	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	20 65%	58 007	18 62%	682		0 01559	1 3015	YES	7/07 MSS
	Out of Service > 24 hours														
B3531	M&R-5	Loop + Port Combinations/Dispatch/GA (%		R&B	28 46%	56 316	6 97%	804		0 01603	13 4068	YES	7/02 MSS
B3531	M&R-5	Loop + Port Combinations/Dispatch/GA (%		R&B	28 46%	56 316	6 97%	804		0 01603	13 4068	YES	7/07 MSS
B3532	M&R-5	Loop + Port Combinations/Non-Dispatch/GA (%		R&B	11 72%	15 998	0 80%	222		0 02174	4 9776	YES	7/02 MSS
B3532	M&R 5	Loop + Port Combinations/Non Dispatch/GA (%		R&B	11 72%	15 998	0 90%	223		0 02189	4 8901	YES	7/07 MSS
	FOC Timeliness														
C13	O-9	Local Interconnection Trunks/GA (%		>= 95% w in 10 days									7/02 MSS
C13	O-9	Local Interconnection Trunks/GA (%		>= 95% w in 10 days				95 10%	183				YES	7/07 MSS
	FOC & Reject Response Completenes														
C14	O-11	Local Interconnection Trunks/GA (%		>= 95%				98 30%	168				YES	7/02 MSS
C14	O-11	Local Interconnection Trunks/GA (%		>= 95%				98 30%	171				YES	7/07 MSS
	Average Response Interval CLEC (LENS) (BST Measure Includes Additional 2 Seconds)														
D1321	OSS-1	RSAG by ADDR/Region (seconds		RNS - RSAG by ADDR + 2 Sec	2 91	3 996 503	1 30	195 460				NO	7/02 MSS
D1321	OSS-1	RSAG by ADDR/Region (seconds		RNS - RSAG by ADDR + 2 Sec	2 91	3 996 503	1 30	195 460				YES	7/07 MSS
D1322	OSS-1	RSAG by ADDR/Region (seconds		ROS - RSAG by ADDR + 2 Sec	5 98	635 777	1 90	195 460				NO	7/02 MSS
D1322	OSS-1	RSAG by ADDR/Region (seconds		ROS - RSAG by ADDR + 2 Sec	5 98	635 777	1 90	195,460				YES	7/07 MSS
D1352	OSS-1	HAL/CRIS/Region (seconds		ROS - CRSOCSR + 2 Sec	3 17	497 166	12 61	807 325				YES	7/02 MSS
D1352	OSS-1	HAL/CRIS/Region (seconds		ROS - CRSOCSR + 2 Sec	3 17	497 166	12 61	807 325				NO	7/07 MSS

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			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/GA (%)	Diagnostic			12.35%	38,049				Diagnostic
A112	O-7	Business/GA (%)	Diagnostic			18.60%	613				Diagnostic
A113	O-7	Design (Specials)/GA (%)	Diagnostic								Diagnostic
A114	O-7	PBX/GA (%)	Diagnostic								Diagnostic
A115	O-7	Centrex/GA (%)	Diagnostic								Diagnostic
A116	O-7	ISDN/GA (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A121	O-7	Residence/GA (%)	Diagnostic			30.11%	5,592				Diagnostic
A122	O-7	Business/GA (%)	Diagnostic			44.70%	481				Diagnostic
A123	O-7	Design (Specials)/GA (%)	Diagnostic			60.00%	5				Diagnostic
A124	O-7	PBX/GA (%)	Diagnostic								Diagnostic
A125	O-7	Centrex/GA (%)	Diagnostic								Diagnostic
A126	O-7	ISDN/GA (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A131	O-7	Residence/GA (%)	Diagnostic			44.37%	293				Diagnostic
A132	O-7	Business/GA (%)	Diagnostic			36.01%	286				Diagnostic
A133	O-7	Design (Specials)/GA (%)	Diagnostic			52.94%	68				Diagnostic
A134	O-7	PBX/GA (%)	Diagnostic			35.00%	20				Diagnostic
A135	O-7	Centrex/GA (%)	Diagnostic			25.00%	44				Diagnostic
A136	O-7	ISDN/GA (%)	Diagnostic			25.40%	63				Diagnostic
	Reject Interval - Mechanized										
A141	O-8	Residence/GA (%)	>= 97% w in 1 hr			88.13%	4,699				NO
A142	O-8	Business/GA (%)	>= 97% w in 1 hr			97.37%	114				YES
A143	O-8	Design (Specials)/GA (%)	>= 97% w in 1 hr								
A144	O-8	PBX/GA (%)	>= 97% w in 1 hr								
A145	O-8	Centrex/GA (%)	>= 97% w in 1 hr								
A146	O-8	ISDN/GA (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 24 hours										
A151	O-8	Residence/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A152	O-8	Business/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A153	O-8	Design (Specials)/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A154	O-8	PBX/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A155	O-8	Centrex/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A156	O-8	ISDN/GA (%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
	Reject Interval - Partially Mechanized - 18 hours										
A161	O-8	Residence/GA (%)	>= 85% w in 18 hrs			97.51%	1,684				YES
A162	O-8	Business/GA (%)	>= 85% w in 18 hrs			98.14%	215				YES
A163	O-8	Design (Specials)/GA (%)	>= 85% w in 18 hrs			100.00%	3				YES
A164	O-8	PBX/GA (%)	>= 85% w in 18 hrs								
A165	O-8	Centrex/GA (%)	>= 85% w in 18 hrs								
A166	O-8	ISDN/GA (%)	>= 85% w in 18 hrs								
	Reject Interval - Non-Mechanized										
A181	O-8	Residence/GA (%)	>= 85% w in 24 hrs			99.23%	130				YES
A182	O-8	Business/GA (%)	>= 85% w in 24 hrs			99.03%	103				YES
A183	O-8	Design (Specials)/GA (%)	>= 85% w in 24 hrs			94.44%	36				YES
A184	O-8	PBX/GA (%)	>= 85% w in 24 hrs			85.71%	7				YES
A185	O-8	Centrex/GA (%)	>= 85% w in 24 hrs			100.00%	11				YES
A186	O-8	ISDN/GA (%)	>= 85% w in 24 hrs			100.00%	16				YES
	FOC Timeliness - Mechanized										
A191	O-9	Residence/GA (%)	>= 95% w in 3 hrs			97.81%	32,648				YES
A192	O-9	Business/GA (%)	>= 95% w in 3 hrs			100.00%	394				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 9 3	O-9	Design (Specials)/GA (%)	>= 95% w in 3 hrs								
A 9 4	O-9	PBX/GA (%)	>= 95% w in 3 hrs								
A 9 5	O-9	Centrex/GA (%)	>= 95% w in 3 hrs								
A 9 6	O-9	ISDN/GA (%)	>= 95% w in 3 hrs								
A 10 1	O-9	Residence/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A 10 2	O-9	Business/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A 10 3	O-9	Design (Specials)/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A 10 4	O-9	PBX/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A 10 5	O-9	Centrex/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A 10 6	O-9	ISDN/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
		FOC Timeliness - Partially Mechanized - 18 hours									
A 1 11 1	O-9	Residence/GA (%)	>= 85% w in 18 hrs			97 26%	4,342				YES
A 1 11 2	O-9	Business/GA (%)	>= 85% w in 18 hrs			96 26%	321				YES
A 1 11 3	O-9	Design (Specials)/GA (%)	>= 85% w in 18 hrs			100 00%	2				YES
A 1 11 4	O-9	PBX/GA (%)	>= 85% w in 18 hrs								
A 1 11 5	O-9	Centrex/GA (%)	>= 85% w in 18 hrs								
A 1 11 6	O-9	ISDN/GA (%)	>= 85% w in 18 hrs								
		FOC Timeliness - Non-Mechanized									
A 1 13 1	O-9	Residence/GA (%)	>= 85% w in 36 hrs			97 45%	196				YES
A 1 13 2	O-9	Business/GA (%)	>= 85% w in 36 hrs			98 78%	164				YES
A 1 13 3	O-9	Design (Specials)/GA (%)	>= 85% w in 36 hrs			98 25%	57				YES
A 1 13 4	O-9	PBX/GA (%)	>= 85% w in 36 hrs			100 00%	12				YES
A 1 13 5	O-9	Centrex/GA (%)	>= 85% w in 36 hrs			100 00%	12				YES
A 1 13 6	O-9	ISDN/GA (%)	>= 85% w in 36 hrs			93 33%	45				YES
		FOC & Reject Response Completeness - Mechanized									
A 1 14 1	O-11	Residence/GA (%)	>= 95%			98 10%	38,049				YES
A 1 14 2	O-11	Business/GA (%)	>= 95%			82 87%	613				NO
A 14 3	O-11	Design (Specials)/GA (%)	>= 95%								
A 14 4	O-11	PBX/GA (%)	>= 95%								
A 14 5	O-11	Centrex/GA (%)	>= 95%								
A 14 6	O-11	ISDN/GA (%)	>= 95%								
A 15 1	O-11	Residence/GA (%)	>= 95%			100 00%	5,592				YES
A 15 2	O-11	Business/GA (%)	>= 95%			100 00%	481				YES
A 15 3	O-11	Design (Specials)/GA (%)	>= 95%			100 00%	5				YES
A 15 4	O-11	PBX/GA (%)	>= 95%								
A 1 15 5	O-11	Centrex/GA (%)	>= 95%								
A 1 15 6	O-11	ISDN/GA (%)	>= 95%								
A 1 16 1			>= 95%			94 09%	423				NO
A 1 16 2			>= 95%			95 59%	340				YES
A 1 16 3	O-11	Design (Specials)/GA (%)	>= 95%			94 59%	74				NO
A 1 16 4			>= 95%			94 74%	19				NO
A 1 16 5	O-11	Centrex/GA (%)	>= 95%			89 74%	39				NO
A 1 16 6	O-11	ISDN/GA (%)	>= 95%			92 45%	53				NO
A 1 17 1			>= 95%			100 00%	37,325				YES
A 1 17 2			>= 95%			100 00%	508				YES
A 1 17 3			>= 95%								
A 1 17 4	O-11	PBX/GA (%)	>= 95%								
A 1 17 5	O-11	Centrex/GA (%)	>= 95%								
A 1 17 6	O-11	ISDN/GA (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A 1 18 1	O-11	Residence/GA (%)	>= 95%			93 49%	5,592				NO
A 1 18 2	O-11	Business/GA (%)	>= 95%			88 77%	481				NO

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A1183	O-11	Design (Specials)/GA (%)		>= 95%			60 00%	5				NO
A1184	O-11	PBX/GA (%)		>= 95%								
A1185	O-11	Centrex/GA (%)		>= 95%								
A1186	O-11	ISDN/GA (%)		>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A1191	O-11	Residence/GA (%)		>= 95%			91 46%	398				NO
A1192	O-11	Business/GA (%)		>= 95%			92 31%	325				NO
A1193	O-11	Design (Specials)/GA (%)		>= 95%			98 57%	70				YES
A1194	O-11	PBX/GA (%)		>= 95%			94 44%	18				NO
A1195	O-11	Centrex/GA (%)		>= 95%			97 14%	35				YES
A1196	O-11	ISDN/GA (%)		>= 95%			95 92%	49				YES
		Resale - Provisioning										
		Order Completion Interval										
A21111	P-4	Residence/<10 circuits/Dispatch/GA (days)		Res	8 27	24,703	7 25	1,199	14 948	0 44205	2 3059	YES
A21112	P-4	Residence/<10 circuits/Non-Dispatch/GA (days)		Res	1 00	423,591	1 48	27,588	1 717	0 01067	-44 2269	NO
A21121	P-4	Residence/>=10 circuits/Dispatch/GA (days)		Res	8 19	21	7 50	4	3 651	1 99167	0 3467	YES
A21122	P-4	Residence/>=10 circuits/Non-Dispatch/GA (days)		Res	0 33	1			0 000			
A21211	P-4	Business/<10 circuits/Dispatch/GA (days)		Bus	3 99	21,676	7 33	155	10 070	0 81170	-4 1129	NO
A21212	P-4	Business/<10 circuits/Non-Dispatch/GA (days)		Bus	1 44	24,415	1 87	613	8 688	0 35528	-1 2200	YES
A21221	P-4	Business/>=10 circuits/Dispatch/GA (days)		Bus	16 69	97	10 00	5	22 431	10 28674	0 6504	YES
A21222	P-4	Business/>=10 circuits/Non-Dispatch/GA (days)		Bus	3 41	32	1 47	5	3 789	1 82183	1 0647	YES
A21311	P-4	Design (Specials)/<10 circuits/Dispatch/GA (days)		Design	30 01	3,386	7 69	14	45 511	12 18845	1 8314	YES
A21312	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)		Design	10 15	133	2 75	4	51 122	25 94268	0 2851	YES
A21321	P-4	Design (Specials)/>=10 circuits/Dispatch/GA (days)		Design	35 29	42			40 369			
A21322	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)		Design					0 000			
A21411	P-4	PBX/<10 circuits/Dispatch/GA (days)		PBX	23 49	58	7 00	1	90 035	90 80815	0 1816	YES
A21412	P-4	PBX/<10 circuits/Non-Dispatch/GA (days)		PBX	5 44	184	4 39	17	20 978	5 31786	0 1977	YES
A21421	P-4	PBX/>=10 circuits/Dispatch/GA (days)		PBX								
A21422	P-4	PBX/>=10 circuits/Non-Dispatch/GA (days)		PBX	2 28	50	3 47	5	5 574	2 61420	-0 4542	YES
A21511	P-4	Centrex/<10 circuits/Dispatch/GA (days)		Centrex	8 41	1,206	5 78	9	10 696	3 57861	0 7342	YES
A21512	P-4	Centrex/<10 circuits/Non-Dispatch/GA (days)		Centrex	2 26	2,236	2 38	45	7 609	1 14561	-0 1004	YES
A21521	P-4	Centrex/>=10 circuits/Dispatch/GA (days)		Centrex	17 62	43			23 623			
A21522	P-4	Centrex/>=10 circuits/Non-Dispatch/GA (days)		Centrex	2 56	156	3 48	9	3 077	1 05487	-0 8762	YES
A21611	P-4	ISDN/<10 circuits/Dispatch/GA (days)		ISDN	28 90	733	11 56	9	37 253	12 49377	1 3886	YES
A21612	P-4	ISDN/<10 circuits/Non-Dispatch/GA (days)		ISDN	8 89	817	2 82	17	40 083	9 82220	0 6175	YES
A21621	P-4	ISDN/>=10 circuits/Dispatch/GA (days)		ISDN	67 33	6			25 857			
A21622	P-4	ISDN/>=10 circuits/Non-Dispatch/GA (days)		ISDN	169 00	2			0 000			
		Held Orders										
A22111	P-1	Residence/<10 circuits/Facility/GA (days)		Res	12 19	293	10 20	5	24 000	10 82436	0 1839	YES
A22112	P-1	Residence/<10 circuits/Equipment/GA (days)		Res	3 80	5			5 718			
A22113	P-1	Residence/<10 circuits/Other/GA (days)		Res	10 96	27			16 280			
A22121	P-1	Residence/>=10 circuits/Facility/GA (days)		Res								
A22122	P-1	Residence/>=10 circuits/Equipment/GA (days)		Res								
A22123	P-1	Residence/>=10 circuits/Other/GA (days)		Res								
A22211	P-1	Business/<10 circuits/Facility/GA (days)		Bus	18 69	87	21 00	3	36 836	21 63073	-0 1068	YES
A22212	P-1	Business/<10 circuits/Equipment/GA (days)		Bus	2 00	1			0 000			
A22213	P-1	Business/<10 circuits/Other/GA (days)		Bus	14 57	7	4 00	1	10 148	10 84867	0 9744	YES
A22221	P-1	Business/>=10 circuits/Facility/GA (days)		Bus	1 00	1			0 000			
A22222	P-1	Business/>=10 circuits/Equipment/GA (days)		Bus								
A22223	P-1	Business/>=10 circuits/Other/GA (days)		Bus								
A22311	P-1	Design (Specials)/<10 circuits/Facility/GA (days)		Design	16 67	3			75 976			
A22312	P-1	Design (Specials)/<10 circuits/Equipment/GA (days)		Design								
A22313	P-1	Design (Specials)/<10 circuits/Other/GA (days)		Design	32 09	32			66 207			
A22321	P-1	Design (Specials)/>=10 circuits/Facility/GA (days)		Design								
A22322	P-1	Design (Specials)/>=10 circuits/Equipment/GA (days)		Design								
A22323	P-1	Design (Specials)/>=10 circuits/Other/GA (days)		Design								
A22411	P-1	PBX/<10 circuits/Facility/GA (days)		PBX								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A22412	P-1	PBX/<10 circuits/Equipment/GA (days)	PBX								
A22413	P-1	PBX/<10 circuits/Other/GA (days)	PBX								
A22421	P-1	PBX/>=10 circuits/Facility/GA (days)	PBX								
A22422	P-1	PBX/>=10 circuits/Equipment/GA (days)	PBX								
A22423	P-1	PBX/>=10 circuits/Other/GA (days)	PBX								
A22511	P-1	Centrex/<10 circuits/Facility/GA (days)	Centrex	14 00	4			11 343			
A22512	P-1	Centrex/<10 circuits/Equipment/GA (days)	Centrex	2 00	1			0 000			
A22513	P-1	Centrex/<10 circuits/Other/GA (days)	Centrex	9 00	1			0 000			
A22521	P-1	Centrex/>=10 circuits/Facility/GA (days)	Centrex								
A22522	P-1	Centrex/>=10 circuits/Equipment/GA (days)	Centrex								
A22523	P-1	Centrex/>=10 circuits/Other/GA (days)	Centrex								
A22611	P-1	ISDN/<10 circuits/Facility/GA (days)	ISDN	63 86	7			94 994			
A22612	P-1	ISDN/<10 circuits/Equipment/GA (days)	ISDN								
A22613	P-1	ISDN/<10 circuits/Other/GA (days)	ISDN								
A22621	P-1	ISDN/>=10 circuits/Facility/GA (days)	ISDN								
A22622	P-1	ISDN/>=10 circuits/Equipment/GA (days)	ISDN								
A22623	P-1	ISDN/>=10 circuits/Other/GA (days)	ISDN								
		% Jeopardies - Mechanized									
A241	P-2	Residence/GA (%)	Res	0 60%	474,369	0 45%	29,998		0 00046	3 2532	YES
A242	P-2	Business/GA (%)	Bus	1 89%	47,691	1 63%	921		0 00453	0 5753	YES
A243	P-2	Design (Specials)/GA (%)	Design	25 58%	4,593	7 69%	13		0 12119	1 4763	YES
A244	P-2	PBX/GA (%)	PBX	3 62%	359	0 00%	7		0 07130	0 5079	YES
A245	P-2	Centrex/GA (%)	Centrex	4 31%	3,762	0 00%	23		0 04246	1 0143	YES
A246	P-2	ISDN/GA (%)	ISDN	10 85%	2,185	6 67%	15		0 08057	0 5188	YES
		% Jeopardies - Non-Mechanized									
A251	P-2	Residence/GA (%)	Diagnostic			1 69%	413				Diagnostic
A252	P-2	Business/GA (%)	Diagnostic			1 35%	148				Diagnostic
A253	P-2	Design (Specials)/GA (%)	Diagnostic			25 00%	8				Diagnostic
A254	P-2	PBX/GA (%)	Diagnostic			0 00%	21				Diagnostic
A255	P-2	Centrex/GA (%)	Diagnostic			0 00%	47				Diagnostic
A256	P-2	ISDN/GA (%)	Diagnostic			8 70%	23				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A271	P-2	Residence/GA (hours)	>= 48 hrs			226 21	134				YES
A272	P-2	Business/GA (hours)	>= 48 hrs			449 60	15				YES
A273	P-2	Design (Specials)/GA (hours)	>= 48 hrs			120 00	1				YES
A274	P-2	PBX/GA (hours)	>= 48 hrs								
A275	P-2	Centrex/GA (hours)	>= 48 hrs								
A276	P-2	ISDN/GA (hours)	>= 48 hrs			168 00	1				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
A281	P-2	Residence/GA (hours)	Diagnostic			102 86	7				Diagnostic
A282	P-2	Business/GA (hours)	Diagnostic			168 00	2				Diagnostic
A283	P-2	Design (Specials)/GA (hours)	Diagnostic			384 00	2				Diagnostic
A284	P-2	PBX/GA (hours)	Diagnostic								Diagnostic
A285	P-2	Centrex/GA (hours)	Diagnostic								Diagnostic
A286	P-2	ISDN/GA (hours)	Diagnostic			540 00	2				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A291	P-2	Residence/GA (%)	95% >= 48 hrs			95 24%	126				YES
A292	P-2	Business/GA (%)	95% >= 48 hrs			100 00%	12				YES
A293	P-2	Design (Specials)/GA (%)	95% >= 48 hrs			100 00%	1				YES
A294	P-2	PBX/GA (%)	95% >= 48 hrs								
A295	P-2	Centrex/GA (%)	95% >= 48 hrs								
A296	P-2	ISDN/GA (%)	95% >= 48 hrs			100 00%	1				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A2101	P-2	Residence/GA (%)	Diagnostic			42 86%	7				Diagnostic
A2102	P-2	Business/GA (%)	Diagnostic			100 00%	1				Diagnostic
A2103	P-2	Design (Specials)/GA (%)	Diagnostic			100 00%	2				Diagnostic
A2104	P-2	PBX/GA (%)	Diagnostic								Diagnostic

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A2105	P-2	Centrex/GA (%)	Diagnostic								Diagnostic
A2106	P-2	ISDN/GA (%)	Diagnostic			100 00%	2				Diagnostic
		% Missed Installation Appointments									
A211111	P-3	Residence/<10 circuits/Dispatch/GA (%)	Res	7 07%	29,716	4 49%	1,291		0 00729	3 5371	YES
A211112	P-3	Residence/<10 circuits/Non-Dispatch/GA (%)	Res	0 06%	441,728	0 15%	29,060		0 00015	-6 5074	NO
A211121	P-3	Residence/>=10 circuits/Dispatch/GA (%)	Res	12 00%	25	0 00%	4		0 17500	0 6857	YES
A211122	P-3	Residence/>=10 circuits/Non-Dispatch/GA (%)	Res	0 00%	1						
A211211	P-3	Business/<10 circuits/Dispatch/GA (%)	Bus	2 21%	21,984	4 20%	238		0 00957	-2 0847	NO
A211212	P-3	Business/<10 circuits/Non-Dispatch/GA (%)	Bus	0 11%	24,627	0 00%	779		0 00118	0 8933	YES
A211221	P-3	Business/>=10 circuits/Dispatch/GA (%)	Bus	12 73%	110	50 00%	6		0 13972	-2 6676	NO
A211222	P-3	Business/>=10 circuits/Non-Dispatch/GA (%)	Bus	0 00%	35	0 00%	9		0 00000		YES
A211311	P-3	Design (Specials)/<10 circuits/Dispatch/GA (%)	Design	5 30%	3,436	6 25%	16		0 05612	-0 1698	YES
A211312	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	Design	5 97%	134	0 00%	5		0 10792	0 5532	YES
A211321	P-3	Design (Specials)/>=10 circuits/Dispatch/GA (%)	Design	14 29%	42						
A211322	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	Design								
A211411	P-3	PBX/<10 circuits/Dispatch/GA (%)	PBX	12 70%	63	0 00%	2		0 23914	0 5310	YES
A211412	P-3	PBX/<10 circuits/Non-Dispatch/GA (%)	PBX	0 51%	195	0 00%	21		0 01640	0 3126	YES
A211421	P-3	PBX/>=10 circuits/Dispatch/GA (%)	PBX								
A211422	P-3	PBX/>=10 circuits/Non-Dispatch/GA (%)	PBX	0 00%	51	0 00%	9		0 00000		YES
A211511	P-3	Centrex/<10 circuits/Dispatch/GA (%)	Centrex	5 60%	1,215	0 00%	11		0 06962	0 8039	YES
A211512	P-3	Centrex/<10 circuits/Non-Dispatch/GA (%)	Centrex	0 09%	2,250	0 00%	48		0 00435	0 2045	YES
A211521	P-3	Centrex/>=10 circuits/Dispatch/GA (%)	Centrex	4 44%	45						
A211522	P-3	Centrex/>=10 circuits/Non-Dispatch/GA (%)	Centrex	0 00%	164	0 00%	12		0 00000		YES
A211611	P-3	ISDN/<10 circuits/Dispatch/GA (%)	ISDN	6 47%	742	11 11%	9		0 08249	-0 5628	YES
A211612	P-3	ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN	1 96%	818	0 00%	26		0 02759	0 7090	YES
A211621	P-3	ISDN/>=10 circuits/Dispatch/GA (%)	ISDN	0 00%	6						
A211622	P-3	ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN	0 00%	2						
		% Provisioning Troubles within 30 Days									
A212111	P-9	Residence/<10 circuits/Dispatch/GA (%)	Res	7 87%	40,700	12 27%	1,475		0 00714	-6 1670	NO
A212112	P-9	Residence/<10 circuits/Non-Dispatch/GA (%)	Res	4 16%	441,896	4 18%	24,518		0 00131	-0 1449	YES
A212121	P-9	Residence/>=10 circuits/Dispatch/GA (%)	Res	13 33%	45	0 00%	1		0 34369	0 3879	YES
A212122	P-9	Residence/>=10 circuits/Non-Dispatch/GA (%)	Res	0 00%	4						
A212211	P-9	Business/<10 circuits/Dispatch/GA (%)	Bus	2 45%	30,459	5 95%	370		0 00809	-4 3184	NO
A212212	P-9	Business/<10 circuits/Non-Dispatch/GA (%)	Bus	4 20%	25,736	3 92%	1,172		0 00599	0 4534	YES
A212221	P-9	Business/>=10 circuits/Dispatch/GA (%)	Bus	12 70%	126	0 00%	4		0 16910	0 7509	YES
A212222	P-9	Business/>=10 circuits/Non-Dispatch/GA (%)	Bus	0 00%	101	0 00%	3		0 00000		YES
A212311	P-9	Design (Specials)/<10 circuits/Dispatch/GA (%)	Design	3 37%	5,455	0 00%	68		0 02203	1 5312	YES
A212312	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	Design	0 48%	207	0 00%	22		0 01555	0 3107	YES
A212321	P-9	Design (Specials)/>=10 circuits/Dispatch/GA (%)	Design	0 00%	61						
A212322	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	Design	0 00%	2						
A212411	P-9	PBX/<10 circuits/Dispatch/GA (%)	PBX	1 14%	88	0 00%	6		0 04472	0 2541	YES
A212412	P-9	PBX/<10 circuits/Non-Dispatch/GA (%)	PBX	1 79%	392	5 00%	20		0 03036	-1 0588	YES
A212421	P-9	PBX/>=10 circuits/Dispatch/GA (%)	PBX	0 00%	3						
A212422	P-9	PBX/>=10 circuits/Non-Dispatch/GA (%)	PBX	1 69%	59	0 00%	4		0 06669	0 2541	YES
A212511	P-9	Centrex/<10 circuits/Dispatch/GA (%)	Centrex	2 07%	581	0 00%	13		0 03988	0 5178	YES
A212512	P-9	Centrex/<10 circuits/Non-Dispatch/GA (%)	Centrex	2 70%	927	4 55%	22		0 03494	-0 5290	YES
A212521	P-9	Centrex/>=10 circuits/Dispatch/GA (%)	Centrex	9 09%	22	0 00%	1		0 29394	0 3093	YES
A212522	P-9	Centrex/>=10 circuits/Non-Dispatch/GA (%)	Centrex	2 07%	193	0 00%	11		0 04416	0 4693	YES
A212611	P-9	ISDN/<10 circuits/Dispatch/GA (%)	ISDN	0 00%	15						
A212612	P-9	ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN	0 00%	48	0 00%	3		0 00000		YES
A212621	P-9	ISDN/>=10 circuits/Dispatch/GA (%)	ISDN								
A212622	P-9	ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN								
		Average Completion Notice Interval - Mechanized									
A214111	P-5	Residence/<10 circuits/Dispatch/GA (hours)	Res	2 13	20,679	0 76	773	15 776	0 57794	2 3663	YES
A214112	P-5	Residence/<10 circuits/Non-Dispatch/GA (hours)	Res	1 37	329,152	1 20	21,606	5 483	0 03851	4 5714	YES
A214121	P-5	Residence/>=10 circuits/Dispatch/GA (hours)	Res	0 29	19	0 60	2	0 395	0 29342	-1 0422	YES
A214122	P-5	Residence/>=10 circuits/Non-Dispatch/GA (hours)	Res	0 50	1			0 000			
A214211	P-5	Business/<10 circuits/Dispatch/GA (hours)	Bus	4 14	5,867	17 08	116	24 698	2 31574	-5 5885	NO
A214212	P-5	Business/<10 circuits/Non-Dispatch/GA (hours)	Bus	2 00	18,681	4 22	204	15 841	1 11514	-1 9897	NO

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A214221	P-5	Business/>=10 circuits/Dispatch/GA (hours)	Bus	10 82	67	11 37	4	29 350	15 10645	-0 0364	YES
A214222	P-5	Business/>=10 circuits/Non-Dispatch/GA (hours)	Bus	4 13	23			22 320			
A214311	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours)	Design	138 81	2,491			623 960			
A214312	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA (hours)	Design	75 85	66			952 844			
A214321	P-5	Design (Specials)/>=10 circuits/Dispatch/GA (hours)	Design	141 09	29			173 448			
A214322	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA (hours)	Design								
A214411	P-5	PBX/<10 circuits/Dispatch/GA (hours)	PBX	447 97	42			2526 694			
A214412	P-5	PBX/<10 circuits/Non-Dispatch/GA (hours)	PBX	7 24	135			30 161			
A214421	P-5	PBX/>=10 circuits/Dispatch/GA (hours)	PBX								
A214422	P-5	PBX/>=10 circuits/Non-Dispatch/GA (hours)	PBX	0 69	37			0 307			
A214511	P-5	Centrex/<10 circuits/Dispatch/GA (hours)	Centrex	7 98	902			36 424			
A214512	P-5	Centrex/<10 circuits/Non-Dispatch/GA (hours)	Centrex	3 07	1,783			23 572			
A214521	P-5	Centrex/>=10 circuits/Dispatch/GA (hours)	Centrex	15 55	27			35 495			
A214522	P-5	Centrex/>=10 circuits/Non-Dispatch/GA (hours)	Centrex	4 27	151			25 774			
A214611	P-5	ISDN/<10 circuits/Dispatch/GA (hours)	ISDN	144 20	452						
A214612	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours)	ISDN	79 58	647						
A214621	P-5	ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN	205 42	5						
A214622	P-5	ISDN/>=10 circuits/Non-Dispatch/GA (hours)	ISDN								
		Average Completion Notice Interval - Non-Mechanized									
A215111	P-5	Residence/<10 circuits/Dispatch/GA (hours)	Diagnostic			21 90	60				Diagnostic
A215112	P-5	Residence/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			18 52	98				Diagnostic
A215121	P-5	Residence/>=10 circuits/Dispatch/GA (hours)	Diagnostic			15 92	1				Diagnostic
A215122	P-5	Residence/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
A215211	P-5	Business/<10 circuits/Dispatch/GA (hours)	Diagnostic			28 27	19				Diagnostic
A215212	P-5	Business/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			20 61	137				Diagnostic
A215221	P-5	Business/>=10 circuits/Dispatch/GA (hours)	Diagnostic			17 07	1				Diagnostic
A215222	P-5	Business/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			14 00	3				Diagnostic
A215311	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours)	Diagnostic			87 05	15				Diagnostic
A215312	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			47 55	5				Diagnostic
A215321	P-5	Design (Specials)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A215322	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
A215411	P-5	PBX/<10 circuits/Dispatch/GA (hours)	Diagnostic			38 79	2				Diagnostic
A215412	P-5	PBX/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			56 58	11				Diagnostic
A215421	P-5	PBX/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A215422	P-5	PBX/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			14 00	6				Diagnostic
A215511	P-5	Centrex/<10 circuits/Dispatch/GA (hours)	Diagnostic			35 66	12				Diagnostic
A215512	P-5	Centrex/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			23 95	32				Diagnostic
A215521	P-5	Centrex/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A215522	P-5	Centrex/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			17 00	8				Diagnostic
A215611	P-5	ISDN/<10 circuits/Dispatch/GA (hours)	Diagnostic			31 16	6				Diagnostic
A215612	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			22 76	12				Diagnostic
A215621	P-5	ISDN/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A215622	P-5	ISDN/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A217111	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			7 26	801				Diagnostic
A217112	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1 47	23 875				Diagnostic
A217121	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic			7 67	3				Diagnostic
A217122	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A217211	P-10	Business/<10 circuits/Dispatch/GA (days)	Diagnostic			7 04	62				Diagnostic
A217212	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 12	129				Diagnostic
A217221	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic			12 50	2				Diagnostic
A217222	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A217311	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A217312	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A217321	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A217322	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A217411	P-10	PBX/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A217412	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A217421	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic

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A 2 17 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 5 1 1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 6 1 1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 17 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
A 2 18 1 1 1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			6 86	237				Diagnostic
A 2 18 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 44	2,684				Diagnostic
A 2 18 1 2 1	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 2 1 1	P-10	Business/<10 circuits/Dispatch/GA (days)	Diagnostic			7 17	48				Diagnostic
A 2 18 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 45	145				Diagnostic
A 2 18 2 2 1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic			6 33	3				Diagnostic
A 2 18 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 4 1 1	P-10	PBX/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 4 2 1	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 5 1 1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 00	1				Diagnostic
A 2 18 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 6 1 1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 33	3				Diagnostic
A 2 18 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 18 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
A 2 19 1 1 1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			10 05	56				Diagnostic
A 2 19 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 90	98				Diagnostic
A 2 19 1 2 1	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic			9 00	1				Diagnostic
A 2 19 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 2 1 1	P-10	Business/<10 circuits/Dispatch/GA (days)	Diagnostic			9 50	14				Diagnostic
A 2 19 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 79	120				Diagnostic
A 2 19 2 2 1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 00	3				Diagnostic
A 2 19 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic			13 90	10				Diagnostic
A 2 19 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9 75	4				Diagnostic
A 2 19 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 4 1 1	P-10	PBX/<10 circuits/Dispatch/GA (days)	Diagnostic			30 00	1				Diagnostic
A 2 19 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			5 70	10				Diagnostic
A 2 19 4 2 1	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			10 67	3				Diagnostic
A 2 19 5 1 1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic			12 57	7				Diagnostic
A 2 19 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			8 24	33				Diagnostic
A 2 19 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			12 40	5				Diagnostic
A 2 19 6 1 1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic			6 75	4				Diagnostic
A 2 19 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			11 00	10				Diagnostic
A 2 19 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A 2 19 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
			Total Service Order Cycle Time (offered) - Mechanized									
A221111	P-10	Residence/<10 circuits/Dispatch/GA (days)		Diagnostic			7.24	772				Diagnostic
A221112	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			3.64	6,770				Diagnostic
A221121	P-10	Residence/>=10 circuits/Dispatch/GA (days)		Diagnostic			7.67	3				Diagnostic
A221122	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221211	P-10	Business/<10 circuits/Dispatch/GA (days)		Diagnostic			7.06	60				Diagnostic
A221212	P-10	Business/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			3.61	102				Diagnostic
A221221	P-10	Business/>=10 circuits/Dispatch/GA (days)		Diagnostic			8.00	1				Diagnostic
A221222	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221311	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221312	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221321	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221322	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221411	P-10	PBX/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221412	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221421	P-10	PBX/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221422	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221511	P-10	Centrex/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221512	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221521	P-10	Centrex/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221522	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221611	P-10	ISDN/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221612	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A221621	P-10	ISDN/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A221622	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
			Total Service Order Cycle Time (offered) - Partially Mechanized									
A222111	P-10	Residence/<10 circuits/Dispatch/GA (days)		Diagnostic			6.87	207				Diagnostic
A222112	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			2.92	1,670				Diagnostic
A222121	P-10	Residence/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A222122	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A222211	P-10	Business/<10 circuits/Dispatch/GA (days)		Diagnostic			7.20	46				Diagnostic
A222212	P-10	Business/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			3.64	115				Diagnostic
A222221	P-10	Business/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A222222	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223111	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)		Diagnostic			6.33	3				Diagnostic
A223112	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223121	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223122	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223211	P-10	PBX/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223212	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223221	P-10	PBX/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223222	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223311	P-10	Centrex/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223312	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223321	P-10	Centrex/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223322	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223411	P-10	ISDN/<10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223412	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223421	P-10	ISDN/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223422	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
			Total Service Order Cycle Time (offered) - Non-Mechanized									
A223111	P-10	Residence/<10 circuits/Dispatch/GA (days)		Diagnostic			10.11	47				Diagnostic
A223112	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			3.46	81				Diagnostic
A223121	P-10	Residence/>=10 circuits/Dispatch/GA (days)		Diagnostic			9.00	1				Diagnostic
A223122	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A223211	P-10	Business/<10 circuits/Dispatch/GA (days)		Diagnostic			9.60	10				Diagnostic
A223212	P-10	Business/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			3.71	91				Diagnostic
A223221	P-10	Business/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A223222	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A2233 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)		Diagnostic			15 11	9				Diagnostic
A2233 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			9 75	4				Diagnostic
A2233 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A2233 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
A2234 1 1	P-10	PBX/<10 circuits/Dispatch/GA (days)		Diagnostic			30 00	1				Diagnostic
A2234 1 2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			4 50	4				Diagnostic
A2234 2 1	P-10	PBX/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A2234 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic			7 00	1				Diagnostic
A2235 1 1	P-10	Centrex/<10 circuits/Dispatch/GA (days)		Diagnostic			15 00	5				Diagnostic
A2235 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			8 31	16				Diagnostic
A2235 2 1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A2235 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic			13 67	3				Diagnostic
A2236 1 1	P-10	ISDN/<10 circuits/Dispatch/GA (days)		Diagnostic			8 50	2				Diagnostic
A2236 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)		Diagnostic			15 50	6				Diagnostic
A2236 2 1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)		Diagnostic								Diagnostic
A2236 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)		Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours										
A2241 1	P-6	Residence/Dispatch/GA (%)		Diagnostic			100 00%	1,203				Diagnostic
A2241 2	P-6	Residence/Non-Dispatch/GA (%)		Diagnostic			100 00%	27,588				Diagnostic
A2242 1	P-6	Business/Dispatch/GA (%)		Diagnostic			100 00%	160				Diagnostic
A2242 2	P-6	Business/Non-Dispatch/GA (%)		Diagnostic			100 00%	618				Diagnostic
A2243 1	P-6	Design (Specials)/Dispatch/GA (%)		Diagnostic			100 00%	14				Diagnostic
A2243 2	P-6	Design (Specials)/Non-Dispatch/GA (%)		Diagnostic			100 00%	4				Diagnostic
A2244 1	P-6	PBX/Dispatch/GA (%)		Diagnostic			100 00%	1				Diagnostic
A2244 2	P-6	PBX/Non-Dispatch/GA (%)		Diagnostic			100 00%	22				Diagnostic
A2245 1	P-6	Centrex/Dispatch/GA (%)		Diagnostic			100 00%	9				Diagnostic
A2245 2	P-6	Centrex/Non-Dispatch/GA (%)		Diagnostic			100 00%	54				Diagnostic
A2246 1	P-6	ISDN/Dispatch/GA (%)		Diagnostic			100 00%	9				Diagnostic
A2246 2	P-6	ISDN/Non-Dispatch/GA (%)		Diagnostic			100 00%	17				Diagnostic
		Service Order Accuracy										
A2251 1 1	P-11	Residence/<10 circuits/Dispatch/GA (%)		>= 95%								
A2251 1 2	P-11	Residence/<10 circuits/Non-Dispatch/GA (%)		>= 95%			90 53%	190				NO
A2251 2 1	P-11	Residence/>=10 circuits/Dispatch/GA (%)		>= 95%								
A2251 2 2	P-11	Residence/>=10 circuits/Non-Dispatch/GA (%)		>= 95%								
A2252 1 1	P-11	Business/<10 circuits/Dispatch/GA (%)		>= 95%			87 50%	8				NO
A2252 1 2	P-11	Business/<10 circuits/Non-Dispatch/GA (%)		>= 95%			86 14%	101				NO
A2252 2 1	P-11	Business/>=10 circuits/Dispatch/GA (%)		>= 95%								
A2252 2 2	P-11	Business/>=10 circuits/Non-Dispatch/GA (%)		>= 95%			100 00%	2				YES
A2253 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/GA (%)		>= 95%			85 71%	7				NO
A2253 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)		>= 95%								
A2253 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA (%)		>= 95%								
A2253 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)		>= 95%								
		Resale - Maintenance and Repair										
		Missed Repair Appointments										
A3111	M&R-1	Residence/Dispatch/GA (%)		Res	8 69%	71,652	1 84%	2,065		0 00629	10 8907	YES
A3112	M&R-1	Residence/Non-Dispatch/GA (%)		Res	1 92%	49,293	1 32%	759		0 00502	1 1989	YES
A3121	M&R-1	Business/Dispatch/GA (%)		Bus	8 73%	11,486	8 96%	357		0 01517	-0 1524	YES
A3122	M&R-1	Business/Non-Dispatch/GA (%)		Bus	3 49%	7,134	1 93%	207		0 01294	1 2040	YES
A3131	M&R-1	Design (Specials)/Dispatch/GA (%)		Design	1 61%	1,926	1 35%	74		0 01491	0 1732	YES
A3132	M&R-1	Design (Specials)/Non-Dispatch/GA (%)		Design	0 49%	2,850	1 75%	57		0 00935	-1 3506	YES
A3141	M&R-1	PBX/Dispatch/GA (%)		PBX	14 61%	178	0 00%	6		0 14659	0 9964	YES
A3142	M&R-1	PBX/Non-Dispatch/GA (%)		PBX	2 98%	168	0 00%	3		0 09898	0 3007	YES
A3151	M&R-1	Centrex/Dispatch/GA (%)		Centrex	10 87%	2,015	3 03%	33		0 05462	1 4350	YES
A3152	M&R-1	Centrex/Non-Dispatch/GA (%)		Centrex	5 24%	1,335	0 00%	15		0 05788	0 9060	YES
A3161	M&R-1	ISDN/Dispatch/GA (%)		ISDN	24 31%	506	50 00%	6		0 17615	-1 4585	YES
A3162	M&R-1	ISDN/Non-Dispatch/GA (%)		ISDN	4 76%	546	33 33%	3		0 12329	-2 3174	NO
		Customer Trouble Report Rate										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A3211	M&R-2	Residence/Dispatch/GA (%)	Res	2 59%	2,769,758	2 33%	88,685		0 00055	4 7109	YES
A3212	M&R-2	Residence/Non-Dispatch/GA (%)	Res	1 78%	2,769,758	0 86%	88,685		0 00046	20 3007	YES
A3221	M&R-2	Business/Dispatch/GA (%)	Bus	1 50%	768,278	1 65%	21,643		0 00084	-1 8328	NO
A3222	M&R-2	Business/Non-Dispatch/GA (%)	Bus	0 93%	768,278	0 96%	21,643		0 00066	-0 4195	YES
A3231	M&R-2	Design (Specials)/Dispatch/GA (%)	Design	0 29%	673,379	0 76%	9,794		0 00054	-8 6263	NO
A3232	M&R-2	Design (Specials)/Non-Dispatch/GA (%)	Design	0 42%	673,379	0 58%	9,794		0 00066	-2 3975	NO
A3241	M&R-2	PBX/Dispatch/GA (%)	PBX	0 15%	117,617	0 25%	2,385		0 00080	-1 2457	YES
A3242	M&R-2	PBX/Non-Dispatch/GA (%)	PBX	0 14%	117,617	0 13%	2,385		0 00078	0 2181	YES
A3251	M&R-2	Centrex/Dispatch/GA (%)	Centrex	0 56%	359,896	0 60%	5,510		0 00102	-0 3842	YES
A3252	M&R-2	Centrex/Non-Dispatch/GA (%)	Centrex	0 37%	359,896	0 27%	5,510		0 00083	1 1939	YES
A3261	M&R-2	ISDN/Dispatch/GA (%)	ISDN	3 22%	15,690	2 12%	283		0 01077	1 0258	YES
A3262	M&R-2	ISDN/Non-Dispatch/GA (%)	ISDN	3 48%	15,690	1 06%	283		0 01119	2 1628	YES
		Maintenance Average Duration									
A3311	M&R-3	Residence/Dispatch/GA (hours)	Res	24 27	71,652	15 42	2,065	23 721	0 52946	16 7068	YES
A3312	M&R-3	Residence/Non-Dispatch/GA (hours)	Res	9 30	49,293	4 39	759	13 531	0 49489	9 9329	YES
A3321	M&R-3	Business/Dispatch/GA (hours)	Bus	12 09	11,486	12 90	357	16 674	0 89611	-0 9005	YES
A3322	M&R-3	Business/Non-Dispatch/GA (hours)	Bus	5 37	7,134	3 62	207	11 586	0 81689	2 1492	YES
A3331	M&R-3	Design (Specials)/Dispatch/GA (hours)	Design	5 53	1,926	4 86	74	44 059	5 21921	0 1286	YES
A3332	M&R-3	Design (Specials)/Non-Dispatch/GA (hours)	Design	2 21	2,850	3 73	57	22 481	3 00735	-0 5062	YES
A3341	M&R-3	PBX/Dispatch/GA (hours)	PBX	12 94	178	5 34	6	17 963	7 45598	1 0198	YES
A3342	M&R-3	PBX/Non-Dispatch/GA (hours)	PBX	2 23	168	6 34	3	6 430	3 74513	-1 0968	YES
A3351	M&R-3	Centrex/Dispatch/GA (hours)	Centrex	12 78	2,015	11 19	33	18 158	3 18668	0 4996	YES
A3352	M&R-3	Centrex/Non-Dispatch/GA (hours)	Centrex	4 21	1,335	1 62	15	11 074	2 87539	0 9009	YES
A3361	M&R-3	ISDN/Dispatch/GA (hours)	ISDN	24 18	506	18 90	6	27 119	11 13690	0 4739	YES
A3362	M&R-3	ISDN/Non-Dispatch/GA (hours)	ISDN	5 33	546	24 62	3	10 427	6 03637	-3 1966	NO
		% Repeat Troubles within 30 Days									
A3411	M&R-4	Residence/Dispatch/GA (%)	Res	24 11%	71,652	17 82%	2,065		0 00955	6 5854	YES
A3412	M&R-4	Residence/Non-Dispatch/GA (%)	Res	21 30%	49,293	22 27%	759		0 01497	-0 6471	YES
A3421	M&R-4	Business/Dispatch/GA (%)	Bus	19 46%	11,486	17 93%	357		0 02128	0 7198	YES
A3422	M&R-4	Business/Non-Dispatch/GA (%)	Bus	17 02%	7,134	22 22%	207		0 02649	-1 9646	NO
A3431	M&R-4	Design (Specials)/Dispatch/GA (%)	Design	41 12%	1,926	43 24%	74		0 05829	-0 3640	YES
A3432	M&R-4	Design (Specials)/Non-Dispatch/GA (%)	Design	39 37%	2,850	36 84%	57		0 06536	0 3865	YES
A3441	M&R-4	PBX/Dispatch/GA (%)	PBX	23 03%	178	0 00%	6		0 17477	1 3180	YES
A3442	M&R-4	PBX/Non-Dispatch/GA (%)	PBX	13 69%	168	0 00%	3		0 20023	0 6837	YES
A3451	M&R-4	Centrex/Dispatch/GA (%)	Centrex	18 66%	2,015	24 24%	33		0 06837	-0 8165	YES
A3452	M&R-4	Centrex/Non-Dispatch/GA (%)	Centrex	16 85%	1,335	20 00%	15		0 09720	-0 3237	YES
A3461	M&R-4	ISDN/Dispatch/GA (%)	ISDN	29 84%	506	33 33%	6		0 18790	-0 1858	YES
A3462	M&R-4	ISDN/Non-Dispatch/GA (%)	ISDN	32 05%	546	33 33%	3		0 27017	-0 0475	YES
		Out of Service > 24 hours									
A3511	M&R-5	Residence/Dispatch/GA (%)	Res	31 75%	47,742	14 43%	1,504		0 01219	14 2117	YES
A3512	M&R-5	Residence/Non-Dispatch/GA (%)	Res	13 60%	12,801	5 46%	238		0 02243	3 6290	YES
A3521	M&R-5	Business/Dispatch/GA (%)	Bus	9 31%	7,049	12 22%	221		0 01985	-1 4667	YES
A3522	M&R-5	Business/Non-Dispatch/GA (%)	Bus	4 76%	2,519	3 30%	91		0 02273	0 6455	YES
A3531	M&R-5	Design (Specials)/Dispatch/GA (%)	Design	1 61%	1,926	1 35%	74		0 01491	0 1732	YES
A3532	M&R-5	Design (Specials)/Non-Dispatch/GA (%)	Design	0 49%	2,850	1 75%	57		0 00935	-1 3506	YES
A3541	M&R-5	PBX/Dispatch/GA (%)	PBX	12 75%	102	0 00%	4		0 16998	0 7498	YES
A3542	M&R-5	PBX/Non-Dispatch/GA (%)	PBX	1 47%	68	0 00%	2		0 08636	0 1703	YES
A3551	M&R-5	Centrex/Dispatch/GA (%)	Centrex	10 36%	1,332	8 33%	24		0 06276	0 3230	YES
A3552	M&R-5	Centrex/Non-Dispatch/GA (%)	Centrex	1 81%	553	0 00%	9		0 04478	0 4038	YES
A3561	M&R-5	ISDN/Dispatch/GA (%)	ISDN	34 61%	419	40 00%	5		0 21401	-0 2520	YES
A3562	M&R-5	ISDN/Non-Dispatch/GA (%)	ISDN	1 91%	419	33 33%	3		0 07929	-3 9630	NO
		Resale - Billing									
		Invoice Accuracy									
A41	B-1	GA (%)	BST - State	97 29%	$368,051,310	99 75%	$6,534,318		0 00006	-383 3345	YES
		Mean Time to Deliver Invoices - CRIS									
A42	B-2	Region (business days)	BST - Region	3 66	1	3 33	1,772				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B 1 1 1	O-7	Switch Ports/GA (%)	Diagnostic								Diagnostic
B 1 1 2	O-7	Local Interoffice Transport/GA (%)	Diagnostic			61 54%	13				Diagnostic
B 1 1 3	O-7	Loop + Port Combinations/GA (%)	Diagnostic			18 26%	17,467				Diagnostic
B 1 1 4	O-7	Combo Other/GA (%)	Diagnostic								Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			35 06%	231				Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			66 67%	3				Diagnostic
B 1 1 7	O-7	Line Sharing/GA (%)	Diagnostic								Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			60 26%	156				Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			48 57%	35				Diagnostic
B 1 1 10	O-7	2W Analog Loop w/INP Design/GA (%)	Diagnostic								Diagnostic
B 1 1 11	O-7	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic								Diagnostic
B 1 1 12	O-13	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			24 44%	45				Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			92 86%	28				Diagnostic
B 1 1 14	O-7	Other Design/GA (%)	Diagnostic			62 50%	16				Diagnostic
B 1 1 15	O-7	Other Non-Design/GA (%)	Diagnostic			18 26%	17,467				Diagnostic
B 1 1 16	O-7	INP Standalone/GA (%)	Diagnostic			50 00%	2				Diagnostic
B 1 1 17	O-13	LNP (Standalone)/GA (%)	Diagnostic			2 97%	2,964				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B 1 2 1	O-7	Switch Ports/GA (%)	Diagnostic								Diagnostic
B 1 2 2	O-7	Local Interoffice Transport/GA (%)	Diagnostic			24 00%	25				Diagnostic
B 1 2 3	O-7	Loop + Port Combinations/GA (%)	Diagnostic			42 42%	8,045				Diagnostic
B 1 2 4	O-7	Combo Other/GA (%)	Diagnostic								Diagnostic
B 1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic								Diagnostic
B 1 2 6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			0 00%	3				Diagnostic
B 1 2 7	O-7	Line Sharing/GA (%)	Diagnostic								Diagnostic
B 1 2 8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			29 32%	266				Diagnostic
B 1 2 9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			0 00%	3				Diagnostic
B 1 2 10	O-7	2W Analog Loop w/INP Design/GA (%)	Diagnostic								Diagnostic
B 1 2 11	O-7	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic								Diagnostic
B 1 2 12	O-13	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			37 11%	450				Diagnostic
B 1 2 13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			24 09%	303				Diagnostic
B 1 2 14	O-7	Other Design/GA (%)	Diagnostic			21 43%	28				Diagnostic
B 1 2 15	O-7	Other Non-Design/GA (%)	Diagnostic			42 42%	8,045				Diagnostic
B 1 2 16	O-7	INP Standalone/GA (%)	Diagnostic								Diagnostic
B 1 2 17	O-13	LNP (Standalone)/GA (%)	Diagnostic			39 77%	1,418				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B 1 3 1	O-7	Switch Ports/GA (%)	Diagnostic								Diagnostic
B 1 3 2	O-7	Local Interoffice Transport/GA (%)	Diagnostic			8 70%	161				Diagnostic
B 1 3 3	O-7	Loop + Port Combinations/GA (%)	Diagnostic			37 59%	1 144				Diagnostic
B 1 3 4	O-7	Combo Other/GA (%)	Diagnostic								Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			16 55%	562				Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			1 09%	275				Diagnostic
B 1 3 7	O-7	Line Sharing/GA (%)	Diagnostic			22 83%	127				Diagnostic
B 1 3 8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			2 99%	67				Diagnostic
B 1 3 9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			28 77%	2,096				Diagnostic
B 1 3 10	O-7	2W Analog Loop w/INP Design/GA (%)	Diagnostic			100 00%	2				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic			Data reviewed in B.1.3.13					
B 1 3 12	O-13	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			133 33%	18				Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			Data reviewed in B.1.3.20					
B 1 3 14	O-7	Other Design/GA (%)	Diagnostic			3 90%	436				Diagnostic
B 1 3 15	O-7	Other Non-Design/GA (%)	Diagnostic			37 59%	1,144				Diagnostic
B 1 3 16	O-7	INP Standalone/GA (%)	Diagnostic								Diagnostic
B 1 3 17	O-13	LNP Standalone/GA (%)	Diagnostic			23 27%	855				Diagnostic
B 1 3 18	O-7	Loops Non-Design/GA (%)	Diagnostic			21 79%	1,698				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 3 19	O-7	Loops Non-Design w/INP/GA (%)	Diagnostic			39 36%	94				Diagnostic
B 1 3 20	O-13	Loops Non-Design w/LNP/GA (%)	Diagnostic			30 75%	426				Diagnostic
	Reject Interval - Mechanized										
B 1 4 1	O-8	Switch Ports/GA (%)	>= 97% w in 1 hr								
B 1 4 2	O-8	Local Interoffice Transport/GA (%)	>= 97% w in 1 hr			100 00%	8				YES
B 1 4 3	O-8	Loop + Port Combinations/GA (%)	>= 97% w in 1 hr			68 21%	3,190				NO
B 1 4 4	O-8	Combo Other/GA (%)	>= 97% w in 1 hr								
B 1 4 5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 97% w in 1 hr			100 00%	81				YES
B 1 4 6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 97% w in 1 hr			100 00%	2				YES
B 1 4 7	O-8	Line Sharing/GA (%)	>= 97% w in 1 hr								
B 1 4 8	O-8	2W Analog Loop Design/GA (%)	>= 97% w in 1 hr			96 81%	94				NO
B 1 4 9	O-8	2W Analog Loop Non-Design/GA (%)	>= 97% w in 1 hr			100 00%	17				YES
B 1 4 10	O-8	2W Analog Loop w/INP Design/GA (%)	>= 97% w in 1 hr								
B 1 4 11	O-8	2W Analog Loop w/INP Non-Design/GA (%)	>= 97% w in 1 hr								
B 1 4 12	O-14	2W Analog Loop w/LNP Design/GA (%)	>= 97% w in 1 hr			100 00%	11				YES
B 1 4 13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 97% w in 1 hr			100 00%	26				YES
B 1 4 14	O-8	Other Design/GA (%)	>= 97% w in 1 hr			100 00%	10				YES
B 1 4 15	O-8	Other Non-Design/GA (%)	>= 97% w in 1 hr			68 21%	3,190				NO
B 1 4 16	O-8	INP Standalone/GA (%)	>= 97% w in 1 hr			100 00%	1				YES
B 1 4 17	O-14	LNP (Standalone)/GA (%)	>= 97% w in 1 hr			90 91%	88				NO
	Reject Interval - Partially Mechanized - 24 hours										
B 1 5 1	O-8	Switch Ports/GA (%)	>= 85% w in 24 hrs								
B 1 5 2	O-8	Local Interoffice Transport/GA (%)	>= 85% w in 24 hrs								
B 1 5 3	O-8	Loop + Port Combinations/GA (%)	>= 85% w in 24 hrs								
B 1 5 4	O-8	Combo Other/GA (%)	>= 85% w in 24 hrs								
B 1 5 5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 24 hrs								
B 1 5 6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 24 hrs								
B 1 5 7	O-8	Line Sharing/GA (%)	>= 85% w in 24 hrs								
B 1 5 8	O-8	2W Analog Loop Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 9	O-8	2W Analog Loop Non-Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 10	O-8	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 11	O-8	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 12	O-14	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 14	O-8	Other Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 15	O-8	Other Non-Design/GA (%)	>= 85% w in 24 hrs								
B 1 5 16	O-8	INP Standalone/GA (%)	>= 85% w in 24 hrs								
B 1 5 17	O-14	LNP (Standalone)/GA (%)	>= 85% w in 24 hrs								
	Reject Interval - Partially Mechanized - 18 hours										
B 1 6 1	O-8	Switch Ports/GA (%)	>= 85% w in 18 hrs								
B 1 6 2	O-8	Local Interoffice Transport/GA (%)	>= 85% w in 18 hrs			83 33%	6				NO
B 1 6 3	O-8	Loop + Port Combinations/GA (%)	>= 85% w in 18 hrs			97 69%	3,413				YES
B 1 6 4	O-8	Combo Other/GA (%)	>= 85% w in 18 hrs								
B 1 6 5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 18 hrs								
B 1 6 6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 18 hrs								
B 1 6 7	O-8	Line Sharing/GA (%)	>= 85% w in 18 hrs								
B 1 6 8	O-8	2W Analog Loop Design/GA (%)	>= 85% w in 18 hrs			96 15%	78				YES
B 1 6 9	O-8	2W Analog Loop Non-Design/GA (%)	>= 85% w in 18 hrs								
B 1 6 10	O-8	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 18 hrs								
B 1 6 11	O-8	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 18 hrs								
B 1 6 12	O-14	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 18 hrs			90 42%	167				YES
B 1 6 13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 18 hrs			100 00%	73				YES
B 1 6 14	O-8	Other Design/GA (%)	>= 85% w in 18 hrs			83 33%	6				NO
B 1 6 15	O-8	Other Non-Design/GA (%)	>= 85% w in 18 hrs			97 69%	3,413				YES
B 1 6 16	O-8	INP Standalone/GA (%)	>= 85% w in 18 hrs								
B 1 6 17	O-14	LNP (Standalone)/GA (%)	>= 85% w in 18 hrs			94 33%	564				YES
	Reject Interval - Non-Mechanized										
B 1 8 1	O-8	Switch Ports/GA (%)	>= 85% w in 24 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 8 2	O-8	Local Interoffice Transport/GA (%)	>= 85% w in 24 hrs			100 00%	14				YES
B 1 8 3	O-8	Loop + Port Combinations/GA (%)	>= 85% w in 24 hrs			98 84%	430				YES
B 1 8 4	O-8	Combo Other/GA (%)	>= 85% w in 24 hrs								
B 1 8 5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 24 hrs			95 70%	93				YES
B 1 8 6			>= 85% w in 24 hrs			100 00%	3				YES
B 1 8 7	O-8	Line Sharing/GA (%)	>= 85% w in 24 hrs			89 66%	29				YES
B 1 8 8	O-8	2W Analog Loop Design/GA (%)	>= 85% w in 24 hrs			100 00%	2				YES
B 1 8 9	O-8	2W Analog Loop Non-Design/GA (%)	>= 85% w in 24 hrs			95 69%	603				YES
B 1 8 10	O-8	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 24 hrs			100 00%	2				YES
B 1 8 11	O-8	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 24 hrs			Data Included in B 1 8 15					
B 1 8 12	O-14	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 24 hrs			91 67%	24				YES
B 1 8 13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 24 hrs			Data Included in B 1 8 20					
B 1 8 14	O-8	Other Design/GA (%)	>= 85% w in 24 hrs			100 00%	17				YES
B 1 8 15	O-8	Other Non-Design/GA (%)	>= 85% w in 24 hrs			98 84%	430				YES
B 1 8 16	O-8	INP Standalone/GA (%)	>= 85% w in 24 hrs								
B 1 8 17	O-14	LNP (Standalone)/GA (%)	>= 85% w in 24 hrs			95 98%	199				YES
B 1 8 18	O-8	Loops Non-Design/GA (%)	>= 85% w in 24 hrs			97 57%	370				YES
B 1 8 19	O-8	Loops Non-Design w/INP/GA (%)	>= 85% w in 24 hrs			83 78%	37				NO
B 1 8 20	O-14	Loops Non-Design w/LNP/GA (%)	>= 85% w in 24 hrs			95 42%	131				YES
		FOC Timeliness - Mechanized									
B 9 1	O-9	Switch Ports/GA (%)	>= 95% w in 3 hrs								
B 9 2	O-9	Local Interoffice Transport/GA (%)	>= 95% w in 3 hrs			66 67%	3				NO
B 9 3	O-9	Loop + Port Combinations/GA (%)	>= 95% w in 3 hrs			95 62%	13,229				YES
B 9 4	O-9	Combo Other/GA (%)	>= 95% w in 3 hrs								
B 9 5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% w in 3 hrs			93 81%	113				NO
B 9 6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 95% w in 3 hrs			100 00%	1				YES
B 9 7	O-9	Line Sharing/GA (%)	>= 95% w in 3 hrs								
B 9 8	O-9	2W Analog Loop Design/GA (%)	>= 95% w in 3 hrs			89 74%	39				NO
B 1 9 9	O-9	2W Analog Loop Non-Design/GA (%)	>= 95% w in 3 hrs			100 00%	12				YES
B 1 9 10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 95% w in 3 hrs								
B 1 9 11	O-9	2W Analog Loop w/INP Non-Design/GA (%)	>= 95% w in 3 hrs								
B 1 9 12	O-15	2W Analog Loop w/LNP Design/GA (%)	>= 95% w in 3 hrs			45 88%	85				NO
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95% w in 3 hrs			34 15%	41				NO
B 1 9 14	O-9	Other Design/GA (%)	>= 95% w in 3 hrs			75 00%	4				NO
B 1 9 15	O-9	Other Non-Design/GA (%)	>= 95% w in 3 hrs			95 62%	13,229				YES
B 9 16	O-9	INP Standalone/GA (%)	>= 95% w in 3 hrs								
B 9 17	O-15	LNP Standalone/GA (%)	>= 95% w in 3 hrs			96 75%	3,142				YES
		FOC Timeliness - Partially Mechanized									
B 10 1	O-9	Switch Ports/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 10 2	O-9	Local Interoffice Transport/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 10 3	O-9	Loop + Port Combinations/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 10 4	O-9	Combo Other/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 10 5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 7	O-9	Line Sharing/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 8	O-9	2W Analog Loop Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 9	O-9	2W Analog Loop Non-Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 11	O-9	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 12	O-15	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 14	O-9	Other Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 15	O-9	Other Non-Design/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 16	O-9	INP Standalone/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 10 17	O-15	LNP Standalone/GA (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
B 1 11 1	O-9	Switch Ports/GA (%)	>= 85% w in 18 hrs								
B 1 11 2	O-9	Local Interoffice Transport/GA (%)	>= 85% w in 18 hrs			95 83%	24				YES
B 1 11 3	O-9	Loop + Port Combinations/GA (%)	>= 85% w in 18 hrs			97 54%	5,081				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 11 4	O-9	Combo Other/GA (%)	>= 85% w in 18 hrs								
B 1 11 5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 18 hrs			100 00%	2				YES
B 1 11 6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 18 hrs			100 00%	3				YES
B 1 11 7	O-9	Line Sharing/GA (%)	>= 85% w in 18 hrs								
B 1 11 8	O-9	2W Analog Loop Design/GA (%)	>= 85% w in 18 hrs			99 05%	210				YES
B 1 11 9	O-9	2W Analog Loop Non-Design/GA (%)	>= 85% w in 18 hrs			100 00%	3				YES
B 1 11 10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 18 hrs								
B 1 11 11	O-9	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 18 hrs								
B 1 11 12	O-15	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 18 hrs			96 94%	196				YES
B 1 11 13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 18 hrs			98 58%	423				YES
B 1 11 14	O-9	Other Design/GA (%)	>= 85% w in 18 hrs			96 30%	27				YES
B 1 11 15	O-9	Other Non-Design/GA (%)	>= 85% w in 18 hrs			97 54%	5,081				YES
B 1 11 16	O-9	INP Standalone/GA (%)	>= 85% w in 18 hrs			100 00%	1				YES
B 1 11 17	O-15	LNP Standalone/GA (%)	>= 85% w in 18 hrs			95 11%	368				YES
		FOC Timeliness - Non-Mechanized									
B 1 13 1	O-9	Switch Ports/GA (%)	>= 85% w in 36 hrs								
B 1 13 2	O-9	Local Interoffice Transport/GA (%)	>= 85% w in 36 hrs			100 00%	131				YES
B 1 13 3	O-9	Loop + Port Combinations/GA (%)	>= 85% w in 36 hrs			97 00%	701				YES
B 1 13 4	O-9	Combo Other/GA (%)	>= 85% w in 36 hrs								
B 1 13 5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 36 hrs			98 57%	630				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 36 hrs			100 00%	269				YES
B 1 13 7	O-9	Line Sharing/GA (%)	>= 85% w in 36 hrs			98 88%	89				YES
B 1 13 8	O-9	2W Analog Loop Design/GA (%)	>= 85% w in 36 hrs			100 00%	61				YES
B 1 13 9	O-9	2W Analog Loop Non-Design/GA (%)	>= 85% w in 36 hrs			99 71%	1,732				YES
B 1 13 10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 36 hrs			100 00%	7				YES
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 36 hrs			97 73%	44				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 36 hrs			100 00%	8				YES
B 1 13 13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 36 hrs			99 39%	326				YES
B 1 13 14	O-9	Other Design/GA (%)	>= 85% w in 36 hrs			100 00%	400				YES
B 1 13 15	O-9	Other Non-Design/GA (%)	>= 85% w in 36 hrs			97 00%	701				YES
B 1 13 16	O-9	INP Standalone/GA (%)	>= 85% w in 36 hrs								
B 1 13 17	O-15	LNP Standalone/GA (%)	>= 85% w in 36 hrs			99 14%	583				YES
		FOC & Reject Response Completeness - Mechanized									
B 1 14 1	O-11	Switch Ports/GA (%)	>= 95%								
B 1 14 2	O-11	Local Interoffice Transport/GA (%)	>= 95%			84 62%	13				NO
B 1 14 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			94 00%	17,467				NO
B 1 14 4	O-11	Combo Other/GA (%)	>= 95%								
B 1 14 5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%			64 34%	258				NO
B 1 14 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100 00%	3				YES
B 1 14 7	O-11	Line Sharing/GA (%)	>= 95%								
B 1 14 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			85 26%	156				NO
B 1 14 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			82 86%	35				NO
B 1 14 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 1 14 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 1 14 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	92				YES
B 1 14 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			100 00%	39				YES
B 1 14 14	O-11	Other Design/GA (%)	>= 95%			87 50%	16				NO
B 1 14 15	O-11	Other Non-Design/GA (%)	>= 95%			94 00%	17,467				NO
B 1 14 16	O-11	INP Standalone/GA (%)	>= 95%								
B 1 14 17	O-11	LNP Standalone/GA (%)	>= 95%			100 00%	329				YES
		FOC & Reject Response Completeness - Partially Mechanized									
B 1 15 1	O-11	Switch Ports/GA (%)	>= 95%								
B 1 15 2	O-11	Local Interoffice Transport/GA (%)	>= 95%			100 00%	25				YES
B 1 15 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			100 00%	8,045				YES
B 1 15 4	O-11	Combo Other/GA (%)	>= 95%								
B 1 15 5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%								
B 1 15 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100 00%	3				YES
B 1 15 7	O-11	Line Sharing/GA (%)	>= 95%								
B 1 15 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			100 00%	266				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 15 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			100 00%	3				YES
B 1 15 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 1 15 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 1 15 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	312				YES
B 1 15 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			100 00%	240				YES
B 1 15 14	O-11	Other Design/GA (%)	>= 95%			100 00%	28				YES
B 1 15 15	O-11	Other Non-Design/GA (%)	>= 95%			100 00%	8,045				YES
B 1 15 16	O-11	INP Standalone/GA (%)	>= 95%								
B 1 15 17	O-11	LNP Standalone/GA (%)	>= 95%			100 00%	3,759				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B 1 16 1	O-11	Switch Ports/GA (%)	>= 95%								
B 1 16 2	O-11	Local Interoffice Transport/GA (%)	>= 95%			98 68%	152				YES
B 1 16 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			97 13%	1,326				YES
B 1 16 4	O-11	Combo Other/GA (%)	>= 95%								
B 1 16 5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%			90 00%	30				NO
B 1 16 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100 00%	265				YES
B 1 16 7	O-11	Line Sharing/GA (%)	>= 95%			95 71%	140				YES
B 1 16 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			100 00%	63				YES
B 1 16 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			96 06%	2,692				YES
B 1 16 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 1 16 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 1 16 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	28				YES
B 1 16 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			99 61%	508				YES
B 1 16 14	O-11	Other Design/GA (%)	>= 95%			99 52%	417				YES
B 1 16 15	O-11	Other Non-Design/GA (%)	>= 95%			97 13%	1,326				YES
B 1 16 16	O-11	INP Standalone/GA (%)	>= 95%								
B 1 16 17	O-11	LNP Standalone/GA (%)	>= 95%			99 80%	994				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B 1 17 1	O-11	Switch Ports/GA (%)	>= 95%								
B 1 17 2	O-11	Local Interoffice Transport/GA (%)	>= 95%			100 00%	11				YES
B 1 17 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			100 00%	16,419				YES
B 1 17 4	O-11	Combo Other/GA (%)	>= 95%								
B 1 17 5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%			83 73%	166				NO
B 1 17 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100 00%	3				YES
B 1 17 7	O-11	Line Sharing/GA (%)	>= 95%								
B 1 17 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			100 00%	133				YES
B 1 17 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			100 00%	29				YES
B 1 17 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 1 17 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 1 17 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	92				YES
B 1 17 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			100 00%	39				YES
B 1 17 14	O-11	Other Design/GA (%)	>= 95%			100 00%	14				YES
B 1 17 15	O-11	Other Non-Design/GA (%)	>= 95%			100 00%	16 419				YES
B 1 17 16	O-11	INP Standalone/GA (%)	>= 95%								
B 1 17 17	O-11	LNP Standalone/GA (%)	>= 95%			100 00%	329				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B 1 18 1	O-11	Switch Ports/GA (%)	>= 95%								
B 1 18 2	O-11	Local Interoffice Transport/GA (%)	>= 95%			84 00%	25				NO
B 1 18 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			92 64%	8,045				NO
B 1 18 4	O-11	Combo Other/GA (%)	>= 95%								
B 1 18 5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%								
B 1 18 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100 00%	3				YES
B 1 18 7	O-11	Line Sharing/GA (%)	>= 95%								
B 1 18 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			94 74%	266				NO
B 1 18 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			100 00%	3				YES
B 1 18 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 1 18 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 1 18 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	312				YES
B 1 18 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			100 00%	240				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 18 14	O-11	Other Design/GA (%)	>= 95%			85 71%	28				NO
B 1 18 15	O-11	Other Non-Design/GA (%)	>= 95%			92 64%	8,045				NO
B 1 18 16	O-11	INP Standalone/GA (%)	>= 95%								
B 18 17	O-11	LNP Standalone/GA (%)	>= 95%			100 00%	3,759				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B 19 1	O-11	**Switch Ports/GA (%)**	>= 95%								
B 19 2	O-11	**Local Interoffice Transport/GA (%)**	>= 95%			78 67%	150				NO
B 19 3	O-11	Loop + Port Combinations/GA (%)	>= 95%			94 41%	1,288				NO
B 19 4	O-11	Combo Other/GA (%)	>= 95%								
B 19 5	O-11	**xDSL (ADSL, HDSL** and UCL)/GA (%)	>= 95%			92 59%	27				NO
B 19 6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			97 74%	265				YES
B 19 7	O-11	Line Sharing/GA (%)	>= 95%			92 54%	134				NO
B 19 8	O-11	2W Analog Loop Design/GA (%)	>= 95%			88 89%	63				NO
B 19 9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			90 68%	2 586				NO
B 19 10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%								
B 19 11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B 19 12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100 00%	28				YES
B 19 13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			99 60%	506				YES
B 19 14	O-11	Other Design/GA (%)	>= 95%			90 84%	415				NO
B 19 15	O-11	Other Non-Design/GA (%)	>= 95%			94 41%	1,288				NO
B 1 19 16	O-11	INP Standalone/GA (%)	>= 95%								
B 1 19 17	O-11	LNP Standalone/GA (%)	>= 95%			100 00%	992				YES
		Unbundled Network Elements - Provisioning									
B 2 1 1 1	P-4	Switch Ports/<10 circuits/Dispatch/GA (days)	R&B (POTS)	6 27	46,379			12 865			
B 2 1 1 2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	1 03	448,006	1 55	3	2 365	1 36544	-0 3828	YES
B 2 1 2 1	P-4	Switch Ports/>=10 circuits/Dispatch/GA (days)	R&B (POTS)	15 18	118			20 205			
B 2 1 2 2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	3 31	33			3 427			
B 2 2 1 1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	DS1/DS3			21 00					
B 2 2 1 2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	DS1/DS3								
B 2 2 2 1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	DS1/DS3								
B 2 2 2 2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	DS1/DS3								
B 2 3 1 1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	R&B	6 45	48,077	5 24	507	12 952	0 57823	2 0929	YES
B 2 3 1 2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	R&B	1 04	451 147	1 07	7,823	2 715	0 03096	-1 1271	YES
B 2 3 1 3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (days)	R&B								
B 2 3 1 4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA (days)	R&B	*June data available with July run*							
B 2 3 2 1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	R&B	15 83	161	1 33	6	**21 161**	**8 79857**	**1 6476**	YES
B 2 3 2 2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	R&B	2 60	239			3 783			
B 2 3 2 3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (days)	R&B								
B 2 3 2 4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (days)	R&B	*June data available with July run*							
B 2 4 1 1	P-4	Combo Other/<10 circuits/Dispatch/GA (days)	R&B&D - Disp	8 21	51,762			18 544			
B 2 4 1 4	P-4	Combo Other/<10 circuits/Dispatch In/GA (days)	R&B&D - Disp	*June data available with July run*							
B 2 4 2 1	P-4	Combo Other/>=10 circuits/Dispatch/GA (days)	R&B&D - Disp	21 22	209			28 524			
B 2 4 2 4	P-4	Combo Other/>=10 circuits/Dispatch In/GA (days)	R&B&D - Disp	*June data available with July run*							
B 2 5 3 1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/GA (days)	ADSL to Retail	8 78	1,503	6 72	213	20 828	1 52488	1 3509	YES
B 2 5 3 2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/GA (days)	ADSL to Retail	3 77	394			2 341			
B 2 5 4 1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/GA (days)	ADSL to Retail	5 50	2			3 536			
B 2 5 4 2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/GA (days)	ADSL to Retail								
B 2 5 5 1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/GA (days)	ADSL to Retail	1 00	**1**			**0 000**			
B 2 5 5 2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/GA (days)	ADSL to Retail								
B 2 6 3 1	P-4	UNE ISDN/<6 circuits/Dispatch/GA (days)	ISDN - BRI	19 50	523	12 36	262	**19 487**	1 47495	4 8408	YES
B 2 6 3 2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA (days)	ISDN - BRI	3 19	750			29 993			
B 2 6 4 1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA (days)	ISDN - BRI								
B 2 6 4 2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA (days)	ISDN - BRI	0 67	2			0 474			
B 2 6 5 1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA (days)	ISDN - BRI								
B 2 6 5 2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA (days)	ISDN - BRI								
B 2 7 3 1	P-4	Line Sharing/<6 circuits/Dispatch/GA (days)	ADSL to Retail								
B 2 7 3 2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA (days)	ADSL to Retail								

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			Benchmark / Analog								
B21741	P-4	Line Sharing/6-13 circuits/Dispatch/GA (days)	ADSL to Retail	5 50	2			3 536			
B21742	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA (days)	ADSL to Retail								
B21751	P-4	Line Sharing/>=14 circuits/Dispatch/GA (days)	ADSL to Retail	1 00	1			0 000			
B21752	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA (days)	ADSL to Retail								
B21811	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6 45	48,077	6 72	166	12 952	1 00697	-0 2686	YES
B21812	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6 45	48,077			12 952			
B21821	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B21822	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B21911	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	6 27	46,379	5 18	68	12 865	1 56119	0 6986	YES
B21914	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	June data available with July run							
B21921	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	15 18	118	3 00	1	20 205	20 29013	0 6002	YES
B21924	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	June data available with July run							
B211011	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6 45	48,077			12 952			
B211012	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6 45	48,077			12 952			
B211021	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B211022	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B211111	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	6 27	46,379	8 00	4	12 865	6 43253	-0 2686	YES
B211114	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	June data available with July run							
B211121	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	15 18	118			20 205			
B211124	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or								
B211211	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6 45	48,077	6 81	126	12 952	1 15533	-0 3116	YES
B211212	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6 45	48 077			12 952			
B211221	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B211222	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	15 83	161			21 161			
B211311	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	6 27	46,379	5 90	51	12 865	1 80238	0 2053	YES
B211314	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	June data available with July run							
B211321	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	15 18	118	6 00	2	20 205	14 40745	0 6370	YES
B211324	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	June data available with July run							
B211411	P-4	Other Design/<10 circuits/Dispatch/GA (days)	Design	31 24	3,685	26 30	30	45 511	8 34289	0 5921	YES
B211412	P-4	Other Design/<10 circuits/Non-Dispatch/GA (days)	Design	30 06	229			51 122			
B211421	P-4	Other Design/>=10 circuits/Dispatch/GA (days)	Design	39 29	48			40 369			
B211422	P-4	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Design	169 00	2			0 000			
B211511	P-4	Other Non-Design/<10 circuits/Dispatch/GA (days)	R&B	6 45	48,077	3 00	1	12 952	12 95173	0 2663	YES
B211512	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	R&B	1 04	451,147	2 44	3	2 715	1 56751	-0 8969	YES
B211521	P-4	Other Non-Design/>=10 circuits/Dispatch/GA (days)	R&B	15 83	161			21 161			
B211522	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	R&B	2 60	239			3 783			
B211611	P-4	INP (Standalone)/<10 circuits/Dispatch/GA (days)	R&B (POTS)	6 27	46,379			12 865			
B211612	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	1 03	448,006			2 365			
B211621	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	R&B (POTS)	15 18	118			20 205			
B211622	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	3 31	33			3 427			
B211711	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	R&B (POTS)	6 27	46,379	9 26	19	12 865	2 95192	-1 0122	YES
B211712	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	1 03	448,006	1 80	1,193	2 365	0 06856	-11 2703	NO
B211721	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	R&B (POTS)	15 18	118			20 205			
B211722	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	3 31	33	20 22	9	3 427	1 28873	-13 1196	NO
B211811	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Digital Loop < DS1	31 29	396	12 36	262	35 709	2 84379	6 6584	YES
B211812	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Digital Loop < DS1	20 50	4			18 699			
B211821	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Digital Loop < DS1								
B211822	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Digital Loop < DS1								
B211911	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Digital Loop >= DS1	31 84	45	6 87	233	36 704	5 97655	4 1785	YES
B211912	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Digital Loop >= DS1	23 67	9			23 468			
B211921	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Digital Loop >= DS1								
B211922	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Digital Loop >= DS1								
		Order Completion Interval within X days									
B221	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA (days)	14 days			2 00	1				
B222	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA (days)	7 days			6 74	212				
		Held Orders									
B23111	P-1	Switch Ports/<10 circuits/Facility/GA (days)	R&B (POTS)	13 68	380			25 672			
B23112	P-1	Switch Ports/<10 circuits/Equipment/GA (days)	R&B (POTS)	3 50	6			5 167			
B23113	P-1	Switch Ports/<10 circuits/Other/GA (days)	R&B (POTS)	11 71	34			15 233			

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B23121	P-1	Switch Ports/>=10 circuits/Facility/GA (days)	R&B (POTS)	1 00	1			0 000			
B23122	P-1	Switch Ports/>=10 circuits/Equipment/GA (days)	R&B (POTS)								
B23123	P-1	Switch Ports/>=10 circuits/Other/GA (days)	R&B (POTS)								
B23211	P-1	Local Interoffice Transport/<10 circuits/Facility/GA (days)	DS1/ DS3 - Interoffice								
B23212	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA (days)	DS1/ DS3 - Interoffice								
B23213	P-1	Local Interoffice Transport/<10 circuits/Other/GA (days)	DS1/ DS3 - Interoffice								
B23221	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA (days)	DS1/ DS3 - Interoffice								
B23222	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA (days)	DS1/ DS3 - Interoffice								
B23223	P-1	Local Interoffice Transport/>=10 circuits/Other/GA (days)	DS1/ DS3 - Interoffice								
B23311	P-1	Loop + Port Combinations/<10 circuits/Facility/GA (days)	R&B	14 19	390	9 60	5	27 679	12 45752	0 3682	YES
B23312	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA (days)	R&B	3 29	7			4 751			
B23313	P-1	Loop + Port Combinations/<10 circuits/Other/GA (days)	R&B	11 63	35	61 75	4	15 014	7 92432	-6 3250	NO
B23321	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA (days)	R&B	1 00	1			0 000			
B23322	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA (days)	R&B								
B23323	P-1	Loop + Port Combinations/>=10 circuits/Other/GA (days)	R&B								
B23411	P-1	Combo Other/<10 circuits/Facility/GA (days)	R&B&D - Disp	14 60	394			28 648			
B23412	P-1	Combo Other/<10 circuits/Equipment/GA (days)	R&B&D - Disp	3 29	7			4 751			
B23413	P-1	Combo Other/<10 circuits/Other/GA (days)	R&B&D - Disp	21 40	67			48 120			
B23421	P-1	Combo Other/>=10 circuits/Facility/GA (days)	R&B&D - Disp	1 00	1			0 000			
B23422	P-1	Combo Other/>=10 circuits/Equipment/GA (days)	R&B&D - Disp								
B23423	P-1	Combo Other/>=10 circuits/Other/GA (days)	R&B&D - Disp								
B23511	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA (days)	ADSL to Retail	28 70	247			33 329			
B23512	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA (days)	ADSL to Retail	2 27	11			0 786			
B23513	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA (days)	ADSL to Retail	29 38	8			31 614			
B23521	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA (days)	ADSL to Retail								
B23522	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA (days)	ADSL to Retail								
B23523	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA (days)	ADSL to Retail								
B23611	P-1	UNE ISDN/<10 circuits/Facility/GA (days)	ISDN - BRI	46 50	6	11 33	3	91 093	64 41234	0 5460	YES
B23612	P-1	UNE ISDN/<10 circuits/Equipment/GA (days)	ISDN - BRI								
B23613	P-1	UNE ISDN/<10 circuits/Other/GA (days)	ISDN - BRI			3 00	1				
B23621	P-1	UNE ISDN/>=10 circuits/Facility/GA (days)	ISDN - BRI								
B23622	P-1	UNE ISDN/>=10 circuits/Equipment/GA (days)	ISDN - BRI								
B23623	P-1	UNE ISDN/>=10 circuits/Other/GA (days)	ISDN - BRI								
B23711	P-1	Line Sharing/<10 circuits/Facility/GA (days)	ADSL to Retail	28 70	247			33 329			
B23712	P-1	Line Sharing/<10 circuits/Equipment/GA (days)	ADSL to Retail	2 27	11			0 786			
B23713	P-1	Line Sharing/<10 circuits/Other/GA (days)	ADSL to Retail	29 38	8			31 614			
B23721	P-1	Line Sharing/>=10 circuits/Facility/GA (days)	ADSL to Retail								
B23722	P-1	Line Sharing/>=10 circuits/Equipment/GA (days)	ADSL to Retail								
B23723	P-1	Line Sharing/>=10 circuits/Other/GA (days)	ADSL to Retail								
B23811	P-1	2W Analog Loop Design/<10 circuits/Facility/GA (days)	R&B - Disp	14 19	390			27 679			
B23812	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3 29	7			4 751			
B23813	P-1	2W Analog Loop Design/<10 circuits/Other/GA (days)	R&B - Disp	11 63	35			15 228			
B23821	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA (days)	R&B - Disp	1 00	1			0 000			
B23822	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA (days)	R&B - Disp								
B23823	P-1	2W Analog Loop Design/>=10 circuits/Other/GA (days)	R&B - Disp								
B23911	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	13 68	380			25 672			
B23912	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or	3 50	6			5 167			
B23913	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA (days)	R&B (POTS) excl SB Or	11 71	34			15 233			
B23921	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	1 00	1			0 000			
B23922	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or								
B23923	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA (days)	R&B (POTS) excl SB Or								
B231011	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA (days)	R&B - Disp	14 19	390			27 679			
B231012	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3 29	7			4 751			
B231013	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA (days)	R&B - Disp	11 63	35			15 228			
B231021	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA (days)	R&B - Disp	1 00	1			0 000			
B231022	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA (days)	R&B - Disp								
B231023	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA (days)	R&B - Disp								
B231111	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	13 68	380			25 672			
B231112	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or	3 50	6			5 167			
B231113	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA (days)	R&B (POTS) excl SB Or	11 71	34			15 233			
B231121	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	1 00	1			0 000			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B23112 2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or								
B23112 3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA (days)	R&B (POTS) excl SB Or								
B23121 1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA (days)	R&B - Disp	14 19	390			27 679			
B23.121,2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3 29	7			4 751			
B23121 3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA (days)	R&B - Disp	11 63	35			15 228			
B23122 1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA (days)	R&B - Disp	1 00	1			0 000			
B23122 2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA (days)	R&B - Disp								
B23122 3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA (days)	R&B - Disp								
B23131 1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	13 68	380			25 672			
B23131 2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or	3 50	6			5 167			
B23131 3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA (days)	R&B (POTS) excl SB Or	11 71	34			15 233			
B23132 1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	1 00	1			0 000			
B23132 2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or								
B23132 3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA (days)	R&B (POTS) excl SB Or								
B23141 1	P-1	Other Design/<10 circuits/Facility/GA (days)	Design	54 50	4			75 976			
B23141 2	P-1	Other Design/<10 circuits/Equipment/GA (days)	Design								
B23141 3	P-1	Other Design/<10 circuits/Other/GA (days)	Design	32 09	32			66 207			
B23142 1	P-1	Other Design/>=10 circuits/Facility/GA (days)	Design								
B23142 2	P-1	Other Design/>=10 circuits/Equipment/GA (days)	Design								
B23142 3	P-1	Other Design/>=10 circuits/Other/GA (days)	Design								
B23151 1	P-1	Other Non-Design/<10 circuits/Facility/GA (days)	R&B	14 19	390			27 679			
B23151 2	P-1	Other Non-Design/<10 circuits/Equipment/GA (days)	R&B	3 29	7			4 751			
B23151 3	P-1	Other Non-Design/<10 circuits/Other/GA (days)	R&B	11 63	35			15 014			
B23152 1	P-1	Other Non-Design/>=10 circuits/Facility/GA (days)	R&B	1 00	1			0 000			
B23152 2	P-1	Other Non-Design/>=10 circuits/Equipment/GA (days)	R&B								
B23152 3	P-1	Other Non-Design/>=10 circuits/Other/GA (days)	R&B								
B23161 1	P-1	INP (Standalone)/<10 circuits/Facility/GA (days)	R&B (POTS)	13 68	380			25 672			
B23161 2	P-1	INP (Standalone)/<10 circuits/Equipment/GA (days)	R&B (POTS)	3 50	6			5 167			
B23161 3	P-1	INP (Standalone)/<10 circuits/Other/GA (days)	R&B (POTS)	11 71	34			15 233			
B23162 1	P-1	INP (Standalone)/>=10 circuits/Facility/GA (days)	R&B (POTS)	1 00	1			0 000			
B23162 2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA (days)	R&B (POTS)								
B23162 3	P-1	INP (Standalone)/>=10 circuits/Other/GA (days)	R&B (POTS)								
B23171 1	P-1	LNP (Standalone)/<10 circuits/Facility/GA (days)	R&B (POTS)	13 68	380			25 672			
B23171 2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA (days)	R&B (POTS)	3 50	6			5 167			
B23171 3	P-1	LNP (Standalone)/<10 circuits/Other/GA (days)	R&B (POTS)	11 71	34			15 233			
B23172 1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA (days)	R&B (POTS)	1 00	1			0 000			
B23172 2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA (days)	R&B (POTS)								
B23172 3	P-1	LNP (Standalone)/>=10 circuits/Other/GA (days)	R&B (POTS)								
B23181 1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA (days)	Digital Loop < DS1	35 33	3	11 33	3	46 145	37 67699	0 6370	YES
B23181 2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA (days)	Digital Loop < DS1								
B23181 3	P-1	Digital Loop < DS1/<10 circuits/Other/GA (days)	Digital Loop < DS1	202 00	2	3 00	1	270 115	330 82172	0 6015	YES
B23182 1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA (days)	Digital Loop < DS1								
B23182 2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA (days)	Digital Loop < DS1								
B23182 3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA (days)	Digital Loop < DS1								
B23191 1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA (days)	Digital Loop >= DS1	57 00	2			59 397			
B23191 2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA (days)	Digital Loop >= DS1								
B23191 3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA (days)	Digital Loop >= DS1								
B23192 1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA (days)	Digital Loop >= DS1								
B23192 2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA (days)	Digital Loop >= DS1								
B23192 3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA (days)	Digital Loop >= DS1								

% Jeopardies - Mechanized

B251	P-2	Switch Ports/GA (%)	R&B (POTS)	0 71%	522,060			[redacted]			
B252	P-2	Local Interoffice Transport/GA (%)	DS1/ DS3 - Interoffice								
B253	P-2	Loop + Port Combinations/GA (%)	R&B	0 76%	527,350	0 34%	16 678		0 00068	6 1811	YES
B254	P-2	Combo Other/GA (%)	R&B&D - Disp	1 00%	532,959						
B255	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	ADSL to Retail	22 53%	12 891	4 90%	102		0 04153	4 2442	YES
B256	P-2	UNE ISDN/GA (%)	ISDN - BRI	10 29%	1,380	15 56%	45		0 04602	-1 1441	YES
B257	P-2	Line Sharing/GA (%)	ADSL to Retail	22 53%	12,891						
B258	P-2	2W Analog Loop Design/GA (%)	R&B - Disp	0 76%	527,350	82 14%	28		0 01638	-49 6764	NO
B259	P-2	2W Analog Loop Non-Design/GA (%)	R&B (POTS) excl SB Or	1 21%	308,131	3 45%	29		0 02029	-1 1038	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 5 10	P-2	2W Analog Loop w/INP Design/GA (%)	R&B - Disp	0 76%	527,350						
B 2 5 11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	R&B (POTS) excl SB Or	1 21%	308,131	0 00%	1		0 10927	0 1106	YES
B 2 5 12	P-2	2W Analog Loop w/LNP Design/GA (%)	R&B - Disp	0 76%	527,350	0 00%	259		0 00539	1 4054	YES
B 2 5 13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	R&B (POTS) excl SB Or	1 21%	308,131	0 00%	40		0 01728	0 6995	YES
B 2 5 14	P-2	Other Design/GA (%)	Design	23 55%	5,609	44 44%	9		0 14155	-1 4760	YES
B 2 5 15	P-2	Other Non-Design/GA (%)	R&B	0 76%	527,350	0 00%	3		0 05005	0 1513	YES
B 2 5 16	P-2	INP (Standalone)/GA (%)	R&B (POTS)	0 71%	522,060						
B 2 5 17	P-2	LNP (Standalone)/GA (%)	R&B (POTS)	0 71%	522,060	0 00%	972		0 00270	2 6412	YES
B 2 5 18	P-2	Digital Loop < DS1/GA (%)	Digital Loop < DS1	29 17%	456	15 56%	45		0 07102	1 9165	YES
B 2 5 19	P-2	Digital Loop >= DS1/GA (%)	Digital Loop >= DS1	38 30%	94	19 47%	113		0 06786	2 7746	YES
		% Jeopardies - Non-Mechanized									
B 2 6 1	P-2	Switch Ports/GA (%)	Diagnostic								Diagnostic
B 2 6 2	P-2	Local Interoffice Transport/GA (%)	Diagnostic			0 00%	4				Diagnostic
B 2 6 3	P-2	Loop + Port Combinations/GA (%)	Diagnostic			0 63%	632				Diagnostic
B 2 6 4	P-2	Combo Other/GA (%)	Diagnostic								Diagnostic
B 2 6 5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			6 61%	363				Diagnostic
B 2 6 6	P-2	UNE ISDN/GA (%)	Diagnostic			23 33%	330				Diagnostic
B 2 6 7	P-2	Line Sharing/GA (%)	Diagnostic								Diagnostic
B 2 6 8	P-2	2W Analog Loop Design/GA (%)	Diagnostic								Diagnostic
B 2 6 9	P-2	2W Analog Loop Non-Design/GA (%)	Diagnostic			14 11%	163				Diagnostic
B 2 6 10	P-2	2W Analog Loop w/INP Design/GA (%)	Diagnostic								Diagnostic
B 2 6 11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic			7 14%	14				Diagnostic
B 2 6 12	P-2	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			12 00%	17				Diagnostic
B 2 6 13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			11 00%	233				Diagnostic
B 2 6 14	P-2	Other Design/GA (%)	Diagnostic			68 29%	41				Diagnostic
B 2 6 15	P-2	Other Non-Design/GA (%)	Diagnostic			0 00%	3				Diagnostic
B 2 6 16	P-2	INP (Standalone)/GA (%)	Diagnostic								Diagnostic
B 2 6 17	P-2	LNP (Standalone)/GA (%)	Diagnostic			0 00%	221				Diagnostic
B 2 6 18	P-2	Digital Loop < DS1/GA (%)	Diagnostic			23 33%	330				Diagnostic
B 2 6 19	P-2	Digital Loop >= DS1/GA (%)	Diagnostic			20 41%	436				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B 2 8 1	P-2	Switch Ports/GA (hours)	>= 48 hrs								
B 2 8 2	P-2	Local Interoffice Transport/GA (hours)	>= 48 hrs								
B 2 8 3	P-2	Loop + Port Combinations/GA (hours)	>= 48 hrs			256 71	56				YES
B 2 8 4	P-2	Combo Other/GA (hours)	>= 48 hrs								
B 2 8 5	P-2	xDSL (ADSL, HDSL and UCL)/GA (hours)	>= 48 hrs			196 80	5				YES
B 2 8 6	P-2	UNE ISDN/GA (hours)	>= 48 hrs			404 57	7				YES
B 2 8 7	P-2	Line Sharing/GA (hours)	>= 48 hrs								
B 2 8 8	P-2	2W Analog Loop Design/GA (hours)	>= 48 hrs			232 70	23				YES
B 2 8 9	P-2	2W Analog Loop Non-Design/GA (hours)	>= 48 hrs			24 00	1				NO
B 2 8 10	P-2	2W Analog Loop w/INP Design/GA (hours)	>= 48 hrs								
B 2 8 11	P-2	2W Analog Loop w/INP Non-Design/GA (hours)	>= 48 hrs								
B 2 8 12	P-2	2W Analog Loop w/LNP Design/GA (hours)	>= 48 hrs								
B 2 8 13	P-2	2W Analog Loop w/LNP Non-Design/GA (hours)	>= 48 hrs								
B 2 8 14	P-2	Other Design/GA (hours)	>= 48 hrs			894 00	4				YES
B 2 8 15	P-2	Other Non-Design/GA (hours)	>= 48 hrs								
B 2 8 16	P-2	INP (Standalone)/GA (hours)	>= 48 hrs								
B 2 8 17	P-2	LNP (Standalone)/GA (hours)	>= 48 hrs								
B 2 8 18	P-2	Digital Loop < DS1/GA (hours)	>= 48 hrs			404 57	7				YES
B 2 8 19	P-2	Digital Loop >= DS1/GA (hours)	>= 48 hrs			280 36	22				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
B 2 9 1	P-2	Switch Ports/GA (hours)	Diagnostic								Diagnostic
B 2 9 2	P-2	Local Interoffice Transport/GA (hours)	Diagnostic								Diagnostic
B 2 9 3	P-2	Loop + Port Combinations/GA (hours)	Diagnostic			390 00	4				Diagnostic
B 2 9 4	P-2	Combo Other/GA (hours)	Diagnostic								Diagnostic
B 2 9 5	P-2	xDSL (ADSL, HDSL and UCL)/GA (hours)	Diagnostic			126 00	24				Diagnostic
B 2 9 6	P-2	UNE ISDN/GA (hours)	Diagnostic			235 32	77				Diagnostic
B 2 9 7	P-2	Line Sharing/GA (hours)	Diagnostic								Diagnostic
B 2 9 8	P-2	2W Analog Loop Design/GA (hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 9 9	P-2	2W Analog Loop Non-Design/GA (hours)	Diagnostic			131 48	23				Diagnostic
B 2 9 10	P-2	2W Analog Loop w/INP Design/GA (hours)	Diagnostic								Diagnostic
B 2 9 11	P-2	2W Analog Loop w/INP Non-Design/GA (hours)	Diagnostic			360 00	1				Diagnostic
B 2 9 12	P-2	2W Analog Loop w/LNP Design/GA (hours)	Diagnostic			25 63	2				Diagnostic
B 2 9 13	P-2	2W Analog Loop w/LNP Non-Design/GA (hours)	Diagnostic			98 97	26				Diagnostic
B 2 9 14	P-2	Other Design/GA (hours)	Diagnostic			725 14	28				Diagnostic
B 2 9 15	P-2	Other Non-Design/GA (hours)	Diagnostic								Diagnostic
B 2 9 16	P-2	INP (Standalone)/GA (hours)	Diagnostic								Diagnostic
B 2 9 17	P-2	LNP (Standalone)/GA (hours)	Diagnostic								Diagnostic
B 2 9 18	P-2	Digital Loop < DS1/GA (hours)	Diagnostic			235 32	77				Diagnostic
B 2 9 19	P-2	Digital Loop >= DS1/GA (hours)	Diagnostic			218 70	89				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B 2 10 1	P-2	Switch Ports/GA (%)	95% >= 48 hrs								
B 2 10 2	P-2	Local Interoffice Transport/GA (%)	95% >= 48 hrs								
B 2 10 3	P-2	Loop + Port Combinations/GA (%)	95% >= 48 hrs			97 62%	42				YES
B 2 10 4	P-2	Combo Other/GA (%)	95% >= 48 hrs								
B 2 10 5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	95% >= 48 hrs			100 00%	4				YES
B 2 10 6	P-2	UNE ISDN/GA (%)	95% >= 48 hrs								
B 2 10 7	P-2	Line Sharing/GA (%)	95% >= 48 hrs								
B 2 10 8	P-2	2W Analog Loop Design/GA (%)	95% >= 48 hrs								
B 2 10 9	P-2	2W Analog Loop Non-Design/GA (%)	95% >= 48 hrs			0 00%	1				NO
B 2 10 10	P-2	2W Analog Loop w/INP Design/GA (%)	95% >= 48 hrs								
B 2 10 11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	95% >= 48 hrs								
B 2 10 12	P-2	2W Analog Loop w/LNP Design/GA (%)	95% >= 48 hrs			100 00%	9				YES
B 2 10 13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	95% >= 48 hrs			100 00%	2				YES
B 2 10 14	P-2	Other Design/GA (%)	95% >= 48 hrs			100 00%	4				YES
B 2 10 15	P-2	Other Non-Design/GA (%)	95% >= 48 hrs								
B 2 10 16	P-2	INP (Standalone)/GA (%)	95% >= 48 hrs								
B 2 10 17	P-2	LNP (Standalone)/GA (%)	95% >= 48 hrs								
B 2 10 18	P-2	Digital Loop < DS1/GA (%)	95% >= 48 hrs			100 00%	6				YES
B 2 10 19	P-2	Digital Loop >= DS1/GA (%)	95% >= 48 hrs			94 44%	18				NO
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B 2 11 1	P-2	Switch Ports/GA (%)	Diagnostic								Diagnostic
B 2 11 2	P-2	Local Interoffice Transport/GA (%)	Diagnostic								Diagnostic
B 2 11 3	P-2	Loop + Port Combinations/GA (%)	Diagnostic			50 00%	4				Diagnostic
B 2 11 4	P-2	Combo Other/GA (%)	Diagnostic								Diagnostic
B 2 11 5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			58 33%	24				Diagnostic
B 2 11 6	P-2	UNE ISDN/GA (%)	Diagnostic								Diagnostic
B 2 11 7	P-2	Line Sharing/GA (%)	Diagnostic								Diagnostic
B 2 11 8	P-2	2W Analog Loop Design/GA (%)	Diagnostic								Diagnostic
B 2 11 9	P-2	2W Analog Loop Non-Design/GA (%)	Diagnostic			63 64%	22				Diagnostic
B 2 11 10	P-2	2W Analog Loop w/INP Design/GA (%)	Diagnostic								Diagnostic
B 2 11 11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic			100 00%	1				Diagnostic
B 2 11 12	P-2	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			80 00%	5				Diagnostic
B 2 11 13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			75 00%	20				Diagnostic
B 2 11 14	P-2	Other Design/GA (%)	Diagnostic			89 66%	29				Diagnostic
B 2 11 15	P-2	Other Non-Design/GA (%)	Diagnostic								Diagnostic
B 2 11 16	P-2	INP (Standalone)/GA (%)	Diagnostic								Diagnostic
B 2 11 17	P-2	LNP (Standalone)/GA (%)	Diagnostic								Diagnostic
B 2 11 18	P-2	Digital Loop < DS1/GA (%)	Diagnostic			60 27%	73				Diagnostic
B 2 11 19	P-2	Digital Loop >= DS1/GA (%)	Diagnostic			65 88%	85				Diagnostic
		Coordinated Customers Conversions									
B 2 12 1	P-7	Loops with INP/GA (%)	>= 95% w in 15 min			100 00%	1				YES
B 2 12 2	P-7	Loops with LNP/GA (%)	>= 95% w in 15 min			99 76%	2,479				YES
B 2 13 1	P-7A	Time-Specific SL1/GA (%)	<= 5%			0 00%	217				YES
B 2 13 2	P-7A	Time-Specific SL2/GA (%)	<= 5%			0 00%	102				YES
B 2 13 3	P-7A	Non-Time Specific SL1/GA (%)	<= 5%			0 00%	211				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 13 4	P-7A	Non-Time Specific SL2/GA (%)	<= 5%			0 00%	271				YES
		Hot Cut Timeliness									
B 2 14 1	P-7A	Time-Specific SL1/GA (%)	>= 95% w in 15 min			99 08%	217				YES
B 2 14 2	P-7A	Time-Specific SL2/GA (%)	>= 95% w in 15 min			99 02%	102				YES
B 2 14 3	P-7A	Non-Time Specific SL1/GA (%)	>= 95% w in 15 min			100 00%	211				YES
B 2 14 4	P-7A	Non-Time Specific SL2/GA (%)	>= 95% w in 15 min			99 63%	271				YES
		% Hot Cuts > 15 minutes Late									
B 2 15 1	P-7A	Time-Specific SL1/GA (%)	<= 5%			0 92%	217				YES
B 2 15 2	P-7A	Time-Specific SL2/GA (%)	<= 5%			0 98%	102				YES
B 2 15 3	P-7A	Non-Time Specific SL1/GA (%)	<= 5%			0 00%	211				YES
B 2 15 4	P-7A	Non-Time Specific SL2/GA (%)	<= 5%			0 37%	271				YES
		Average Recovery Time - CCC									
B 2 16 1	P-7B	Loops with INP/GA (time units)	Diagnostic								Diagnostic
B 2 16 2	P-7B	Loops with LNP/GA (time units)	Diagnostic			487 05	9				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B 2 17 1 1	P-7C	UNE Loop Design/Dispatch/GA (%)	<= 5%			3 81%	813				YES
B 2 17 1 2	P-7C	UNE Loop Design/Non-Dispatch/GA (%)	<= 5%								
B 2 17 2 1	P-7C	UNE Loop Non-Design/Dispatch/GA (%)	<= 5%			1 53%	523				YES
B 2 17 2 2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA (%)	<= 5%			0 91%	438				YES
		% Missed Installation Appointments									
B 2 18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 00%	51,700						
B 2 18 1 1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 06%	466,355	0 00%	3		0 01432	0 0430	YES
B 2 18 1 2 1	P-3	Switch Ports/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 59%	135						
B 2 18 1 2 2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	36						
B 2 18 2 1 1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA (%)	DS1/DS3			0 00%	4				
B 2 18 2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B 2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA (%)	DS1/DS3								
B 2 18 2 2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA (%)	R&B	5 04%	53,418	5 91%	779		0 00789	-1 1014	YES
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (%)	R&B	0 06%	469,517	0 08%	16,465		0 00020	-0 7280	YES
B 2 18 3 1 3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (%)	R&B								
B 2 18 3 1 4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA (%)	R&B	June data available with July run							
B 2 18 3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%)	R&B	10 56%	180	0 00%	7		0 11837	0 8917	YES
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (%)	R&B	0 00%	251	0 00%	1		0 00000		YES
B 2 18 3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (%)	R&B								
B 2 18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (%)	R&B	June data available with July run							
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/GA (%)	R&B&D - Disp	5 06%	57,156						
B 2 18 4 1 4	P-3	Combo Other/<10 circuits/Dispatch In/GA (%)	R&B&D - Disp	June data available with July run							
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/GA (%)	R&B&D - Disp	10 96%	228						
B 2 18 4 2 4	P-3	Combo Other/>=10 circuits/Dispatch In/GA (%)	R&B&D - Disp	June data available with July run							
B 2 18 5 1 1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)	ADSL to Retail	7 75%	13,124	2 35%	425		0 01318	4 0950	YES
B 2 18 5 1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0 18%	557						
B 2 18 5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	12 50%	8						
B 2 18 5 2 2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail								
B 2 18 6 1 1	P-3	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN - BRI	7 14%	532	2 84%	352		0 01769	2 4312	YES
B 2 18 6 1 2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	1 86%	753						
B 2 18 6 2 1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA (%)	ISDN - BRI								
B 2 18 6 2 2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN - BRI								
B 2 18 7 1 1	P-3	Line Sharing/<10 circuits/Dispatch/GA (%)	ADSL to Retail	7 75%	13,124						
B 2 18 7 1 2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0 18%	557						
B 2 18 7 2 1	P-3	Line Sharing/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	12 50%	8						
B 2 18 7 2 2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail								
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 04%	53,418	1 06%	376		0 01132	3 5130	YES
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 04%	53,418						
B 2 18 8 2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	10 56%	180						
B 2 18 8 2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	10 56%	180						
B 2 18 9 1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 00%	51,700	0 56%	177		0 01641	2 7034	YES
B 2 18 9 1 4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B2189 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 59%	135	0 00%	1		0 33299	0 3782	YES
B2189 2 4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							
B2181810 1 1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 04%	53 418						
B2181810 1,2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 04%	53,418						
B2181810 2 1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	10 56%	180						
B2181810 2 2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	10 56%	180						
B2181811 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 00%	51,700	12 50%	8		0 07708	-0 9728	YES
B2181811 1 4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							
B2181811 2 1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 59%	135						
B2181811 2 4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							
B2181812 1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 04%	53,418	0 66%	301		0 01264	3 4583	YES
B2181812 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 04%	53,418						
B2181812 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	10 56%	180						
B2181812 2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	10 56%	180						
B2181813 1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 00%	51,700	0 63%	159		0 01731	2 5257	YES
B2181813 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							
B2181813 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 59%	135	0 00%	7		0 12861	0 9792	YES
B2181813 2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	June data available with July run							
B2181814 1 1	P-3	Other Design/<10 circuits/Dispatch/GA (%)	Design	5 40%	3,738	3 92%	51		0 03187	0 4651	YES
B2181814 1 2	P-3	Other Design/<10 circuits/Non-Dispatch/GA (%)	Design	5 11%	235						
B2181814 2 1	P-3	Other Design/>=10 circuits/Dispatch/GA (%)	Design	12 50%	48						
B2181814 2 2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA (%)	Design	0 00%	2						
B2181815 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/GA (%)	R&B	5 04%	53,418	0 00%	3		0 12626	0 3988	YES
B2181815 1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA (%)	R&B	0 06%	469,517	0 00%	3		0 01464	0 0439	YES
B2181815 2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA (%)	R&B	10 56%	180						
B2181815 2 2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA (%)	R&B	0 00%	251						
B2181816 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 00%	51,700						
B2181816 1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 06%	466,355						
B2181816 2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 59%	135						
B2181816 2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	36						
B2181817 1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 00%	51,700	0 00%	52		0 03024	1 6538	YES
B2181817 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 06%	466,355	0 02%	6,499		0 00031	1 3411	YES
B2181817 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 59%	135						
B2181817 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	36	0 00%	27		0 00000		YES
B2181818 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA (%)	Digital Loop < DS1	19 05%	399	2 84%	352		0 02871	5 6441	YES
B2181818 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1	0 00%	4						
B2181818 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop < DS1								
B2181818 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1								
B2181819 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	20 00%	45	2 77%	505		0 06223	2 7685	YES
B2181819 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	11 11%	9						
B2181819 2 1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop >= DS1								
B2181819 2 2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

B2191111	P-9	Switch Ports/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 55%	71,159						
B2191112	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4 16%	467,632						
B2191121	P-9	Switch Ports/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 87%	171						
B2191122	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	105						
B2191211	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA (%)	DS1/DS3	6 14%	2,673	0 00%	8		0 08500	0 7223	YES
B2191212	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (%)	DS1/DS3	0 00%	1						
B2191221	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA (%)	DS1/DS3								
B2191222	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B2191311	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA (%)	R&B	5 52%	71,773	6 18%	744		0 00842	-0 7856	YES
B2191312	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (%)	R&B	4 16%	468,878	3 27%	9,402		0 00208	4 2824	YES
B2191313	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (%)	R&B								
B2191314	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA (%)	R&B	June data available with July run							
B2191321	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%)	R&B	12 37%	194	11 11%	9		0 11227	0 1122	YES
B2191322	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (%)	R&B	1 42%	353	0 00%	9		0 03989	0 3551	YES
B2191323	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (%)	R&B								
B2191324	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (%)	R&B	June data available with July run							
B2194111	P-9	Combo Other/<10 circuits/Dispatch/GA (%)	R&B&D - Disp	5 36%	77,298						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 19 4 1 4	P-9	Combo Other/<10 circuits/Dispatch In/GA (%)	R&B&D - Disp								
B 2 19 4 2 1	P-9	Combo Other/>=10 circuits/Dispatch/GA (%)	R&B&D - Disp	9 34%	257						
B 2 19 4 2 4	P-9	Combo Other/>=10 circuits/Dispatch In/GA (%)	R&B&D - Disp								
B 2 19 5 1 1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)	ADSL to Retail	2 83%	11,025	5 41%	666		0 00662	-3 8991	NO
B 2 19 5 1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	11 90%	462						
B 2 19 5 2 1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	0 00%	6						
B 2 19 5 2 2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail								
B 2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN - BRI	2 11%	615	5 11%	704		0 00793	-3 7819	NO
B 2 19 6 1 2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	0 85%	587						
B 2 19 6 2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA (%)	ISDN - BRI								
B 2 19 6 2 2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	0 00%	11						
B 2 19 7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/GA (%)	ADSL to Retail	2 83%	11,025	0 00%	1		0 16584	0 1707	YES
B 2 19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	11 90%	462	0 00%	69		0 04179	2 8476	YES
B 2 19 7 2 1	P-9	Line Sharing/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	0 00%	6						
B 2 19 7 2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail								
B 2 19 8 1 1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 52%	71,773	0 88%	914		0 00760	6 1051	YES
B 2 19 8 1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 52%	71,773	0 00%	2		0 16151	0 3419	YES
B 2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	12 37%	194	0 00%	2		0 23401	0 5287	YES
B 2 19 8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	12 37%	194						
B 2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 55%	71,159	0 00%	515		0 01013	5 4818	YES
B 2 19 9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 9 2 1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 87%	171	0 00%	5		0 15191	0 8469	YES
B 2 19 9 2 4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 10 1 1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 52%	71 773						
B 2 19 10 1 2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 52%	71,773						
B 2 19 10 2 1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	12 37%	194						
B 2 19 10 2 2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	12 37%	194						
B 2 19 11 1 1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 55%	71,159	0 00%	3		0 13220	0 4199	YES
B 2 19 11 1 4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 11 2 1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 87%	171						
B 2 19 11 2 4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 12 1 1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5 52%	71,773	15 38%	325		0 01270	-7 7637	NO
B 2 19 12 1 2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5 52%	71,773						
B 2 19 12 2 1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	12 37%	194	0 00%	1		0 33010	0 3748	YES
B 2 19 12 2 2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	12 37%	194						
B 2 19 13 1 1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5 55%	71,159	0 00%	166		0 01779	3 1198	YES
B 2 19 13 1 4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 13 2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	12 87%	171	0 00%	3		0 19500	0 6598	YES
B 2 19 13 2 4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or								
B 2 19 14 1 1	P-9	Other Design/<10 circuits/Dispatch/GA (%)	Design	3 33%	5,525	0 00%	158		0 01448	2 3004	YES
B 2 19 14 1 2	P-9	Other Design/<10 circuits/Non-Dispatch/GA (%)	Design	0 30%	328						
B 2 19 14 2 1	P-9	Other Design/>=10 circuits/Dispatch/GA (%)	Design	0 00%	63						
B 2 19 14 2 2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA (%)	Design	0 00%	6						
B,2 19 15 1 1	P-9	Other Non-Design/<10 circuits/Dispatch/GA (%)	R&B	5 52%	71,773	0 00%	2		0 16151	0 3419	YES
B 2 19 15 1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA (%)	R&B	4 16%	468,878	0 00%	18		0 04704	0 8834	YES
B 2 19 15 2 1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA (%)	R&B	12 37%	194						
B 2 19 15 2 2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA (%)	R&B	1 42%	353						
B 2 19 16 1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 55%	71,159						
B 2 19 16 1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4 16%	467,632						
B 2 19 16 2 1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 87%	171						
B 2 19 16 2 2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	105						
B 2 19 17 1 1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5 55%	71,159						
B 2 19 17 1 2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4 16%	467,632						
B 2 19 17 2 1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	12 87%	171						
B 2 19 17 2 2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0 00%	105						
B 2 19 18 1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA (%)	Digital Loop < DS1			0 00%	228				
B 2 19 18 1 2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1								
B 2 19 18 2 1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop < DS1								
B 2 19 18 2 2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1								
B 2 19 19 1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	9 71%	103	5 74%	662		0 03136	1 2658	YES
B 2 19 19 1 2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	7 32%	41						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
			Digital Loop >= DS1								
B 2 19 19 2 2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1								
		Completion Notice Interval - Mechanized									
B 2 21 1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2 57	26,546			17 294			
B 2 21 1 1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1 41	347,833			6 350			
B 2 21 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	8 49	86			23 705			
B 2 21 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	3 98	24			13 679			
B 2 21 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (hours)	DS1/ DS3 - Interoffice								
B 2 21 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours)	R&B	2 81	27,792	8 92	368	18 499			
B 2 21 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours)	R&B	1 42	350,344	2 98	8,891	6 587	0 07074	-22 0373	
B 2 21 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (hours)	R&B								
B 2 21 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA (hours)	R&B	*June data available with July run*							
B 2 21 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA (hours)	R&B	10 18	113			27 132			
B 2 21 3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (hours)	R&B	3 61	212			22 269			
B 2 21 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (hours)	R&B								
B 2 21 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (hours)	R&B	*June data available with July run*							
B 2 21 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/GA (hours)	R&B&D - Disp	16 60	30,433			190 043			
B 2 21 4 1 4	P-5	Combo Other/<10 circuits/Dispatch In/GA (hours)	R&B&D - Disp	*June data available with July run*							
B 2 21 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/GA (hours)	R&B&D - Disp	42 64	147			104 904			
B 2 21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/GA (hours)	R&B&D - Disp	*June data available with July run*							
B 2 21 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/D spatch/GA (hours)	ADSL to Retail	7 09	10,663			21 178			
B 2 21 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	0 85	455			1 254			
B 2 21 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (hours)	ADSL to Retail	0 08	4			0 146			
B 2 21 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail								
B 2 21 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/GA (hours)	ISDN - BRI	17 58	361			69 184			
B 2 21 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA (hours)	ISDN - BRI	2 78	615			17 775			
B 2 21 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN - BRI								
B 2 21 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA (hours)	ISDN - BRI								
B 2 21 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/GA (hours)	ADSL to Retail	7 09	10,663			21 178			
B 2 21 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	0 85	455			1 254			
B 2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/GA (hours)	ADSL to Retail	0 08	4			0 146			
B 2 21 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail								
B 2 21 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2 81	27,792			18 499			
B 2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2 81	27,792			18 499			
B 2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	2 57	26,546			17 294			
B 2 21 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	8 49	86			23 705			
B 2 21 9 2 4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2 81	27,792			18 499			
B 2 21 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2 81	27,792			18 499			
B 2 21 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	2 57	26,546			17 294			
B 2 21 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	8 49	86			23 705			
B 2 21 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2 81	27,792	26 69	102	18 499	1 83502	-13 0157	NO
B 2 21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2 81	27,792			18 499			
B 2 21 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	10 18	113			27 132			
B 2 21 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	2 57	26,546	5 79	27	17 294	3 32989	-0 9656	YES
B 2 21 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	8 49	86			23 705			
B 2 21 13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B 2 21 14 1 1	P-5	Other Design/<10 circuits/Dispatch/GA (hours)	Design	161 80	2,641			623 960			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 21 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/GA (hours)	Design	464 05	120			952 844			
B 2 21 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/GA (hours)	Design	150 55	34			173 448			
B 2 21 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA (hours)	Design								
B 2 21 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours)	R&B	2 81	27,792			18 499			
B 2 21 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours)	R&B	1 42	350,344			6 587			
B 2 21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA (hours)	R&B	10 18	113			27 132			
B 2 21 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B	3 61	212			22 269			
B 2 21 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2 57	26,546			17 294			
B 2 21 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1 41	347,833			6 350			
B 2 21 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	8 49	86			23 705			
B 2 21 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	3 98	24			13 679			
B 2 21 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2 57	26,546	22 70	19	17 294	3 96889	-5 0707	NO
B 2 21 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1 41	347,833	74 53	5 342	6 350	0 08755	-835 2280	NO
B 2 21 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	8 49	86			23 705			
B 2 21 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	3 98	24	109 89	2	13 679	10 06762	-10 5197	NO
B 2 21 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours)	Digital Loop < DS1	119 85	270			286 216			
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (hours)	Digital Loop < DS1	225 08	2			294 079			
B 2 21 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA (hours)	Digital Loop < DS1								
B 2 21 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (hours)	Digital Loop < DS1								
B 2 21 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours)	Digital Loop >= DS1	63 76	38			113 210			
B 2 21 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours)	Digital Loop >= DS1	267 99	5			409 090			
B 2 21 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (hours)	Digital Loop >= DS1								
B 2 21 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (hours)	Digital Loop >= DS1								
Average Completion Notice Interval - Non-Mechanized											
B 2 22 1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 1 1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours)	Diagnostic			55 84	2				Diagnostic
B 2 22 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 2 2 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours)	Diagnostic			55 84	2				Diagnostic
B 2 22 2 2 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours)	Diagnostic			40 53	106				Diagnostic
B 2 22 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			19 46	511				Diagnostic
B 2 22 3 1 3	P-5	**Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (hours)**	Diagnostic								Diagnostic
B 2 22 3 1 4	P-5	**Loop + Port Combinations/<10 circuits/Dispatch In/GA (hours)**	Diagnostic			*June data available with July run*					
B 2 22 3 2 1	P-5	**Loop + Port Combinations/>=10 circuits/Dispatch/GA (hours)**	Diagnostic								Diagnostic
B 2 22 3 2 2	P-5	**Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (hours)**	Diagnostic								Diagnostic
B 2 22 3 2 3	P-5	**Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (hours)**	Diagnostic								Diagnostic
B 2 22 3 2 4	P-5	**Loop + Port Combinations/>=10 circuits/Dispatch In/GA (hours)**	Diagnostic			*June data available with July run*					
B 2 22 4 1 1	P-5	**Combo Other/<10 circuits/Dispatch/GA (hours)**	Diagnostic								Diagnostic
B 2 22 4 1 4	P-5	**Combo Other/<10 circuits/Dispatch In/GA (hours)**	Diagnostic			*June data available with July run*					
B 2 22 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/GA (hours)	Diagnostic			*June data available with July run*					
B 2 22 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (hours)	Diagnostic			35 58	308				Diagnostic
B 2 22 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/GA (hours)	Diagnostic			38 01	264				Diagnostic
B 2 22 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			24 55	159				Diagnostic
B 2 22 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic			16 75	1				Diagnostic
B 2 22 9 2 4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			17 98	26				Diagnostic
B 2 22 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			21 32	22				Diagnostic
B 2 22 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			18 15	179				Diagnostic
B 2 22 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic			18 75	8				Diagnostic
B 2 22 13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (hours)	Diagnostic				June data available with July run				
B 2 22 14 1 1	P-5	Other Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			117 17	33				Diagnostic
B 2 22 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			17 28	2				Diagnostic
B 2 22 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			15 95	4				Diagnostic
B 2 22 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA (hours)	Diagnostic			18 13	8				Diagnostic
B 2 22 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			17 98	762				Diagnostic
B 2 22 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			11 91	8				Diagnostic
B 2 22 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours)	Diagnostic			38 01	264				Diagnostic
B 2 22 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours)	Diagnostic			37 33	353				Diagnostic
B 2 22 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B 2 22 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B 2 24 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			6 36	217				Diagnostic
B 2 24 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1 05	4,850				Diagnostic
B 2 24 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (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 24 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			3.00	1				Diagnostic
B 2 24 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			8.70	10				Diagnostic
B 2 24 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 14 1 2	P-10	Other Design/<10 c rcuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9.16	3,059				Diagnostic
B 2 24 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 24 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic

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Total Service Order Cycle Time - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 25 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			6 22	142				Diagnostic
B 2 25 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 50	1,945				Diagnostic
B 2 25 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic			10 60	5				Diagnostic
B 2 25 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			10 60	30				Diagnostic
B 2 25 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			8 26	129				Diagnostic
B 2 25 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			6 60	5				Diagnostic
B 2 25 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			5 75	8				Diagnostic
B 2 25 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			8 00	1				Diagnostic
B 2 25 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			7 00	1				Diagnostic
B 2 25 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (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 25 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			18 32	28				Diagnostic
B 2 25 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			10 66	1,051				Diagnostic
B 2 25 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 17	6				Diagnostic
B 2 25 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			14 00	1				Diagnostic
B 2 25 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 25 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B 2 26 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic			44 50	2				Diagnostic
B 2 26 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			4 38	73				Diagnostic
B 2 26 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 77	525				Diagnostic
B 2 26 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic			10 41	183				Diagnostic
B 2 26 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 6 1 1	P-10	**UNE ISDN/<10 circuits/Dispatch/GA (days)**	Diagnostic			14 53	250				Diagnostic
B 2 26 6 1 2	P-10	**UNE ISDN/<10 circuits/Non-Dispatch/GA (days)**	Diagnostic								Diagnostic
B 2 26 6 2 1	P-10	**UNE ISDN/>=10 circuits/Dispatch/GA (days)**	Diagnostic								Diagnostic
B 2 26 6 2 2	P-10	**UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)**	Diagnostic								Diagnostic
B 2 26 7 1 1	P-10	**Line Sharing/<10 circuits/Dispatch/GA (days)**	Diagnostic								Diagnostic
B 2 26 7 1 2	P-10	**Line Sharing/<10 circuits/Non-Dispatch/GA (days)**	Diagnostic								Diagnostic
B 2 26 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			11 13	8				Diagnostic
B 2 26 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			7 71	63				Diagnostic
B 2 26 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 45	11				Diagnostic
B 2 26 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			6 00	1				Diagnostic
B 2 26 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			8 00	1				Diagnostic
B 2 26 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			11 75	4				Diagnostic
B 2 26 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			10 00	2				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 26 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			9 25	8				Diagnostic
B 2 26 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			6 42	71				Diagnostic
B 2 26 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 63	68				Diagnostic
B 2 26 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			7 25	4				Diagnostic
B 2 26 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic			29 63	24				Diagnostic
B 2 26 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			9 00	1				Diagnostic
B 2 26 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			14 50	2				Diagnostic
B 2 26 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			28 38	13				Diagnostic
B 2 26 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9 38	707				Diagnostic
B 2 26 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			15 25	4				Diagnostic
B 2 26 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			14 53	250				Diagnostic
B 2 26 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			10 49	203				Diagnostic
B 2 26 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 26 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B 2 28 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			6 27	199				Diagnostic
B 2 28 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1 55	2,317				Diagnostic
B 2 28 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/GA (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 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			3 00	1				Diagnostic
B 2 28 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			8 70	10				Diagnostic
B 2 28 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9 16	3,059				Diagnostic
B 2 28 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 28 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B 2 29 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (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 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			6 53	113				Diagnostic
B 2 29 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 47	1,565				Diagnostic
B 2 29 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic			4 33	3				Diagnostic
B 2 29 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			10 60	30				Diagnostic
B 2 29 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			8 28	127				Diagnostic
B 2 29 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			6 60	5				Diagnostic
B 2 29 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 00	6				Diagnostic
B 2 29 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			8 00	1				Diagnostic
B 2 29 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			7 00	1				Diagnostic
B 2 29 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			19 22	9				Diagnostic
B 2 29 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			10 59	780				Diagnostic
B 2 29 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			3 00	4				Diagnostic
B 2 29 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (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 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			14 00	1				Diagnostic
B 2 29 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 29 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B 2 30 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic			44 50	2				Diagnostic
B 2 30 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			4 69	43				Diagnostic
B 2 30 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2 83	359				Diagnostic
B 2 30 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (days)	Diagnostic			10 44	180				Diagnostic
B 2 30 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic			14 58	247				Diagnostic
B 2 30 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			11 43	7				Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			7 75	55				Diagnostic
B 2 30 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 45	11				Diagnostic
B 2 30 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			8 00	1				Diagnostic
B 2 30 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			10 67	3				Diagnostic
B 2 30 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			10 00	2				Diagnostic
B 2 30 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	Diagnostic			9 25	8				Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			6 40	70				Diagnostic
B 2 30 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			6 63	68				Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			7 25	4				Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (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 14 1 1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic			29 63	24				Diagnostic
B 2 30 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			9 00	1				Diagnostic
B 2 30 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			14 50	2				Diagnostic
B 2 30 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			18 00	3				Diagnostic
B 2 30 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			7 79	525				Diagnostic
B 2 30 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			5 33	3				Diagnostic
B 2 30 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			14 58	247				Diagnostic
B 2 30 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			10 51	200				Diagnostic
B 2 30 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B 2 30 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B 2 31 1	P-13	LNP/GA (%)	>= 95% w in 15 min			0 70%	7,673				NO
		% Completions w/o Notice or < 24 hours									
B 2 32 1 1	P-6	Switch Ports/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/GA (%)	Diagnostic			100 00%	2				Diagnostic
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/GA (%)	Diagnostic			100 00%	4				Diagnostic
B 2 32 2 2	P-6	Local Interoffice Transport/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 3 1	P-6	Loop + Port Combinations/Dispatch/GA (%)	Diagnostic			100 00%	513				Diagnostic
B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/GA (%)	Diagnostic			100 00%	7,823				Diagnostic
B 2 32 4 1	P-6	Combo Other/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 5 1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	Diagnostic			100 00%	213				Diagnostic
B 2 32 5 2	P-6	xDSL (ADSL HDSL and UCL)/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 6 1	P-6	UNE ISDN/Dispatch/GA (%)	Diagnostic			100 00%	262				Diagnostic
B 2 32 6 2	P-6	UNE ISDN/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 7 1	P-6	Line Sharing/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 7 2	P-6	Line Sharing/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 8 1	P-6	2W Analog Loop Design/Dispatch/GA (%)	Diagnostic			100 00%	36				Diagnostic
B 2 32 8 2	P-6	2W Analog Loop Design/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/GA (%)	Diagnostic			100 00%	69				Diagnostic
B 2 32 9 2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	Diagnostic			100 00%	12				Diagnostic
B 2 32 10 1	P-6	2W Analog Loop w/INP Design/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA (%)	Diagnostic			100 00%	4				Diagnostic
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA (%)	Diagnostic			100 00%	2				Diagnostic
B 2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA (%)	Diagnostic			100 00%	126				Diagnostic
B 2 32 12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 13 1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA (%)	Diagnostic			100 00%	53				Diagnostic
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA (%)	Diagnostic			100 00%	54				Diagnostic
B 2 32 14 1	P-6	Other Design/Dispatch/GA (%)	Diagnostic			100 00%	30				Diagnostic
B 2 32 14 2	P-6	Other Design/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 15 1	P-6	Other Non-Design/Dispatch/GA (%)	Diagnostic			100 00%	1				Diagnostic
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/GA (%)	Diagnostic			100 00%	3				Diagnostic
B 2 32 16 1	P-6	INP (Standalone)/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 16 2	P-6	INP (Standalone)/Non-Dispatch/GA (%)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 17 2	P-6	LNP (Standalone)/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 18 1	P-6	Digital Loop < DS1/Dispatch/GA (%)	Diagnostic			100 00%	262				Diagnostic
B 2 32 18 2	P-6	Digital Loop < DS1/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B 2 32 19 1	P-6	Digital Loop >= DS1/Dispatch/GA (%)	Diagnostic			100 00%	233				Diagnostic
B 2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B 2 33 1	P-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% of requests			98 15%	379				YES
B 2 33 2	P-8	xDSL Other/GA (%)	>= 95% of requests								
		Service Order Accuracy									
B 2 34 1 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/GA (%)	>= 95%			97 50%	40				YES
B 2 34 1 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	>= 95%			100 00%	26				YES
B 2 34 1 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA (%)	>= 95%								
B 2 34 1 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	>= 95%								
B 2 34 2 1 1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA (%)	>= 95%			100 00%	20				YES
B 2 34 2 1 2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA (%)	>= 95%			93 05%	187				NO
B 2 34 2 2 1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA (%)	>= 95%			100 00%	1				YES
B 2 34 2 2 2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA (%)	>= 95%			100 00%	4				YES
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B 3 1 1 1	M&R-1	Switch Ports/Dispatch/GA (%)	R&B (POTS)	8 69%	83,138						
B 3 1 1 2	M&R-1	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	2 12%	56,427						
B 3 1 2 1	M&R-1	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	0 21%	958	0 00%	1		0 04567	0 0457	YES
B 3 1 2 2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	0 00%	668	0 00%	1		0 00000		YES
B 3 1 3 1	M&R-1	Loop + Port Combinations/Dispatch/GA (%)	R&B	8 77%	85,442	8 08%	1,237		0 00810	0 8520	YES
B 3 1 3 2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	2 19%	58,007	1 32%	682		0 00564	1 5480	YES
B 3 1 4 1	M&R-1	Combo Other/Dispatch/GA (%)	R&B&D - Disp	8 69%	87,763						
B 3 1 4 2	M&R-1	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	8 69%	87,763						
B 3 1 5 1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	11 27%	1,083	2 13%	47		0 04711	1 9397	YES
B 3 1 5 2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	0 54%	185	0 00%	41		0 01266	0 4271	YES
B 3 1 6 1	M&R-1	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	24 36%	505	0 00%	58		0 05951	4 0929	YES
B 3 1 6 2	M&R-1	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	4 76%	546	0 00%	31		0 03932	1 2111	YES
B 3 1 7 1	M&R-1	Line Sharing/Dispatch/GA (%)	ADSL to Retail	11 27%	1,083						
B 3 1 7 2	M&R-1	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	0 54%	185	0 00%	9		0 02503	0 2160	YES
B 3 1 8 1	M&R-1	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	8 77%	85,442	3 33%	421		0 01382	3 9420	YES
B 3 1 8 2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	8 77%	85,442	1 21%	247		0 01803	4 1934	YES
B 3 1 9 1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	8 64%	82,837	5 68%	599		0 01152	2 5726	YES
B 3 1 9 2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	1 81%	43,566	10 34%	29		0 02476	-3 4465	NO
B 3 1 10 1	M&R-1	Other Design/Dispatch/GA (%)	Design	5 56%	2,321	0 91%	219		0 01620	2 8679	YES
B 3 1 10 2	M&R-1	Other Design/Non-Dispatch/GA (%)	Design	1 14%	3,319	0 00%	104		0 01059	1 0807	YES
B 3 1 11 1	M&R-1	Other Non-Design/Dispatch/GA (%)	R&B	8 77%	85,442	7 04%	71		0 03359	0 5157	YES
B 3 1 11 2	M&R-1	Other Non-Design/Non-Dispatch/GA (%)	R&B	2 19%	58,007	1 83%	109		0 01404	0 2550	YES
B 3 1 12 1	M&R-1	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	8 69%	83,138						
B 3 1 12 2	M&R-1	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	2 12%	56,427						
		Customer Trouble Report Rate									
B 3 2 1 1	M&R-2	Switch Ports/Dispatch/GA (%)	R&B (POTS)	2 35%	3,538,036	0 00%	85		0 01663	1 4133	YES
B 3 2 1 2	M&R-2	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	1 59%	3,538,036	0 00%	85		0 01370	1 1643	YES
B 3 2 2 1	M&R-2	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	2 32%	41,372	0 39%	257		0 00952	2 0233	YES
B 3 2 2 2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	1 61%	41,372	0 39%	257		0 00795	1 5414	YES
B 3 2 3 1	M&R-2	Loop + Port Combinations/Dispatch/GA (%)	R&B	2 13%	4,015,549	1 04%	119,088		0 00043	25 3906	YES
B 3 2 3 2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	1 44%	4,015,549	0 57%	119,088		0 00035	24 6703	YES
B 3 2 4 1	M&R-2	Combo Other/Dispatch/GA (%)	R&B&D - Disp	1 87%	4,704,618						
B 3 2 4 2	M&R-2	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	1 87%	4,704,618						
B 3 2 5 1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	1 28%	84,423	1 17%	4,007		0 00183	0 5852	YES
B 3 2 5 2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	0 22%	84,423	1 02%	4,007		0 00076	-10 5915	NO
B 3 2 6 1	M&R-2	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	8 12%	6,220	1 65%	3,516		0 00601	10 7607	YES
B 3 2 6 2	M&R-2	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	8 78%	6,220	0 88%	3,516		0 00625	12 6317	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B3271	M&R-2	Line Sharing/Dispatch/GA (%)	ADSL to Retail	1 28%	84,423	0 00%	599		0 00464	2 7592	YES
B3272	M&R-2	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	0 22%	84,423	1 50%	599		0 00192	-6 6685	NO
B3281	M&R-2	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	2 13%	4,015,549	1 21%	34,930		0 00078	11 7687	YES
B3282	M&R-2	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	2 13%	4,015,549	0 71%	34,930		0 00078	18 1235	YES
B3291	M&R-2	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	2 34%	3,538,036	1 89%	31,734		0 00086	5 2453	YES
B3292	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	1 23%	3,538,036	0 09%	31,734		0 00063	18 2074	YES
B32101	M&R-2	Other Design/Dispatch/GA (%)	Design	0 34%	689,069	2 62%	8,357		0 00064	-35 7557	NO
B32102	M&R-2	Other Design/Non-Dispatch/GA (%)	Design	0 48%	689,069	1 24%	8,357		0 00076	-9 9873	NO
B32111	M&R-2	Other Non-Design/Dispatch/GA (%)	R&B	2 13%	4,015,549	3 48%	2 040		0 00323	-4 1871	NO
B32112	M&R-2	Other Non-Design/Non-Dispatch/GA (%)	R&B	1 44%	4,015,549	5 34%	2 040		0 00266	-14 6468	NO
B32121	M&R-2	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	2 35%	3,538,036						
B32122	M&R-2	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	1 59%	3,538,036						
		Maintenance Average Duration									
B3311	M&R-3	Switch Ports/Dispatch/GA (hours)	R&B (POTS)	22 59	83,138			23 187			
B3312	M&R-3	Switch Ports/Non-Dispatch/GA (hours)	R&B (POTS)	8 81	56,427			13 385			
B3321	M&R-3	Local Interoffice Transport/Dispatch/GA (hours)	DS1/DS3	4 09	958	3 25	1	3 642	3 64380	0 2314	YES
B3322	M&R-3	Local Interoffice Transport/Non-Dispatch/GA (hours)	DS1/DS3	2 37	668	3 48	1	2 905	2 90737	-0 3840	YES
B3331	M&R-3	Loop + Port Combinations/Dispatch/GA (hours)	R&B	22 36	85,442	10 57	1,237	23 152	0 66302	17 7793	YES
B3332	M&R-3	Loop + Port Combinations/Non-Dispatch/GA (hours)	R&B	8 68	58,007	3 27	682	13 338	0 51372	10 5454	YES
B3341	M&R-3	Combo Other/Dispatch/GA (hours)	R&B&D - Disp	21 98	87,763			24 114			
B3342	M&R-3	Combo Other/Non-Dispatch/GA (hours)	R&B&D - Disp	21 98	87,763			24 114			
B3351	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (hours)	ADSL to Retail	56 75	1,083	5 49	47	37 724	5 62076	9 1203	YES
B3352	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (hours)	ADSL to Retail	11 25	185	2 73	41	24 464	4 22276	2 0169	YES
B3361	M&R-3	UNE ISDN/Dispatch/GA (hours)	ISDN - BRI	24 21	505	4 75	58	27 145	3 76345	5 1727	YES
B3362	M&R-3	UNE ISDN/Non-Dispatch/GA (hours)	ISDN - BRI	5 33	546	4 58	31	10 432	1 92601	0 3860	YES
B3371	M&R-3	Line Sharing/Dispatch/GA (hours)	ADSL to Retail	56 75	1,083			37 724			
B3372	M&R-3	Line Sharing/Non-Dispatch/GA (hours)	ADSL to Retail	11 25	185	7 36	9	24 464	8 35053	0 4657	YES
B3381	M&R-3	2W Analog Loop Design/Dispatch/GA (hours)	R&B - Disp	22 36	85,442	7 03	421	24 114	1 17813	13 0098	YES
B3382	M&R-3	2W Analog Loop Design/Non-Dispatch/GA (hours)	R&B - Disp	22 36	85,442	3 49	247	24 114	1 53654	12 2786	YES
B3391	M&R-3	2W Analog Loop Non-Design/Dispatch/GA (hours)	R&B (POTS) excl SB FT	22 55	82,837	13 46	599	23 148	0 94922	9 5749	YES
B3392	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA (hours)	R&B (POTS) excl SB FT	8 64	43,566	10 07	29	13 423	2 49334	-0 5739	YES
B33101	M&R-3	Other Design/Dispatch/GA (hours)	Design	7 89	2,321	5 90	219	44 059	3 11452	0 6389	YES
B33102	M&R-3	Other Design/Non-Dispatch/GA (hours)	Design	2 55	3,319	4 97	104	22 481	2 23874	-1 0806	YES
B33111	M&R-3	Other Non-Design/Dispatch/GA (hours)	R&B	22 36	85,442	22 72	71	23 152	2 74878	-0 1289	YES
B33112	M&R-3	Other Non-Design/Non-Dispatch/GA (hours)	R&B	8 68	58,007	6 74	109	13 338	1 27872	1 5159	YES
B33121	M&R-3	LNP (Standalone)/Dispatch/GA (hours)	R&B (POTS)	22 59	83,138			23 187			
B33122	M&R-3	LNP (Standalone)/Non-Dispatch/GA (hours)	R&B (POTS)	8 81	56,427			13 385			
		% Repeat Troubles within 30 Days									
B3411	M&R-4	Switch Ports/Dispatch/GA (%)	R&B (POTS)	23 47%	83,138						
B3412	M&R-4	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	20 76%	56 427						
B3421	M&R-4	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	44 26%	958	100 00%	1		0 49695	-1 1217	YES
B3422	M&R-4	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	32 78%	668	100 00%	1		0 46978	-1 4308	YES
B3431	M&R-4	Loop + Port Combinations/Dispatch/GA (%)	R&B	23 36%	85,442	15 36%	1,237		0 01212	6 6022	YES
B3432	M&R-4	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	20 65%	58,007	18 62%	682		0 01559	1 3015	YES
B3441	M&R-4	Combo Other/Dispatch/GA (%)	R&B&D - Disp	23 78%	87,763						
B3442	M&R-4	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	23 78%	87,763						
B3451	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	23 64%	1,083	31 91%	47		0 06330	-1 3075	YES
B3452	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	53 51%	185	9 76%	41		0 08609	5 0825	YES
B3461	M&R-4	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	29 90%	505	18 97%	58		0 06347	1 7228	YES
B3462	M&R-4	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	32 05%	546	25 81%	31		0 08616	0 7248	YES
B3471	M&R-4	Line Sharing/Dispatch/GA (%)	ADSL to Retail	23 64%	1,083						
B3472	M&R-4	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	53 51%	185	33 33%	9		0 17025	1 1853	YES
B3481	M&R-4	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	23 36%	85,442	22 80%	421		0 02067	0 2694	YES
B3482	M&R-4	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	23 36%	85,442	17 00%	247		0 02696	2 3573	YES
B3491	M&R-4	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	23 40%	82,837	17 70%	599		0 01736	3 2854	YES
B3492	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	20 36%	43,566	20 69%	29		0 07480	-0 0441	YES
B34101	M&R-4	Other Design/Dispatch/GA (%)	Design	39 21%	2,321	34 70%	219		0 03451	1 3051	YES
B34102	M&R-4	Other Design/Non-Dispatch/GA (%)	Design	38 51%	3,319	31 73%	104		0 04846	1 3981	YES
B34111	M&R-4	Other Non-Design/Dispatch/GA (%)	R&B	23 36%	85,442	22 54%	71		0 05024	0 1641	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3 4 11 2	M&R-4	Other Non-Design/Non-Dispatch/GA (%)	R&B	20 65%	58,007	13 76%	109		0 03881	1 7752	YES
B 3 4 12 1	M&R-4	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	23 47%	83,138						
B 3 4 12 2	M&R-4	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	20 76%	56,427						
	Out of Service > 24 hours										
B 3 5 1 1	M&R-5	Switch Ports/Dispatch/GA (%)	R&B (POTS)	28 87%	54,791						
B 3 5 1 2	M&R-5	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	12 15%	15,320						
B 3 5 2 1	M&R-5	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	0 21%	958	0 00%	1		0 04567	0 0457	YES
B 3 5 2 2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	0 00%	668	0 00%	1		0 00000		YES
B 3 5 3 1	M&R-5	Loop + Port Combinations/Dispatch/GA (%)	R&B	28 46%	56,316	6 97%	804		0 01603	13 4098	YES
B 3 5 3 2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	11 72%	15,998	0 90%	223		0 02169	4 9901	YES
B 3 5 4 1	M&R-5	Combo Other/Dispatch/GA (%)	R&B&D - Disp	27 56%	58,570						
B 3 5 4 2	M&R-5	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	27 56%	58,570						
B 3 5 5 1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	100 00%	1	2 13%	47		0 00000		YES
B 3 5 5 2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail			0 00%	41				
B 3 5 6 1	M&R-5	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	34 61%	419	0 00%	58		0 06665	5 1924	YES
B 3 5 6 2	M&R-5	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	1 91%	419	0 00%	31		0 02547	0 7496	YES
B 3 5 7 1	M&R-5	Line Sharing/Dispatch/GA (%)	ADSL to Retail	100 00%	1						
B 3 5 7 2	M&R-5	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail								
B 3 5 8 1	M&R-5	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	28 46%	56 316	3 33%	421		0 02207	11 3854	YES
B 3 5 8 2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	28 46%	56 316	1 21%	247		0 02877	9 4678	YES
B 3 5 9 1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	28 86%	54,777	12 22%	499		0 02038	8 1642	YES
B 3 5 9 2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	12 15%	15,299	8 00%	25		0 06539	0 6346	YES
B 3 5 10 1	M&R-5	Other Design/Dispatch/GA (%)	Design	5 24%	2,254	0 91%	219		0 01577	2 7414	YES
B 3 5 10 2	M&R-5	Other Design/Non-Dispatch/GA (%)	Design	0 59%	3,212	0 00%	104		0 00764	0 7742	YES
B 3 5 11 1	M&R-5	Other Non-Design/Dispatch/GA (%)	R&B	28 46%	56,316	26 53%	49		0 06449	0 2985	YES
B 3 5 11 2	M&R-5	Other Non-Design/Non-Dispatch/GA (%)	R&B	11 72%	15,998	3 23%	31		0 05783	1 4689	YES
B 3 5 12 1	M&R-5	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	28 87%	54,791						
B 3 5 12 2	M&R-5	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	12 15%	15,320						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B 4 1	B-1	GA (%)	BST - State	97 29%	$368,051,310	99 95%	$3,599,367		0 00009	-309 3741	YES
	Mean Time to Deliver Invoices - CRIS										
B 4 2	B-2	Region (business days)	BST - Region	3 66	1	3 43	1,204				YES

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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										
C11	O-7	Local Interconnection Trunks/GA (%)	Diagnostic			73 91%	184				Diagnostic
	Reject Interval										
C12	O-8	Local Interconnection Trunks/GA (%)	>= 85% w in 4 days			93 38%	136				YES
	FOC Timeliness										
C13	O-9	Local Interconnection Trunks/GA (%)	>= 95% w in 10 days			95 10%	183				YES
	FOC & Reject Response Completeness										
C14	O-11	Local Interconnection Trunks/GA (%)	>= 95%			98 30%	171				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C15	O-11	Local Interconnection Trunks/GA (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C21	P-4	Local Interconnection Trunks/GA (days)	Parity w Retail	28 21	143	31 77	65	35 918	5 37307	-0 6629	YES
	Held Orders										
C22	P-1	Local Interconnection Trunks/GA (days)	Parity w Retail				*Not Applicable for Trunks*				
	% Jeopardies										
C23	P-2	Local Interconnection Trunks/GA (%)	Parity w Retail				*Not Applicable for Trunks*				
	Average Jeopardy Notice Interval										
C24	P-2	Local Interconnection Trunks/GA (hours)	95% >= 48 hrs				*Not Applicable for Trunks*				
	% Missed Installation Appointments										
C25	P-3	Local Interconnection Trunks/GA (%)	Parity w Retail	3 50%	143	6 74%	89		0 02480	-1 3084	YES
	% Provisioning Troubles within 30 Days										
C26	P-9	Local Interconnection Trunks/GA (%)	Parity w Retail	1 30%	5,007	0 03%	3,835		0 00243	5 2371	YES
	Average Completion Notice Interval										
C27	P-5	Local Interconnection Trunks/GA (hours)	Parity w Retail				*Under development*				
	Total Service Order Cycle Time										
C28	P-10	Local Interconnection Trunks/GA (days)	Diagnostic				*Under development*				
	Total Service Order Cycle Time (offered)										
C29	P-10	Local Interconnection Trunks/GA (days)	Diagnostic				*Under development*				
	% Completions w/o Notice or < 24 hours										
C2101	P-6	Local Interconnection Trunks/Dispatch/GA (%)	Diagnostic			100 00%	65				Diagnostic
C2102	P-6	Local Interconnection Trunks/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C21111	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA (%)	>= 95%			100 00%	32				YES
C21112	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA (%)	>= 95%			100 00%	2				YES
C21121	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA (%)	>= 95%			96 67%	30				YES
C21122	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA (%)	>= 95%			87 50%	8				NO
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C311	M&R-1	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0 00%	3	0 00%	1		0 00000		YES
C312	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0 45%	221	0 00%	99		0 00812	0 5575	YES
	Customer Trouble Report Rate										
C321	M&R-2	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0 00%	294,313	0 00%	114,376		0 00001	0 1304	YES
C322	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0 08%	294,313	0 09%	114,376		0 00010	-1 2009	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C 3 3 1	M&R-3	Local Interconnection Trunks/Dispatch/GA (hours)	Parity w Retail	3 10	3	17 73	1	2 812	3 24748	-4 5061	NO
C 3 3 2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA (hours)	Parity w Retail	0 71	221	0 36	99	2 435	0 29447	1 1924	YES
C 3 4 1	M&R-4	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	33 33%	3	0 00%	1		0 54433	0 6124	YES
C 3 4 2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	7 24%	221	29 29%	99		0 03134	-7 0366	NO
C 3 5 1	M&R-5	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0 00%	3	0 00%	1		0 00000		YES
C 3 5 2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0 45%	221	0 00%	99		0 00812	0 5575	YES
		Local Interconnection Trunks - Billing									
		Invoice Accuracy									
C 4 1	B-1	GA (%)	BST - State	97 29%	$368,051,310	99 95%	$4,586,973		0 00008	-348 3670	YES
		Mean Time to Deliver Invoices - CABS									
C 4 2	B-2	Region (calendar days)	BST - Region	4 74	1	4 48	3,093				YES
		LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING									
		Trunk Group Performance - Aggregate									
C 5 1	TGP-1	GA	>0 5% dif 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											
D111	OSS-2	EDI/Region (%)	>= 99 5%			99 92%					YES
D112	OSS-2	HAL/Region (%)	>= 99 5%			99 76%					YES
D113	OSS-2	LENS/Region (%)	>= 99 5%			99 97%					YES
D114	OSS-2	LEO MAINFRAME/Region (%)	>= 99 5%			100 00%					YES
D115	OSS-2	LEO UNIX/Region (%)	>= 99 5%								
D116	OSS-2	LESOG/Region (%)	>= 99 5%			100 00%					YES
D117	OSS-2	TAG/Region (%)	>= 99 5%			99 99%					YES
D118	OSS-2	PSIMS/Region (%)	>= 99 5%			100 00%					YES
% Interface Availability - BST & CLEC											
D121	OSS-2	ATLAS/COFFI/Region (%)	>= 99 5%			99 99%					YES
D122	OSS-2	BOCRIS/Region (%)	>= 99 5%			99 99%					YES
D123	OSS-2	DSAP/Region (%)	>= 99 5%			99 99%					YES
D124	OSS-2	RSAG/Region (%)	>= 99 5%			99 99%					YES
D125	OSS-2	SOCS/Region (%)	>= 99 5%			99 98%					YES
D126	OSS-2	SONGS/Region (%)	>= 99 5%			99 99%					YES
D127	OSS-2	DOE/Region (%)	>= 99 5%			100 00%					YES
D1311	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2 77	1,482,246	1 33	404,417				YES
D1312	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3 23	8,212	1 33	404,417				YES
D1321	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2 91	3,996,503	1 30	195,460				YES
D1322			ROS - RSAG, by ADDR + 2 Sec	5 98	635,777	1 30	195,460				YES
D1331	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3 47	396,477	1 05	69 473				YES
D1332	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2 68	298,954	1 05	69,473				YES
D1341	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2 83	680,899	0 49	3,832				YES
D1342	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2 69	316,632	0 49	3,832				YES
D1351	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 68	2,308,194	12 61	807,325				NO
D1352	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 17	497,166	12 61	807,325				NO
D1361	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	2 96	968,490	0 74	47,612				YES
D1362	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4 39	641,718	0 74	47,612				YES
D1371	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	2 96	968,490	0 16	118,977				YES
D1372	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4 39	641,718	0 16	118,977				YES
Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*											
D1411	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2 77	1,482,246	1 29	94 881				YES
D1412	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3 23	8,212	1 29	94,881				YES
D1421	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2 91	3,996,503	1 07	543,664				YES
D1422	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5 98	635,777	1 07	543,664				YES
D1431	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D1432	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D1441	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1 06	19				Diagnostic
D1442	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1 06	19				Diagnostic
D1451	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3 47	396,477	1 23	5,323				YES
D1452	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2 68	298,954	1 23	5,323				YES
D1461	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2 83	680,899	1 85	475,493				YES
D1462	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2 69	316,632	1 85	475,493				YES
D1471	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 68	2,308,194	0 70	70,003				YES
D1472	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 17	497,166	0 70	70,003				YES
D1481	OSS-1	CRSEINIT/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 68	2,308,194	1 17	3,728				YES
D1482	OSS-1	CRSEINIT/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 17	497,166	1 17	3,728				YES
D1491	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 68	2,308,194	1 17	3,728				YES
D1492	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 17	497,166	1 17	3,728				YES
Operations Support Systems - Maintenance and Repair											

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Interface Availability - BST										
D211	OSS-3	TAFI/Region (%)	>= 99 5%	100 00%							YES
	% Interface Availability - CLEC										
D221	OSS-3	CLEC TAFI/Region (%)	>= 99 5%			100 00%					YES
D222	OSS-3	CLEC ECTA/Region (%)	>= 99 5%			100 00%					YES
	% Interface Availability - BST & CLEC										
D231	OSS-3	CRIS/Region (%)	>= 99 5%			99 99%					YES
D232	OSS-3	LMOS HOST/Region (%)	>= 99 5%			100 00%					YES
D233	OSS-3	LNP/Region (%)	>= 99 5%			100 00%					YES
D234	OSS-3	MARCH/Region (%)	>= 99 5%			100 00%					YES
D235	OSS-3	OSPCM/Region (%)	>= 99 5%			100 00%					YES
D236	OSS-3	Predictor/Region (%)	>= 99 5%			100 00%					YES
D237	OSS-3	SOCS/Region (%)	>= 99 5%			99 98%					YES
	Average Response Interval										
D2411	OSS-4	CRIS/Region (%) <= 4 Seconds	Parity w Retail	95 65%	1,715,874	94 25%	75,869		0 00076	18 4858	NO
D2412	OSS-4	CRIS/Region (%) <= 10 Seconds	Parity w Retail	98 73%	1,715,874	98 94%	75,869		0 00042	-5 1472	YES
D2413	OSS-4	CRIS/Region (%) > 10 Seconds	Parity w Retail	1 27%	1,715,874	1 06%	75,869		0 00042	5 1472	YES
D2421	OSS-4	DLETH/Region (%) <= 4 Seconds	Parity w Retail	9 58%	37,945	12 32%	779		0 01066	-2 5702	YES
D2422	OSS-4	DLETH/Region (%) <= 10 Seconds	Parity w Retail	79 55%	37,945	89 73%	779		0 01460	-6 9754	YES
D2423	OSS-4	DLETH/Region (%) > 10 Seconds	Parity w Retail	20 45%	37 945	10 27%	779		0 01460	6 9754	YES
D2431	OSS-4	DLR/Region (%) <= 4 Seconds	Parity w Retail	6 56%	36,135	22 41%	22,605		0 00210	-75 5110	YES
D2432	OSS-4	DLR/Region (%) <= 10 Seconds	Parity w Retail	87 55%	36,135	97 87%	22 605		0 00280	-36 8477	YES
D2433	OSS-4	DLR/Region (%) > 10 Seconds	Parity w Retail	12 45%	36,135	2 13%	22,605		0 00280	36 8477	YES
D2441	OSS-4	LMOS/Region (%) <= 4 Seconds	Parity w Retail	99 87%	1,715,778	99 94%	75,870		0 00013	-5 3202	YES
D2442	OSS-4	LMOS/Region (%) <= 10 Seconds	Parity w Retail	99 97%	1,715,778	99 99%	75,870		0 00006	-3 2704	YES
D2443	OSS-4	LMOS/Region (%) > 10 Seconds	Parity w Retail	0 03%	1,715,778	0 01%	75,870		0 00006	3 2704	YES
D2451	OSS-4	LMOSupd/Region (%) <= 4 Seconds	Parity w Retail	98 00%	1,266,069	97 75%	45,633		0 00067	3 6746	NO
D2452	OSS-4	LMOSupd/Region (%) <= 10 Seconds	Parity w Retail	99 65%	1,266,069	99 58%	45,633		0 00028	2 6829	NO
D2453	OSS-4	LMOSupd/Region (%) > 10 Seconds	Parity w Retail	0 35%	1,266,069	0 42%	45,633		0 00028	-2 6829	NO
D2461	OSS-4	LNP/Region (%) <= 4 Seconds	Parity w Retail	99 62%	119,042	99 28%	4,423		0 00095	3 5861	NO
D2462	OSS-4	LNP/Region (%) <= 10 Seconds	Parity w Retail	99 84%	119,042	99 84%	4,423		0 00060	0 0474	YES
D2463	OSS-4	LNP/Region (%) > 10 Seconds	Parity w Retail	0 16%	119,042	0 16%	4,423		0 00060	-0 0474	YES
D2471	OSS-4	MARCH/Region (%) <= 4 Seconds	Parity w Retail	29 50%	8,487	28 38%	296		0 02697	0 4174	YES
D2472	OSS-4	MARCH/Region (%) <= 10 Seconds	Parity w Retail	29 50%	8,487	28 38%	296		0 02697	0 4174	YES
D2473	OSS-4	MARCH/Region (%) > 10 Seconds	Parity w Retail	70 50%	8,487	71 62%	296		0 02697	-0 4174	YES
D2481	OSS-4	OSPCM/Region (%) <= 4 Seconds	Parity w Retail	39 24%	7,494	43 96%	91		0 05150	-0 9149	YES
D2482	OSS-4	OSPCM/Region (%) <= 10 Seconds	Parity w Retail	96 93%	7,494	95 60%	91		0 01819	0 7292	YES
D2483	OSS-4	OSPCM/Region (%) > 10 Seconds	Parity w Retail	3 07%	7,494	4 40%	91		0 01819	-0 7292	YES
D2491	OSS-4	Predictor/Region (%) <= 4 Seconds	Parity w Retail	19 09%	82,561	28 79%	3,435		0 00684	-14 1803	YES
D2492	OSS-4	Predictor/Region (%) <= 10 Seconds	Parity w Retail	19 09%	82,561	28 79%	3,435		0 00684	-14 1803	YES
D2493	OSS-4	Predictor/Region (%) > 10 Seconds	Parity w Retail	80 91%	82,561	71 21%	3,435		0 00684	14 1803	YES
D24101	OSS-4	SOCS/Region (%) <= 4 Seconds	Parity w Retail	99 84%	249,831	99 85%	13,021		0 00036	-0 1152	YES
D24102	OSS-4	SOCS/Region (%) <= 10 Seconds	Parity w Retail	99 99%	249,831	99 99%	13,021		0 00010	-0 4056	YES
D24103	OSS-4	SOCS/Region (%) > 10 Seconds	Parity w Retail	0 01%	249,831	0 01%	13,021		0 00010	0 4056	YES
D24111	OSS-4	NIW/Region (%) <= 4 Seconds	Parity w Retail	82 65%	72,414	83 65%	3,272		0 00677	-1 4726	YES
D24112	OSS-4	NIW/Region (%) <= 10 Seconds	Parity w Retail	99 49%	72,414	99 36%	3,272		0 00127	1 0637	YES
D24113	OSS-4	NIW/Region (%) > 10 Seconds	Parity w Retail	0 51%	72,414	0 64%	3,272		0 00127	-1 0637	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E111	C-1	Virtual/GA (calendar days)	<= 20 days								
E112	C-1	Physical/GA (calendar days)	<= 30 days			6	2				YES
	Average Interval										
E121	C-2	Virtual/GA (calendar days)	<= 50 days								
E122	C-2	Virtual (Extraordinary)/GA (calendar days)	<= 75 days								
E123	C-2	Physical Caged/GA (calendar days)	<= 90 days			71	9				YES
E124	C-2	Physical Cageless/GA (calendar days)	<= 60 days			32	19				YES
E125	C-2	Physical Cageless (Extraordinary)/GA (calendar days)	<= 90 days								
	% Due Dates Missed										
E131	C-3	Virtual/GA (%)	< 5% missed								
E132	C-3	Physical/GA (%)	< 5% missed			0.00%	28				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										
F111	O-3	Summary/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F112	O-3	Aggregate/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F113	O-3	Residence/Region (%)	>= 95%			90.16%	220,614				NO
F114	O-3	Business/Region (%)	>= 90%			60.15%	7,518				NO
F115	O-3	UNE/Region (%)	>= 85%			74.87%	44,941				NO
	% Flow Through Service Requests - Achieved										
F121	O-3	Summary/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F122	O-3	Aggregate/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F123	O-3	Residence/Region (%)	Diagnostic			83.65%	237,784				Diagnostic
F124	O-3	Business/Region (%)	Diagnostic			42.21%	10,713				Diagnostic
F125	O-3	UNE/Region (%)	Diagnostic			62.58%	53,771				Diagnostic
F131	O-3	Summary/Region (%)	>= 85%			90.65%	11,802				YES
F132	O-3	Aggregate/Region (%)	>= 85%			90.65%	11,802				YES
F133	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F134	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F211	PO-1	Loops/GA (%)	>= 95% w in 3 bus days			100.00%	54				YES
	Loop Makeup Inquiry (Electronic)										
F221	PO-2	Loops/GA (%)	>= 95% w in 5 min			100.00%	879				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F311	O-10	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% w in 5 bus days			97.00%	292				YES
F312	O-10	Local Interoffice Transport/GA (%)	>= 95% w in 5 bus days			100.00%	1				YES
	General - Ordering										
	Average Speed of Answer										
F41	O-12	Region (seconds)	Parity w Retail	121.54	7,152,910	49.77	43,526				YES
	General - Maintenance Center										
	Average Answer Time										
F51	M&R-6	Region (seconds)	Parity w Retail	65.92	1,653,272	25.70	92,640				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F61	OS-1	GA (seconds)	PBD			2.35					PBD
	% Answered in 10 seconds										
F62	OS-2	GA (%)	PBD			92.50%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F71	DA-1	GA (seconds)	PBD			5.80					PBD
	% Answered in 10 seconds										

BellSouth Monthly State Summary

Georgia, May 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 7 2	DA-2	GA (%)		PBD			83 20%					PBD
	General - E911											
	Mean Interval											
F 8 1	E-3	GA (hours)		PBD			0 74	3,034				PBD
	% Accuracy											
F 8 2	E-2	GA (%)		PBD			95 91%	392 522				PBD
	% Timeliness											
F 8 3	E-1	GA (%)		PBD			100 00%	3,034				PBD
	General - Billing											
	Usage Data Delivery Accuracy											
F 9 1	B-3	Region (%)		Parity w Retail	100 00%	6,698	99 99%	14 237		0 00000		NO
	Usage Data Delivery Timeliness											
F 9 2	B-5	Region (%)		Parity w Retail	97 40%	38,202	98 04%	187,964,470		0 00081	-7 9164	YES
	Usage Data Delivery Completeness											
F 9 3	B-4	Region (%)		Parity w Retail	99 04%	38,202	99 54%	187,964,470		0 00050	-9 9487	YES
	Mean Time to Deliver Usage											
F 9 4	B-6	Region (days)		Parity w Retail	3 73	38,202	3 76	187,964,470				NO
F 9 5 1	B-7	Resale/GA (%)		Parity w Retail	77 49%	$12,956,288	91 85%	$430,830		0 00136	-105 3787	YES
F 9 5 2	B-7	UNE/GA (%)		>= 90%			90 87%	$192,650				YES
F 9 5 3	B-7	Interconnection/GA (%)		>= 90%			98 38%	$12,199				YES
	Non-Recurring Charge Completeness											
F 9 6 1	B-8	Resale/GA (%)		Parity w Retail	86 01%	$15,925,567	94 09%	$464 119		0 00138	-58 4496	YES
F 9 6 2	B-8	UNE/GA (%)		>= 90%			96 40%	$754 604				YES
F 9 6 3	B-8	Interconnection/GA (%)		>= 90%			90 35%	$384 285				YES
	General - Change Management											
	% Software Release Notices Sent On Time											
F 10 1	CM-1	GA (%)		>= 95% w in 30 days	75 00%	4						NO
	Average Software Release Notice Delay Days											
F 10 2	CM-2	GA (average)		>= 22 bus days prior to release	26	1						YES
	% Change Management Documentation Sent On Time											
F 10 3	CM-3A	GA (%)		>= 95% w in 30 days	100 00%	5						YES
	% Change Management Documentation (Defects, Corrections, etc) Sent On Time											
F 10 4	CM-3B	GA (%)		>= 95% w in 5 days								
	Average Documentation Release Delay Days											
F 10 5	CM-4	GA (average)		>= 22 bus days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes											
F 10 6	CM-5	GA (%)		>= 97% w in 15 min			100 00%	32				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%	13				YES
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			92 31%	13				YES
F 11 2 3	BFR-2C	Region (%)		>= 90% w in 60 bus days			7 69%	13				NO

BellSouth Monthly State Summary

Georgia, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Ordering										
	Acknowledgement Message Timeliness										
F 12 1 1	O-1	EDI/Region (%)	>= 90% w in 30 min			89 62%	96,463				NO
F 12 1 2	O-1	TAG/Region (%)	>= 95% w in 30 min			99 99%	183,966				YES
	Acknowledgement Message Completeness										
F 12 2 1	O-2	EDI/Region (%)	100%			99 25%	96,463				NO
F 12 2 2	O-2	TAG/Region (%)	100%			99 99%	183,966				NO
	General - Database Updates										
	Average Database Update Interval										
F 13 1 1	D-1	LIDB/GA (hours)	PBD	0 99	26	0 99	26				PBD
F 13 1 2	D-1	Directory Listings/GA (hours)	PBD	0 11	27	0 11	27				PBD
F 13 1 3	D-1	Directory Assistance/GA (hours)	PBD	4 55	26	4 55	26				PBD
	% Update Accuracy										
F 13 2 1	D-2	LIDB/GA (%)	>= 95%			100 00%	119				YES
F 13 2 2	D-2	Directory Listings/GA (%)	>= 95%			100 00%	62				YES
F 13 2 3	D-2	Directory Assistance/GA (%)	>= 95%			100 00%	62				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F 13 3	D-3	GA (%)	100%			64 00%	33				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F 14 1	M&R-7	GA (minutes)	Parity w Retail								

From BellSouth's Georgia May MSS Report (Filed July 10)--- Examples of Different Volumes when business rules indicate that same volumes (All LSRs received in the report period) should be used for all three measures[1]

Partially Mechanized LSRs

Measure	LNP Stand-alone Volume	2W analog loop with LNP non-design	2W analog loop with LNP design
% Rejected Service Requests	1418	307	450
FOC/Reject Completeness	3,759	240	312
FOC/Reject Completeness/Multiple Responses	3,759	240	312

Fully Mechanized LSRs

Measure	Resale/Residence	Loop/Port Combo Volume	xDSL
% Rejected Service Requests	38,049	17,467	231
FOC/Reject Completeness	38,049	17,467	258
FOC/Reject Completeness/Multiple Responses	37,325	16,419	166

[1] In other cases, for example partially mechanized Loop/port combinations, the volume does match for all three measures.

Pre-Ordering and Ordering OSS

REPORT: LOOP MAKEUP - RESPONSE TIME - ELECTRONIC
REPORT PERIOD: 05/01/2001 - 05/31/2001

	0 - <=1 MIN	>1 - <=5 MIN	0 - <=5 MIN	>5 - <=8 MIN	>8 - <=15 MIN	>15 MIN	AVERAGE INTERVAL (MIN:SEC)
CLEC 1 [1]							
GEORGIA							
REGION							
CLEC AGGREGATE							
GEORGIA							
- LOOPS	98.00%	2.00%	100.00%				16:85
REGION							
- LOOPS	99.00%	1 00%	100.00%				16:00

Note 1: CLEC 1 specific data will be populated & distributed on an individual CLEC basis.

Exhibit No. SEN-20
FPSC Docket No. 960786-TL
Page 1 of 1

BELLSOUTH

Report: Acknowledge Message Timeliness CLEC

			May 2001								
CLEC	OCN / ACNA	Source	Count In 0-10 Minutes	Count In >10 - 20 Minutes	Count In >20 - 30 Minutes	Count In <= 30 Minutes	Count In >30 - 45 Minutes	Count In >45 - 60 Minutes	Count In >60 - 120 Minutes	Count In >120 Minutes	Average Time Interval (Minutes)
ATTLOCAL	7421	EDI	156	2	1	159			1		2.23
		TAG	61			61					0.05
	7125	EDI	2724	46	15	2785	26	2			2.11
		TAG	4			4					0.01
	8392	TAG	832			832					0.05
	8300	TAG	1317			1317					0.04

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121-TP
ALEC Coalition's 1st Set of Interrogatories
March 26, 2001
Item No. 58
Page 1 of 1

REQUEST: For each measure in BellSouth's SQM, describe whether the data specified as excluded in BellSouth's SQM is also excluded from the raw data provided to ALECs.

RESPONSE: The ALEC records/items listed as exclusions in the BellSouth SQM are normally included in the raw data files and must be excluded to replicate the reports. The exceptions are cancelled orders in Average Order Completion Interval (OCI) and Average Completion Notice Interval (ACNI).

RESPONSE PROVIDED BY: Ray Lee

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121-TP
ALEC Coalition's 1st Set of Interrogatories
March 26, 2001
Item No. 12
Page 1 of 4

REQUEST: For each and every measure for which BellSouth provides raw data, please state what data, if any, is excluded from the PMAP raw data files.

RESPONSE:

PMAP RAW DATA FILE	EXCLUSIONS
Ordering: % Rejected Service Requests	• Service Requests canceled by the CLEC prior to being rejected/clarified.
Ordering: FOC Timeliness (Trunk)	• Rejected LSRs • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Ordering: FOC Timeliness (Non-Trunk)	• Rejected LSRs • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Ordering: Reject Interval	• Service Requests cancelled by CLEC prior to being rejected/clarified. • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Provisioning: Percent Missed Installation Appointments	• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • End User Misses on Interconnection Trunks
Provisioning: Percent Missed Installation Appointments (Trunks)	• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • End User Misses on Interconnection Trunks

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121-TP
ALEC Coalition's 1st Set of Interrogatories
March 26, 2001
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Page 2 of 4

RESPONSE: (Cont.)

Provisioning: % Troubles within 30 Days of Provisioning	• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D & F Orders • Trouble records caused and closed out to Customer Provision Equipment (CPE)
Provisioning: % Troubles within 30 Days of Provisioning (Trunk)	• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D & F Orders • Trouble records caused and closed out to Customer Provision Equipment (CPE)
Provisioning: Held Order Interval & Mean	• Order Activities of BST or the CLEC associated with internal or administrative use of local services (Records Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • Orders with appointment code of 'A' for rural orders
Provisioning: Held Order Interval & Mean (Trunks)	• Order Activities of BST or the CLEC associated with internal or administrative use of local services (Records Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • Orders with appointment code of 'A' for rural orders
Provisioning: Order Completion Interval (OCI)	• Canceled Service Orders • Order Activities of BST or the CLEC Associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address.) • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Provisioning: Order Completion Interval (OCI) (Trunks)	• Canceled Service Orders • Order Activities of BST or the CLEC Associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address.) • "L" Appointment coded orders (where the customer has requested a later than offered interval)

RESPONSE: (Cont.)

Provisioning: Jeopardy Interval and Percent Jeopardy	• Orders held for CLEC end user reasons • Disconnect (D) & From (F) orders
Provisioning: Average Completion Notice Interval	• Non-mechanized Orders • Partially Mechanized Orders • Cancelled Service Orders • Order Activities of BST or the CLEC associated with interval or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable. • D&F Orders
Provisioning: Total Service Order Cycle Time	• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders. Listing Orders, Test Orders, etc.) where identifiable. • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.
Provisioning: CCC – Hot Cuts Timelines	• Any order canceled by the CLEC will be excluded from this measurement. • Delays caused by the CLEC • Unbundled Loops where there is not existing subscriber loop and loops where coordination is not requested. • All unbundled loops on multiple loop orders after the first loop.
Provisioning: CCC – Coordinated Customer Conversions	• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is not existing subscriber loop and loops where coordination is not requested.
Maintenance: Percent Repeat Troubles Within 30 Days	• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

RESPONSE: (Cont.)

Maintenance: Customer Trouble Report Rate	• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Maintenance: Maintenance Average Duration	• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble. • Trouble reports greater than 10 days.
Maintenance: Missed Repair Appointments	• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Maintenance: Out of Service > 24 Hours	• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

RESPONSE PROVIDED BY: Phil Porter

Exhibit No. SEN-23
FPSC Docket No. 960786-TL
Page 1 of 1

KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. N
Atlanta, GA 30309
404 810-3914

June 23, 2000

Theresa Harris
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Theresa:

The purpose of this letter is to request that BellSouth provide AT&T with a monthly CLEC LSR Information report with LNP LSR data.

BellSouth currently provides CLEC LSR Information reports that contain detailed LSR records in support of the Percent Flow Through Service Requests reports in PMAP. On 5/18/00, AT&T sent an e-mail to BellSouth requesting more information on the CLEC LSR Information reports since no information was contained in the BST PMAP Website Index (April 17th & 24th versions), the PMAP "Current Month Site Updates" for the same dates, the PMAP User Guide (Version 2.0.4), nor in the PMAP Raw Data User Manual (Version 2.0.4). Despite not hearing any response from BellSouth on this issue to date, AT&T is moving forward in an attempt to analyze the data in these reports. In our analysis, we have discovered that the CLEC LSR Information reports do not contain LNP LSR Flow Through data. Since BellSouth does provide a Percent LNP Flow Through Service Request (Aggregate Detail) report via PMAP on a monthly basis, AT&T would expect BellSouth to provide a CLEC LSR Information report with LNP LSR data as well. Does BellSouth collect LNP LSR data at the same level of detail as the data in the CLEC LSR Information reports? If so, how quickly could AT&T have access to this additional report? AT&T would be looking for a report that contained the same format as the current CLEC LSR Information reports as well as a more detailed explanation in how to use all of the CLEC LSR Information reports. AT&T would need this data for Operating Company Numbers 7125 (TCG), 7421 (AT&T), and 7680 (AT&T). AT&T would also need to have reports for April, May, and June 2000 as well as monthly reports on a going forward basis.

Please let me know if you have any questions or concerns.

Sincerely,

KC Timmons

Copy to: Denise Berger

Exhibit No. SEN-24
FPSC Docket No. 960786-TL
Page 1 of 1

BELLSOUTH

BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

August 9, 2000

Mr. K. C. Timmons
AT&T
1200 Peachtree St. NE
Room 12227 Promenade I
Atlanta, Ga. 30309

Dear K. C.:

This is in response to your June 23, 2000 letter as well as a follow-up to my July 6, 2000 interim letter regarding your request for a monthly CLEC Local Service Request (LSR) Information report with Local Number Portability (LNP) LSR Data. BellSouth apologizes for the delay in responding to your requests, however, the research was more detailed than initially anticipated.

BellSouth has reviewed your request for a report for LNP LSR data. Because of the many CLECs that rely on Performance Measurement Analysis Platform (PMAP) for their performance results, it would not be feasible for BellSouth to allow each CLEC to make the decisions regarding Web site content or construction. After reviewing your request, BellSouth has concluded that it will not create a new report for LNP LSR detail.

While BellSouth will not be able to support AT&T's request for this level of reporting, under the current contract arrangements, BellSouth is willing to enter into negotiations with AT&T for enhanced reporting of performance measurements through professional services at a charge to AT&T. As has been discussed with AT&T in the past, specialized professional service arrangements (PSA) might be constructed to align with AT&T's needs. I would be happy to set up a meeting to discuss those options with you.

In regards to your request for raw data for the LNP reports found in the miscellaneous section of PMAP, BellSouth is unable to provide raw data for the miscellaneous reports. Raw data is only available for official PMAP reports. The official PMAP reports extract the data from the various systems used to Order, Provision or Maintain UNE services. The Miscellaneous reports are created manually by BellSouth work centers.

If I can be of further assistance, please feel free to call me.

Sincerely,

Theresa B. Harris

Theresa Harris
Sales Director

Cc: Jan Burriss
Denise Berger
Phil Porter
Brian Jones

KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St NE
Atlanta, GA 30309
404 810-3914

July 16, 2001

Jan Flint
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Jan:

The purpose of this letter is to ascertain why discrepancies exist between PMAP raw data and AT&T-generated Purchase Order Number (PON) specific data. Specifically, in May AT&T received confirmation on a significant number of Local Number Portability (LNP) PON's that do not appear in the May PMAP LNP raw data.

Attached are two lists of AT&T-generated LNP PON's that received a Firm Order Confirmation (FOC) during May 2001. Attachment 1 lists PON's for Operating Company Number (OCN) 7125 and Attachment 2 represents OCN 7421 PON's. I have compared these two lists to the May Ordering: LNP FOC Timeliness Intvl Distribution & FOC Avg Intvl raw data files for OCN's 7125 and 7421 respectively. None of the 406 PON's in these attachments are present in the PMAP LNP raw data. Why are the BellSouth-generated raw data files missing so many AT&T PON's that were FOC'd in May?

Before May 2001, BellSouth-generated LNP raw data was not available to the CLEC community. Now, there are significant data integrity concerns with the LNP raw data being provided in PMAP. The resolution of this discovery is a high priority for AT&T. Please provide a response to this issue by July 30, 2001. I would be more than willing to meet with BellSouth in an effort to reconcile the AT&T-generated data with the BellSouth-generated raw data. Call me if you have any questions or concerns. I can be reached at 404-810-3914. I can be paged at 1-888-858-7243, pin number 115394.

Sincerely,

KC Timmons

Copy to: Denise Berger

Attachment

Attachment 1
Missing 7125 LNP PONs

PON
ATLB0100132
ATLB0100337
ATLB0100339
ATLB0100340
ATLB0100341
ATLB0100342
ATLB0100343
ATLB0100344
ATLB0100345
ATLB0100346
ATLB0100347
ATLB0100348
ATLB0100349
ATLB0100350
ATLB0100351
ATLB0100352
ATLB0100353
ATLB0100354
ATLB0100356
ATLB0100357
ATLB0100358
ATLB0100359
ATLY0100304
ATLY0100343
ATLY01012831
ATLY0102344
ATLY0102844
ATLY0102930
ATLY0102933
ATLY0102946
ATLY0103004
ATLY0103005
ATLY0103024
ATLY0103128
BIRB0100020
BIRB0100021
BIRB0100022
BIRB0100024
BIRB0100025
BIRB0100026
BIRB0100027
BIRY0100178
JCVY0100088
JCVY0100101
JCVY0100153
JCVY0100169
JCVY0100176
JCVY0100177

PON
MIAB0101286
MIAB0101287
MIAB0101288
MIAB0101289
MIAB0101292
MIAB0101293
MIAB0101294
MIAB0101295
MIAB0101296
MIAB0101297
MIAB0101297
MIAB0101298
MIAB0101299
MIAB0101300
MIAB0101301
MIAB0101302
MIAB0101303
MIAB0101304
MIAB0101305
MIAB0101306
MIAB0101307
MIAB0101308
MIAB0101309
MIAB0101310
MIAB0101310
MIAB0101311
MIAB0101312
MIAB0101313
MIAB0101314
MIAB0101315
MIAB0101315
MIAB0101316
MIAB0101316
MIAB0101317
MIAB0101319
MIAB0101322
MIAB0101322
MIAB0101323
MIAB0101323
MIAB0101324
MIAB0101326
MIAB0101327
MIAB0101329
MIAB0101329
MIAB0101330
MIAB0101331
MIAB0101332
MIAB0101333

PON
MIAY0104940
MIAY0104955
MIAY0104955
MIAY0105029
MIAY0105062
MIAY0105092
MIAY0105197
MIAY0105198
MIAY0105199
MIAY0105213
MIAY0105241
MIAY0105262
MIAY0105279
MIAY0105310
MIAY0105363
MIAY0105377
MIAY0105416
MIAY0105430
MIAY0105435
MIAY0105435
MIAY0105441
MIAY0105441
MIAY0105443
MIAY0105443
MIAY0105485
MIAY0105487
MIAY0105503
MIAY0105503
MIAY0105505
MIAY0105507
MIAY0105528
MIAY0105540
MIAY0105540
MIAY0105541
MIAY0105555
MIAY0105571
MIAY0105574
MIAY0105585
MIAY0105592
MIAY0105614
MIAY0105616
MIAY0105759
MIAY0105788
MIAY0105795
MIAY0105801
MIAY0105817
MIAY0105817
MIAY0105834

Attachment 1
Missing 7125 LNP PONs

PON
MIAB0100767
MIAB0100938
MIAB0101055
MIAB0101087
MIAB0101087
MIAB0101099
MIAB0101143
MIAB0101145
MIAB0101170
MIAB0101171
MIAB0101185
MIAB0101196
MIAB0101197
MIAB0101197
MIAB0101201
MIAB0101215
MIAB0101216
MIAB0101217
MIAB0101218
MIAB0101220
MIAB0101222
MIAB0101223
MIAB0101224
MIAB0101224
MIAB0101225
MIAB0101226
MIAB0101228
MIAB0101229
MIAB0101230
MIAB0101231
MIAB0101232
MIAB0101233
MIAB0101234
MIAB0101235
MIAB0101236
MIAB0101237
MIAB0101238
MIAB0101239
MIAB0101240
MIAB0101242
MIAB0101244
MIAB0101246
MIAB0101246
MIAB0101247
MIAB0101250
MIAB0101251
MIAB0101252
MIAB0101253

PON
MIAB0101334
MIAB0101336
MIAB0101337
MIAB0101338
MIAB0101339
MIAB0101340
MIAB0101341
MIAB0101342
MIAB0101343
MIAB0101344
MIAB0101344
MIAB0101345
MIAB0101347
MIAB0101348
MIAB0101350
MIAB0101351
MIAB0101353
MIAB0101354
MIAB0101355
MIAB0101356
MIAB0101358
MIAB0101359
MIAB0101359
MIAB0101360
MIAB0101361
MIAB0101362
MIAB0101363
MIAB0101364
MIAB0101365
MIAB0101366
MIAB0101367
MIAB0101368
MIAB0101369
MIAB0101370
MIAB0101371
MIAB0101372
MIAB0101373
MIAB0101374
MIAB0101375
MIAB0101376
MIAB0101378
MIAB0101379
MIAB0101380
MIAB0101383
MIAB0101385
MIAB0101388
MIAB0101389
MIAB0105002

PON
MIAY0105838
MIAY0105863
MIAY0105881
MIAY0105916
MIAY0105918
MIAY0105922
MIAY0105922
MIAY0105922
MIAY0105995
MIAY0106015
MIAY0106083
MIAY0106083
MIAY0106088
MIAY0106096
MIAY0106138
MIAY0106191
MIAY0106249
MIAY0106278
ORLB01000390
ORLB0100315
ORLB0100371
ORLB0100373
ORLB0100375
ORLB0100377
ORLB0100378
ORLB0100379
ORLB0100380
ORLB0100381
ORLB0100382
ORLB0100383
ORLB0100384
ORLB0100385
ORLB0100386
ORLB0100387
ORLB0100388
ORLB0100389
ORLB0100391
ORLB0100392
ORLB0100393
ORLB0100394
ORLB0100396
ORLB0100397
ORLB0100398
ORLY0100726
ORLY0100835
ORLY0100936
ORLY0101005
ORLY0101006

Attachment 1
Missing 7125 LNP PONs

PON
MIAB0101253
MIAB0101254
MIAB0101255
MIAB0101256
MIAB0101256
MIAB0101257
MIAB0101258
MIAB0101258
MIAB0101259
MIAB0101260
MIAB0101261
MIAB0101262
MIAB0101262
MIAB0101263
MIAB0101263
MIAB0101265
MIAB0101266
MIAB0101267
MIAB0101268
MIAB0101270
MIAB0101271
MIAB0101272
MIAB0101274
MIAB0101274
MIAB0101275
MIAB0101276
MIAB0101277
MIAB0101278
MIAB0101279
MIAB0101280
MIAB0101281
MIAB0101284
MIAB0101285

PON
MIAY0102348
MIAY0103276
MIAY0103312
MIAY0103634
MIAY0103808
MIAY0103864
MIAY0103904
MIAY0103966
MIAY0103966
MIAY0104105
MIAY0104240
MIAY0104240
MIAY0104289
MIAY0104535
MIAY0104535A
MIAY0104537
MIAY0104541
MIAY0104592
MIAY0104595
MIAY0104662
MIAY0104663A
MIAY0104727
MIAY0104727
MIAY0104744
MIAY0104754
MIAY0104828
MIAY0104829
MIAY0104829
MIAY0104830
MIAY0104834
MIAY0104841
MIAY0104914
MIAY0104919

PON
ORLY0101010
ORLY0101035
ORLY0101097
ORLY0101130
ORLY0101131
ORLY0101132
ORLY0101134
ORLY0101136
ORLY01011401
ORLY0101150
ORLY0101151
ORLY0101153
ORLY0101214
ORLY01012149
ORLY0101215
ORLY0101217
ORLY0101218
ORLY0101240
ORLY0101242
ORLY0101255
ORLY0101265
ORLY0101325
ORLY0101350
ORLY0101364
ORLY0101391
ORLY0101397
ORLY0101402
ORLY0101415
TAMY0100041
TAMY0100042

Attachment 2
Missing 7421 LNP PONs

PON
B0104DSSC-A11779
B0105OAK-SP11924
B0104DSSC-A11775
B0104DSSC-A11808
B0104DSSC-A11906
B0105OAK-SP11994
B0104PLT-IS11425
B0105DSSC-A12001
B0104OAK-SP11631
B0104OAK-SP11579
B0105LCL-AT12008
B0105DSSC-A12001
B0105LCL-AT12008
B0105ATL-SP12202
B0105ATL-SP12203
B0105ATL-SP12204
B0105DSSC-A12338
C0105CSG-A13773
B0105CSG-A13773
B0104ADLETE11699
B0105ADLETE12555
B0105PLT-IS12576