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August 30, 2001

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: 960786-TL (Section 271)

Dear Ms. Bayó:

Enclosed please find the original and fifteen copies of BellSouth Telecommunications, Inc.'s Notice of Filing Affidavit of Alphonso J. Varner with attachments reflecting performance data for the month of June 2001, which we ask that you file in the captioned docket.

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

Sincerely,

Nancy B. White   (LA)

Nancy B. White   (LA)

Enclosures

cc: All Parties of Record
    Marshall M. Criser III
    R. Douglas Lackey

DOCUMENT NUMBER-DATE

10833 AUG 30 ㅎ

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
DOCKET NO. 960786-TL

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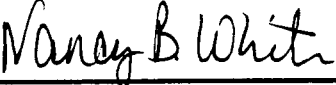
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Nancy B. White   (KA)

(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth	)	
Telecommunications, Inc.'s entry into	)	Docket No. 960786-TL
interLATA services pursuant to Section	)	
271 of the Federal Telecommunications	)	
Act of 1996.	)	
	)	Filed: August 30, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of

Alphonso J. Varner that attaches BellSouth's performance data reflecting performance

for the month of June 2001. The Affidavit and the accompanying attachments describe

the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 30th day of August 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.

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Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED AUGUST 29, 2001

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

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

PROFESSIONAL AND EDUCATIONAL BACKGROUND

2. I graduated from Florida State University in 1972 with a Bachelor of Engineering Science degree in systems design engineering. I immediately joined Southern Bell in the division of revenues organization with the responsibility for preparation of all Florida investment separations studies for division of revenues and for reviewing interstate settlements.

3. Subsequently, I accepted an assignment in the rates and tariffs organization with responsibilities for administering selected rates and tariffs including preparation of tariff filings. In January 1994, I was appointed Senior Director of Pricing for the nine-state region. I was named Senior Director for Regulatory Policy and Planning in August 1994.

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

II.   PURPOSE OF AFFIDAVIT

4.   The purpose of my Affidavit is to provide data specific to BellSouth's operations in Florida. This filing reflects performance for the month of June 2001. Exhibit June PM Data and Attachments 1A though 3A that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

1 ## ***DISCUSSION OF PERFORMANCE MEASUREMENTS DATA***

2

3 ## **I. ANALYSIS OF PERFORMANCE MEASUREMENTS**

4

5 ## **A. Introduction**

6

7 BellSouth is currently producing state level results based on the January 12,

8 2001, Georgia Order from Docket 7892-U. While there are some differences

9 from the interim Service Quality Measurement (SQM) Version 3.0 approved

10 by this Commission on July 3, 2001, they are minor and should not cause any

11 difficulty in determining BellSouth's overall performance level.

12

13 Attachment 1A is the Monthly State Summary (MSS) for Florida for June

14 2001. The MSS contains 2,249 sub-metrics based on the Georgia Public

15 Service Commission (GPSC) Docket 7892-U. The MSS for May 2001 data

16 contained 2,251 sub-metrics. (Two items that were counted as sub-metrics

17 with no CLEC activity in May are no longer included in the sub-metric total

18 with the June 2001 filing.) In June 2001, BellSouth met or exceeded the

19 criteria for 517 of these 637 sub-metrics, or 81% for which there were both

20 established benchmarks/retail analogues and CLEC activity. The remainder

21 (1612) of the 2,249 sub-metrics were either diagnostic (919), had no CLEC

22 activity (563), were parity by design (10), are still under development (2) or

23 are excluded (118) due to data calculation deficiencies. In May, BellSouth

24 met or exceeded the criteria for 499 of the 608 sub-metrics, or 82% for which

1   there were both established benchmarks/retail analogues and CLEC activity.

2   All measures and sub-metrics are included in these calculations except three

3   measures that are currently under investigation that have known deficiencies

4   in their calculations. They are Average Jeopardy Notice Interval, FOC &

5   Reject Completeness, and LNP Disconnect Timeliness.

6

7   Two general issues can impact the degree to which BellSouth's performance

8   data is meaningful. First, the extreme disaggregation of the data in the

9   reports often dilutes the universe size of individual measurements, which in

10   turn reduces the confidence level of each of the individual Z-test results. As a

11   result, there are many performance measurements for which the results are

12   statistically inconclusive due to the small number of observations. Second, in

13   situations in which there are a large number of observations and the

14   difference between the means is very small, the results can be misleading

15   and not indicative of the absolute level of performance that BellSouth

16   provides to CLECs.

17

18   With respect to the first issue, in many cases, the extensive levels of

19   disaggregation leads to numerous sub-metrics with fewer than 30

20   observations, which is generally accepted as the smallest number of

21   observations for application of the Z-test. Despite this fact, BellSouth has

22   reported results for all of the measures, even those with statistically

23   inconclusive universe sizes.

1

2   The second issue arises in situations where BellSouth provides very high

3   quality service to both BellSouth's retail units and the CLECs, where there are

4   very large universe sizes, and the difference between the means is very

5   small.   This scenario can cause an apparent missed condition from a

6   quantitative viewpoint. For example, in June 2001, the % Missed Installation

7   Appointments (%MIA), for Residence / Non-Dispatch / < 10 Circuits

8   (A.2.11.1.1.2) showed that BellSouth retail had 0.11% missed appointments

9   for the 669,560 scheduled orders. The CLEC %MIA for the same period is

10   0.16% missed appointments for 33,424 scheduled orders. While there is very

11   little difference in the results, only five one hundredth of a percentage point,

12   the universe is so large that the Z-test becomes overly sensitive to any

13   difference. As a result, the statistical test shows that the sub-metric missed

14   the standard criteria but BellSouth's actual performance is at a very high level

15   for both the CLECs and BellSouth retail, in this case, greater than 99.8%.

16   From a practical point of view, the CLECs' ability to compete has not been

17   hindered, even though the statistical result does not technically meet the retail

18   analogue.

19

20   In reviewing the data, the Florida Public Service Commission (Commission)

21   should use the data as a tool in analyzing whether BellSouth has met its

22   commitments.   It is not a substitute for the qualitative evaluation of

23   BellSouth's performance.   The commission will still need to conduct a

1   qualitative assessment of the data that considers, among other things,

2   universe size, distributional properties of the data, as well as overall

3   performance.

4

5   Each sub-metric designated as having not satisfied the benchmark or

6   BellSouth retail analogue requirement for May and/or June 2001 is included in

7   this Exhibit. Each sub-metric discussed is labeled as being missed in any

8   and/or both of the months (May/June) included in this filing.

9

10   The following paragraphs will address specific performance measurements

11   associated with each checklist item.

12

13   **B. CHECKLIST ITEM 1 – INTERCONNECTION**

14

15   **1. Collocation**

16   BellSouth provides three separate collocation reports: 1) Average Response

17   Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.

18   Section E in Attachment 1A, Items E.1.1.1 through E.1.3.3, provides these

19   results. BellSouth met the approved benchmarks for all 9 of the 9 in May and

20   all 10 of the 10 sub-metrics in June 2001 with CLEC activity.

21

22   **2. Local Interconnection Trunking**

23   Trunking Reports

1   Attachment 1A, Section C, Items C.1.1 to C.4.2 of the MSS contains data for

2   ordering, provisioning, maintenance and repair, and billing associated with

3   Local Interconnection Trunks.

4

5   In May 2001, BellSouth met 15 of 18 sub-metrics or 83% and in June, met 18

6   of 22 sub-metrics or 82% of the applicable benchmarks/analogues for all local

7   interconnection trunking measures having CLEC activity. The sub-metrics that

8   did not meet the benchmarks/retail analogues for May and June 2001 are as

9   follows:

10

11   FOC Timeliness / Local Interconnection Trunks / (C.1.3) (May)

12   BellSouth met the standard for 134 of the 144 (93.10%) ASRs received in this

13   sub-metric for May 2001.   The 95% benchmark set a requirement of 137

14   based on the quantity of orders for this sub-metric. Although BellSouth is

15   within 2% of the benchmark for this measure, BellSouth continues to focus on

16   this measurement in order to improve results to meet the benchmark.

17   BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

18

19   % Missed Installation Appointments / Local Interconnection Trunks (C.2.5)

20   (June)

21   BellSouth missed 4 of the 47 scheduled appointments for this sub-metric in

22   June 2001. A detailed analysis of the four missed appointments did not

23   reveal any systemic issues for this sub-metric in June.

24

1   <u>Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Non</u>

2   <u>Dispatch (C.2.11.2.2) (June)</u>

3   BellSouth met the standard for 31 of the 33 orders reviewed in this sub-metric

4   for June 2001. The 95% benchmark set a requirement of 32 based on the

5   quantity of orders for this sub-metric. Although BellSouth is within one order

6   of the benchmark for this measure, BellSouth continues to focus on this

7   measurement in order to improve results to meet the benchmark.

8

9   <u>Customer Trouble Report Rate / Local Interconnection Trunks / Non Dispatch</u>

10   <u>(C.3.2.2) (May)</u>

11   BellSouth provided over 99.95% trouble free service for both retail and the

12   CLECs for this sub-metric for the month of May. When BellSouth provisions

13   high quality service coupled with very large universe sizes, it can cause an

14   apparent out of equity condition from a quantitative viewpoint. In these

15   cases, there is very little variation and the universe size is so large that the Z-

16   test becomes overly sensitive to any difference. In other words, the statistical

17   test shows that the measurement does not meet the fixed critical value when

18   compared with the retail analogue, but BellSouth's actual performance for

19   both CLECs and its own retail operations is at a very high level – often 98%

20   or 99%. From a practical point of view, the CLECs' ability to compete has not

21   been hindered even though the statistical results may technically show that

22   BellSouth failed to meet the benchmark/analogue. BellSouth met or

23   exceeded the retail analogue for this sub-metric in June 2001.

1   Maintenance Average Duration / Local Interconnection Trunks / Non Dispatch

2   (C.3.3.2) (June)

3   There were a total of 16 trouble reports that averaged 1.52 hours per

4   completion for this sub-metric in June 2001. One of the reports was a

5   translation problem that required 22 hours to repair. The other 15 reports

6   required an average of less than 8 minutes per report to fix. The retail

7   analogue comparison averaged just over 28 minutes per report for June.

8

9   % Repeat Reports in 30 Days / Local Interconnection Trunks / Non Dispatch

10   (C.3.4.2) (May)

11   A data problem was identified for this sub-metric in May 2001. BellSouth met

12   or exceeded the retail analogue for this sub-metric in June 2001.

13

14   Invoice Accuracy – Interconnection (C.4.1.1) (June)

15   The CLECs experienced Local Interconnection invoice accuracy rates that

16   were slightly less than the invoices BellSouth sends to its customers during

17   June 2001 (98.46% accuracy for BellSouth versus 94.29% for the CLEC

18   invoices). The difference in performance was the result of two adjustments

19   issued to two CLECs in Florida. The first adjustment resulted from usage that

20   was being investigated for possible error conditions. A keying error was made

21   and the usage was included on the wrong account, which was subsequently

22   adjusted for the customer. The second situation involved a keying mistake on

23   a billing transaction causing an inaccurate amount to be included on a bill for

24   a customer and subsequently corrected.
25

1   <u>Trunk Blockage</u>

2   BellSouth has developed a trunk blocking report that compares BellSouth

3   retail's trunk blockage rates to those of CLECs. The report, <u>Trunk Group</u>

4   <u>Performance Report</u> (TGP), Attachment 3A, displays trunk blocking in a

5   manner that accurately represents the customer experience. The TGP report

6   tabulates actual call blocking as a percentage of call attempts for all

7   comparable trunk groups administered by BellSouth that handle CLEC and

8   BellSouth traffic. Time consistent busy hour blocking data for each trunk

9   group is provided to each CLEC for its trunk groups. In order to ensure that

10   all possible trunks in the network were considered for inclusion and exclusion

11   in the trunk blocking comparison process, BellSouth has analyzed all trunks,

12   their roles in the network according to use and their interconnection

13   arrangements.   Additionally, the TGP report provides a direct comparison of

14   hour-by-hour blocking between CLEC and BellSouth trunk groups. The Trunk

15   Group Categories included in the Blocking Comparison are as follows:

16

17   For Traffic Terminating at CLEC End Offices:

18   • Category 1 (BellSouth End-Office to BellSouth Access Tandem)

19   • Category 3 (BellSouth End-Office to CLEC Switch)

20   • Category 4 (BellSouth Local Tandem to CLEC Switch)

21   • Category 5 (BellSouth Access Tandem to CLEC Switch)

22   • Category 10 (BellSouth End-Office to BellSouth Local Tandem)

23   • Category 16 (BellSouth Inter-Tandem Trunk Groups)

1

2 For Traffic Terminating at BellSouth End Offices:

3 • Category 9 (BellSouth End-Office to BellSouth End-Office)

4

5 BellSouth's approach ensures the inclusion of comparative data that will

6 permit a more complete comparative analysis. The new measurement

7 method provides direct and clear comparison of blocking levels for all relevant

8 trunk groups. The interim SQM for OSS Evaluation Version 3.0, approved by

9 this Commission on July 3, 2001, also describes how BellSouth derives and

10 calculates its performance data, including trunk blockage data. In addition,

11 Section C.5.1, TGP (Attachment 3A to this Exhibit) shows the actual blocking

12 percentages by hour. The Self Effectuating Enforcement Mechanism (SEEM)

13 Analogue/Benchmark for the Trunk Group Performance measure is any two

14 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage

15 by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-

16 metric in May and June 2001.

17

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

19

20 This section addresses the measures associated with UNEs under checklist

21 item 2. Attachment 1A, Sections B1 – B3, provides data that is divided into

22 Ordering, Provisioning and Maintenance & Repair operations. The Ordering

23 function is disaggregated into 17 sub-metrics. The Provisioning function has

24 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair

1   function. All Ordering measures will be included in this checklist item

2   because of the overall relationship of the mechanized, partially mechanized

3   and manual processing of Local Service Requests (LSRs). The Provisioning

4   and Maintenance & Repair measures for the following products are included

5   in the checklist item as shown below:

6	Product	Checklist Item:
7	Combo (Loop & Port)	#2 – Unbundled Network Elements
8	Combo (Other)	#2 – Unbundled Network Elements
9	Other Design	#2 – Unbundled Network Elements
10	Other Non-Design	#2 – Unbundled Network Elements
11	xDSL Loop	#4 – Unbundled Local Loops
12	UNE ISDN Loop	#4 – Unbundled Local Loops
13	Line Sharing	#4 – Unbundled Local Loops
14	2w Analog Loop Design	#4 – Unbundled Local Loops
15	2w Analog Loop Non Design	#4 – Unbundled Local Loops
16	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
17	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
18	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
19	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
20	Digital Loop < DS1	#4 – Unbundled Local Loops
21	Digital Loop => DS1	#4 – Unbundled Local Loops
22	Local Interoffice Transport	#5 – Unbundled Local Transport
23	Switch Ports	#6 – Unbundled Local Switching

1   INP Standalone   #11 – Local Number Portability

2   LNP Standalone   #11 – Local Number Portability

3

4   An overall review of the UNE sub-metrics for Ordering, Provisioning,

5   Maintenance & Repair and Billing indicates that BellSouth met the

6   benchmark/analogue for 82% of the sub-metrics during the month of May and

7   74% in June 2001.

8

9   **1. UNE Ordering Measures**

10

11   Items B.1.1 – B.1.19 in Attachment 1A show data for Percent Rejected

12   Service Requests, Reject Interval, FOC Timeliness and FOC & Reject

13   Response Completeness. These reports are disaggregated by interface type

14   (electronic, partial electronic and manual), as well as product type.

15

16   **Percent Rejected Service Requests**

17   Results for individual CLECs in this measure vary. Some CLECs have few

18   rejected service requests, while some CLECs have many. Of the CLECs

19   submitting LSRs, three of the five CLECs that submitted the largest volumes

20   of fully mechanized LSRs had rejection rates ranging from 2% to 5% in May

21   and June 2001.

22

1   In order to lower the rejection rate for individual CLECs, BellSouth has

2   developed an action plan template to be used in conjunction with an analysis

3   of the pre-order and order activity of a CLEC who is performing at less than

4   90% on flow-through on mechanically submitted orders and has a clarification

5   rate of 20% or higher.   So far, seven CLECs in the BellSouth region have

6   agreed to utilize this template.   Five CLECs have had presentations

7   concerning their individual results and are currently reviewing the proposals.

8   Meetings are being scheduled with two additional CLECs and twenty-two

9   others are either in the final stages of the action plan preparation or data

10   analyzation. The initial results after implementation indicates a 5% overall

11   reduction in clarifications and rejected requests.

12

13   **Reject Interval**

14   Items B.1.4 - B.1.8 in Attachment 1A examine the Reject Interval for the

15   month of June 2001. For orders submitted electronically, the benchmark is

16   97% within one hour.   In May, 74% of the rejected service requests were

17   delivered within the one-hour time period. In June 2001, 95% of the rejected

18   service requests were delivered within the one-hour benchmark. (See the

19   write-up below for further discussion concerning electronically submitted

20   orders.)

21

22   For partially mechanized orders, which are LSRs submitted electronically and

23   requiring service representative intervention, the current benchmark is 85%

1   within 18 hours. In May, BellSouth exceeded this benchmark, with over 98%

2   of partially mechanized rejects being returned to the CLECs within the 18-

3   hour time period.   In June 2001, BellSouth exceeded the benchmark, with

4   over 93% of the partially mechanized rejects being returned within the 18-

5   hour time period.

6

7   For manual orders, the current benchmark is 85% within 24 hours. BellSouth

8   also exceeded this requirement, with over 96% of the LSRs submitted

9   manually being returned to the CLECs within the 24-hour time period in May

10   and 97% in June 2001.

11

12   The following sub-metrics did not meet the established benchmarks in May

13   and/or June 2001:

14

15   Reject Interval / Local Interoffice Transport / Electronic (B.1.4.2) (June)

16   Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (May/June)

17   Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8) (May/June)

18   Reject Interval / 2w Analog Loop w/INP Design / Electronic (B.1.4.10) (May)

19   Reject Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12) (June)

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

21   (June)

22   Reject Interval / Other Design / Electronic (B.1.4.14) (June)

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

1   <u>Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (May/June)</u>

2   The current benchmark for these sub-metrics is >= 97% within one hour.

3   BellSouth is conducting a detailed root cause analysis of the process for

4   electronic ordering. This analysis addresses the ordering systems (EDI, TAG,

5   and LENS) used by the CLECs and the back-end legacy applications, such

6   as SOCS, that are accessed by the ordering systems.

7

8   Thus far, the analysis has determined that many of the LSRs that did not

9   meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.

10   Between these hours the system is unable to process LSRs because of the

11   back-end legacy systems are out of service. Such hours should be excluded

12   from the measurement. BellSouth is currently reviewing the scheduled down

13   time for all systems and how that down time affects the ordering capability of

14   the CLECs.

15

16   With the implementation of May data BellSouth was directed to change the

17   time stamp identification for the start and complete times of the interval for

18   this measurement from the Local Exchange Ordering (LEO) System to the

19   CLEC ordering interface system (TAG or EDI). With this change BellSouth

20   was unable to identify multiple issues of the same version of the LSRs that

21   may be rejected (fatal rejects), which should be excluded from the

22   measurement. If there are multiple issues of the same version, the measure

23   currently calculates the interval from the initial issue to the final issue of the

1   LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's

2   performance level is inappropriately understated. An initial review indicated

3   41% of all mechanized rejected LSRs that did not meet the one hour

4   benchmark were submitted after 11:00 p.m. BellSouth is currently working to

5   determine a fix for this issue.

6

7   With the May update, the data for the UNE Loop & Port Combination is being

8   included in the UNE Other Non-Design sub-metric. BellSouth is currently

9   changing the programming to remove the UNE Loop & Port Combination from

10   the UNE Other Non-Design sub-metric and expects the update to be

11   complete with the release of August data.

12

13   <u>Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic</u>

14   <u>(B.1.6.12) (June)</u>

15   BellSouth met the benchmark for 276 of the 352 LSRs rejected in this sub-

16   metric for June 2001. On June 2, 2001, an update was loaded in the LNP

17   Gateway software. Due to problems associated with this release, it had to be

18   removed on June 10, 2001. Basically, for the first 10 days of the month this

19   sub-metric met very few of the LSRs that were rejected in 18 hours and

20   almost all for the last 20 days.

21

22   <u>Reject Interval / LNP (Standalone) / Partially Electronic (B.1.6.17) (June)</u>

1   BellSouth met the benchmark for 812 of the 982 LSRs rejected in this sub-

2   metric for June 2001. On June 2, 2001, an update was loaded in the LNP

3   Gateway software. Due to problems associated with this release, it had to be

4   removed on June 10, 2001. Basically, for the first 10 days of the month this

5   sub-metric met very few of the LSRs that were rejected in 18 hours and

6   almost all for the last 20 days.

7

8   **FOC Timeliness**

9   For LSRs submitted electronically, the benchmark is 95% of the FOCs

10   returned within 3 hours. For partially mechanized LSRs, the benchmark is

11   85% returned within 18 hours. For LSRs submitted manually, the benchmark

12   is 85% returned within 36 hours. In June 2001, BellSouth met the benchmark

13   for 39,801 of the 41,273 (96%) LSRs that received an FOC. In May 2001,

14   BellSouth met the benchmark for 44,471 of the 45,368 (98%) LSRs that

15   received an FOC. The sub-metrics that did not meet the benchmark in May

16   and/or June 2001 are as follows:

17

18   FOC Timeliness / xDSL / Electronic (B.1.9.5) (May/June)

19   BellSouth met the benchmark for 137 of the 153 LSRs that received a FOC in

20   May and 264 of 287 for this sub-metric in June 2001. BellSouth is conducting

21   a detailed root cause analysis of the process for electronic ordering. This

22   analysis addresses the ordering systems (EDI, TAG, and LENS) used by the

23   CLECs and the back-end legacy applications, such as SOCS, that are

1   accessed by the ordering systems. For further information see the

2   explanation included with the electronic reject interval measurement, item

3   B.1.4.x.

4

5   <u>FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12)</u>

6   <u>(May/June)</u>

7   BellSouth met the benchmark for 456 of the 575 LSRs in May and 57 of the

8   79 LSRs in June that received a FOC for this sub-metric. BellSouth is

9   conducting a detailed root cause analysis of the process for electronic

10   ordering. This analysis addresses the ordering systems (EDI, TAG, and

11   LENS) used by the CLECs and the back-end legacy applications, such as

12   SOCS, that are accessed by the ordering systems. For further information

13   see the explanation included with the electronic reject interval measurement,

14   item B.1.4.x.

15

16   <u>FOC Timeliness / 2w Analog Loop w/LNP Non Design / Electronic (B.1.9.13)</u>

17   <u>(May)</u>

18   BellSouth met the benchmark for 14 of the 90 LSRs for this sub-metric in May

19   2001. BellSouth is conducting a detailed root cause analysis of the process

20   for electronic ordering. This analysis addresses the ordering systems (EDI,

21   TAG, and LENS) used by the CLECs and the back-end legacy applications,

22   such as SOCS, that are accessed by the ordering systems. For further

23   information see the explanation included with the electronic reject interval

1   measurement, item B.1.4.x. BellSouth met or exceeded the benchmark for

2   this sub-metric in June 2001.

3

4   <u>FOC Timeliness / LNP (Standalone) / Electronic (B.1.9.17) (June)</u>

5   BellSouth met the benchmark for 2,687 of the 3,173 LSRs confirmed in this

6   sub-metric for June 2001. On June 2, 2001, an update was loaded in the

7   LNP Gateway software. Due to problems associated with this release, it had

8   to be removed on June 10, 2001. Basically, for the first 10 days of the month

9   this sub-metric met very few of the LSRs that were confirmed in 18 hours and

10 almost all for the last 20 days.

11

12 <u>FOC Timeliness / xDSL / Partially Electronic (B.1.11.5) (May/June)</u>

13 There were only nine orders for May and five in June 2001 in this sub-metric

14 with BellSouth meeting the benchmark for seven and four of them,

15 respectively. Such a small universe does not produce a statistically

16 conclusive benchmark comparison.

17

18 <u>FOC Timeliness / ISDN Loops / Partially Electronic (B.1.11.6) (June)</u>

19 There were only four orders in June 2001 for this sub-metric with BellSouth

20 meeting the benchmark for three of them. Such a small universe does not

21 produce a statistically conclusive benchmark comparison.

22

1   <u>FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic</u>

2   <u>(B.1.11.12) (June)</u>

3   BellSouth met the benchmark for 556 of the 703 LSRs confirmed in this sub-

4   metric for June 2001. On June 2, 2001, an update was loaded in the LNP

5   Gateway software. Due to problems associated with this release, it had to be

6   removed on June 10, 2001. Basically, for the first 10 days of the month this

7   sub-metric met very few of the LSRs that were confirmed in 18 hours and

8   almost all for the last 20 days.

9

10   **FOC & Reject Response Completeness**

11   This measurement was introduced with the March 2001 data month. The

12   benchmark is 95%. In this sub-metric, BellSouth did not meet the benchmark

13   in May and/or June 2001 for the FOC and Reject Response Completeness

14   metrics listed below:

15

16   <u>FOC & Reject Response Completeness / Local Interoffice Transport /</u>

17   <u>Electronic (B.1.14.2) (May/June)</u>

18   <u>FOC & Reject Response Completeness / Combo (Loop & Port) / Electronic</u>

19   <u>(B.1.14.3) (June)</u>

20   <u>FOC & Reject Response Completeness / xDSL / Electronic (B.1.14.5)</u>

21   <u>(May/June)</u>

22   <u>FOC & Reject Response Completeness / ISDN Loop / Electronic (B.1.14.6)</u>

23   <u>(May)</u>

1 <u>FOC & Reject Response Completeness / 2w Analog Loop Non Design /</u>

2 <u>Electronic (B.1.14.9) (May/June)</u>

3 <u>FOC & Reject Response Completeness / Other Design / Electronic</u>

4 <u>(B.1.14.14) (May/June)</u>

5 <u>FOC & Reject Response Completeness / Other Non-Design / Electronic</u>

6 <u>(B.1.14.15) (June)</u>

7 <u>FOC & Reject Response Completeness / xDSL / Partial Electronic (B.1.15.5)</u>

8 <u>(May)</u>

9 <u>FOC & Reject Response Completeness / Combo (Loop & Port) / Manual</u>

10 <u>(B.1.16.3) (May)</u>

11 <u>FOC & Reject Response Completeness / Line Sharing / Manual (B.1.16.7)</u>

12 <u>(June)</u>

13 <u>FOC & Reject Response Completeness / 2w Analog Loop Design / Manual</u>

14 <u>(B.1.16.8) (June)</u>

15 <u>FOC & Reject Response Completeness / 2w Analog Loop Non-Design /</u>

16 <u>Manual (B.1.16.9) (May/June)</u>

17 <u>FOC & Reject Response Completeness / 2w Analog Loop w/INP Design /</u>

18 <u>Manual (B.1.16.10) (May)</u>

19 <u>FOC & Reject Response Completeness / Other Non-Design / Manual</u>

20 <u>(B.1.16.15) (May)</u>

21 <u>FOC & Reject Response Completeness (Multiple Responses) / xDSL /</u>

22 <u>Electronic (B.1.17.5) (May)</u>

1   FOC & Reject Response Completeness (Multiple Responses) / Local

2   Interoffice Transport / Partial Electronic (B.1.18.2) (May/June)

3   FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop

4   & Port) / Partial Electronic (B.1.18.3) (May/June)

5   FOC & Reject Response Completeness (Multiple Responses) / xDSL / Partial

6   Electronic (B.1.18.5) (May)

7   FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop /

8   Partial Electronic (B.1.18.6) (May)

9   FOC & Reject Response Completeness (Multiple Responses) / 2w Analog

10   Loop Non Design / Partial Electronic (B.1.18.9) (May/June)

11   FOC & Reject Response Completeness (Multiple Responses) / Other Design

12   / Partial Electronic (B.1.18.14) (May/June)

13   FOC & Reject Response Completeness (Multiple Responses) / Other Non-

14   Design / Partial Electronic (B.1.18.15) (May/June)

15   FOC & Reject Response Completeness (Multiple Responses) / Local

16   Interoffice Transport / Manual (B.1.19.2) (May/June)

17   FOC & Reject Response Completeness (Multiple Responses) / Combo

18   (Loop&Port) / Manual (B.1.19.3) (May)

19   FOC & Reject Response Completeness (Multiple Responses) / xDSL /

20   Manual (B.1.19.5) (May/June)

21   FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop /

22   Manual (B.1.19.6) (May/June)

1   FOC & Reject Response Completeness (Multiple Responses) / Line Sharing /

2   Manual (B.1.19.7) (June)

3   FOC & Reject Response Completeness (Multiple Responses) / 2w Analog

4   Loop Design / Manual (B.1.19.8) (May/June)

5   FOC & Reject Response Completeness (Multiple Responses) / 2w Analog

6   Loop Non Design / Manual (B.1.19.9) (May/June)

7   FOC & Reject Response Completeness (Multiple Responses) / 2w Analog

8   Loop w/INP Design / Manual (B.1.19.10) (May/June)

9   FOC & Reject Response Completeness (Multiple Responses) / Other Design

10   / Manual (B.1.19.14) (May/June)

11   FOC & Reject Response Completeness (Multiple Responses) / Other Non

12   Design / Manual (B.1.19.15) (May)

13   BellSouth has determined that the coding for the FOC and Reject

14   Completeness measures failed to include rejections that were classified as

15   "auto clarifications." This coding change will impact all FOC and Reject

16   Completeness measures that include auto clarification rejects. The code for

17   this measurement is being rewritten and is projected to be included with the

18   August data, available at the end of September. BellSouth continues to

19   review this measurement in order to improve results to meet the benchmark.

20

21   Flow-Through

22

1   Attachment 1A, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated

2   by customer type and for the Summary/Aggregate. Detailed flow-through

3   results for individual CLECs are included in Attachment 2A. The following

4   table shows the Regional Flow-Through results for May and June 2001 as

5   compared with the Interim SQM benchmarks.

6

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

8

Customer Type	May 2001	June 2001	Benchmark
Residence	90.25%	92.21%	95%
Business	61.15%	57.26%	90%
UNE	74.80%	78.33%	85%
LNP	90.65%	91.83%	85%

9

10   The table above excludes those LSRs designed to "fall out" for manual

11   handling.   Business flow-through rate is well below the 90% objective.

12   Business LSRs are more complex than the typical LSRs and, as a result,

13   there is a greater probability for error. For example, an LSR requesting 10

14   lines with series completion hunting that are located over multiple floors and

15   have a variation of features on the lines presents many more opportunities for

16   system mismatches than one that adds just lines and features.

17

1   BellSouth's flow-through rates will continue to improve. BellSouth has formed

2   a joint BellSouth/CLEC Flow-Through Improvement Task Force to specifically

3   address this issue. The Task Force will operate as a subcommittee of the

4   existing Change Control Process. The first meeting was held on February 28,

5   2001. The objective of the Task Force is to work jointly to identify potential

6   enhancements to electronic order flow-through, document those

7   enhancements, and develop an implementation schedule. Fifteen CLECs

8   and BellSouth were represented at the initial meeting.

9

10   On March 19, 2001, the Flow-Through Improvement Task Force met at the

11   BellSouth Conference Center (BSCC). Fourteen CLECs and BellSouth were

12   represented. The Task Force agreed upon a definition for flow-through for

13   purposes of the Task Force. In addition, the Task Force discussed further the

14   role of the Task Force and status of the existing flow-through changes.

15   BellSouth expects the work of the Task Force to improve the process of flow-

16   through.

17

18   The Flow-Through Task Force met on May 24, 2001, with agreement being

19   reached to identify specific areas of concentration for the team. All attendees

20   agreed that the Task Force would be better focused on the areas it was

21   created to examine with this identification. The team prioritized eight items

22   that had previously been identified. Action items were assigned with follow-

23   up meetings to be scheduled based on status of the prioritized items.

1   BellSouth has established a Flow-Through Improvement Program

2   Management process that includes seven different internal organizations.

3   Ongoing analysis is being done to determine trends and identify flow-through

4   problems. To date, fifteen system enhancements have been identified and

5   are targeted for Encore releases. These releases are being implemented in

6   July and August 2001.

7

8   **2. UNE Provisioning Measures**

9   BellSouth met 81% of the overall UNE Provisioning measurements in the

10   month of May and 73% in June 2001.

11

12   The following sub-metrics did not meet the applicable retail analogues in the

13   month of May and/or June 2001:

14

15   Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Non

16   Dispatch (B.2.1.3.1.2) (June)

17   A root cause analysis for OCI for Non-Dispatch orders revealed that

18   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

19   orders, but the wholesale non-dispatched orders were receiving the same

20   interval as "dispatched" orders. On June 2, 2001, a release was added to the

21   due date calculator software to correct this error. However, due to problems

22   with the software load, it had to be removed. A temporary fix was installed at

23   the end of June, until the final update can be added. In addition to the

1   appointment interval issue, OCI is adversely affected by LSRs for which

2   CLECs request intervals beyond the offered interval. When a CLEC requests

3   an interval beyond the available interval offered by BellSouth, an "L" code is

4   entered on the Service Order generated by BellSouth. "L" coded orders are

5   excluded from the OCI metrics.

6

7   <u>Order Completion Interval / Other Non-Design / < 10 Circuits / Non Dispatch</u>

8   <u>(B.2.1.15.1.2) (June)</u>

9   There were only a total of five orders completed in this sub-metric in June

10   2001. This small universe does not provide a statistically conclusive

11   comparison with the retail analogue.

12

13   <u>% Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10</u>

14   <u>Circuits (B.2.10.3) (May/June)</u>

15   The calculations for this measure have been determined to be incorrect. The

16   coding change in the Service Order Control System (SOCS) is currently

17   scheduled for a September 13, 2001, system load date. Based on this

18   schedule, the October data month will be the first full month that the change

19   will be in effect.

20

21   <u>% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /</u>

22   <u>Non Dispatch (B.2.18.3.1.2) (May/June)</u>

1   BellSouth missed 25 of the 10,487 scheduled appointments in this sub-metric

2   for May and 28 of the 10,251 appointments for June 2001. BellSouth met over

3   99% of the scheduled appointments for both retail and the CLECs in this sub-

4   metric for the May and June. When BellSouth provisions high quality service

5   coupled with very large universe sizes, it can cause an apparent out of equity

6   condition from a quantitative viewpoint. In these cases, there is very little

7   variation and the universe size is so large that the Z-test becomes overly

8   sensitive to any difference. In other words, the statistical test shows that the

9   measurement does not meet the fixed critical value when compared with the

10   retail analogue, but BellSouth's actual performance for both CLECs and its

11   own retail operations is at a very high level – often 98% or 99%. From a

12   practical point of view, the CLECs' ability to compete has not been hindered

13   even though the statistical results may technically show that BellSouth failed

14   to meet the benchmark/analogue.

15

16   <u>% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits /</u>

17   <u>Dispatch (B.2.18.3.2.1) (June)</u>

18   BellSouth missed 3 of the 14 appointments for this sub-metric in June 2001.

19   The detailed analysis did not indicate any systemic problems with the three

20   missed appointments for this sub-metric in June.

21

22   <u>% Missed Installation Appointments / Other Non-Design / < 10 Circuits / Non</u>

23   <u>Dispatch (B.2.18.15.1.2) (June)</u>

1   BellSouth missed 2 of the 12 appointments for this sub-metric in June 2001.

2   The detailed analysis did not indicate any systemic problems with the two

3   missed appointments for this sub-metric in June.

4

5   % Provisioning Troubles w/I 30 Days / Combo (Loop & Port) / < 10 Circuits /

6   Dispatch (B.2.19.3.1.1) (June)

7   BellSouth is currently analyzing the data for this sub-metric. The extremely

8   high number of troubles indicated does not match the overall report rates for

9   June.

10

11   % Provisioning Troubles w/I 30 Days / Combo (Loop & Port) / >= 10 Circuits /

12   Dispatch (B.2.19.3.2.1) (May)

13   There were four troubles reported for the thirteen orders that completed in the

14   30 days prior to May 2001 for this sub-metric. No systemic problems were

15   identified for this small number of orders in May. BellSouth met or exceeded

16   the retail analogue for this sub-metric in June 2001.

17

18   % Provisioning Troubles w/I 30 Days / Other Design / < 10 Circuits / Dispatch

19   (B.2.19.14.1.1) (June)

20   There were seven troubles reported for the thirty-four orders that completed in

21   the 30 days prior to June 2001 for this sub-metric. No systemic problems

22   were identified for the seven reports received in June for this sub-metric.

1   <u>Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /</u>

2   <u>Dispatch (B.2.21.3.1.1) (May/June)</u>

3   <u>Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /</u>

4   <u>Non-Dispatch (B.2.21.3.1.2) (May/June)</u>

5   <u>Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /</u>

6   <u>Dispatch (B.2.21.3.2.1) (May/June)</u>

7   The root cause analysis of these measures indicated that the only differences

8   between the performance between BellSouth retail and CLECs are the

9   mismatches found when the orders are compared with the original LSRs.

10   The start of the completion interval is the point at which the technician

11   completes the order, and the interval ends when the completion notice is

12   sent. Any change to a name, number of items, etc., occurring during the

13   provisioning process will generate inconsistencies with the original LSRs that

14   must be resolved before a final completion notice can be sent. Any time to

15   resolve these inconsistencies with the original LSRs is included in the

16   average. Because of numerous CLEC changes and order updates,

17   mismatches on CLECs orders exceed those for BellSouth retail orders.

18   Combining this with the smaller base for the CLECs' measurement raises the

19   average, which results in a miss. Specific Service Representatives within the

20   Work Management Centers have been assigned to resolve any completion

21   issues that are required. Providing specific training and dedicating personnel

22   to this task should reduce the difference between the CLEC and retail

23   analogue results.

1   <u>Service Order Accuracy / Design (Specials) / < 10 Circuits / Non Dispatch</u>

2   <u>(B.2.34.1.1.2) (June)</u>

3   BellSouth met the standard for 40 of the 48 orders reviewed in this sub-metric

4   for June 2001. The 95% benchmark set a requirement of 46 based on the

5   quantity of orders for this sub-metric. BellSouth continues to focus on this

6   measurement in order to improve results to meet the benchmark.

7

8   <u>Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch</u>

9   <u>(B.2.34.2.1.1) (May)</u>

10   BellSouth met the standard for 11 of the 12 orders reviewed in this sub-metric

11   for May 2001. The 95% benchmark set a requirement of 12 based on the

12   quantity of orders for this sub-metric. Although BellSouth was within one order

13   of the benchmark for this measure, BellSouth continues to focus on this

14   measurement in order to improve results to meet the benchmark. BellSouth

15   met or exceeded the benchmark for this sub-metric in June 2001.

16

17   <u>Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch</u>

18   <u>(B.2.34.2.1.2) (May)</u>

19   BellSouth met the standard for 168 of the 186 orders reviewed in this sub-

20   metric for May 2001. The 95% benchmark set a requirement of 177 based on

21   the quantity of orders for this sub-metric. BellSouth continues to focus on this

22   measurement in order to improve results to meet the benchmark. BellSouth

23   met or exceeded the benchmark for this sub-metric in June 2001.

31

1   <u>Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch</u>

2   <u>(B.2.34.2.2.1) (May)</u>

3   There were only two observations in this sub-metric for May 2001. Such a

4   small universe does not produce a statistically conclusive benchmark

5   comparison. BellSouth met or exceeded the benchmark for this sub-metric in

6   June 2001.

7

8   <u>Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch</u>

9   <u>(B.2.34.2.2.2) (May/June)</u>

10   BellSouth met the standard for 14 of the 20 orders reviewed in this sub-metric

11   for May and 9 of 17 orders in June 2001. The 95% benchmark set a

12   requirement of 19 and 16 in May and June, respectively based on the quantity

13   of orders for this sub-metric. BellSouth continues to focus on this

14   measurement in order to improve results to meet the benchmark.

15

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

17   BellSouth met the applicable performance standard for 79% in May and 75%

18   in June 2001 of the overall UNE M&R measurements. The sub-metrics that

19   did not meet the fixed critical value for this checklist item in May and/or June

20   are as follows:

21

22   <u>% Missed Repair Appointments / Other Design / Dispatch (B.3.1.10.1) (June)</u>

1 BellSouth missed 19 of the 269 repair appointments scheduled for this sub-

2 metric in June 2001. No systemic problems were identified for the 19

3 appointments missed in June.

4

5 % Missed Repair Appointments / Other Design / Non Dispatch (B.3.1.10.2)

6 (June)

7 BellSouth missed 5 of the 118 repair appointments scheduled for this sub-

8 metric in June 2001. No systemic problems were identified for the 5

9 appointments missed in June.

10

11 % Missed Repair Appointments / Other Non-Design/ Non Dispatch

12 (B.3.1.11.2) (May)

13 BellSouth missed 4 of the 67 repair appointments scheduled for this sub-

14 metric in May 2001. No systemic problems were identified for the four

15 appointments missed in May. BellSouth met or exceeded the retail analogue

16 for this sub-metric in June 2001.

17

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

19 (May/June)

20 The difference between the retail analogue and the CLEC aggregate was less

21 than 3% for this sub-metric in May and June 2001. Both the CLECs and

22 BellSouth retail had greater than 97% trouble free service for all in service

23 lines in this sub-metric in May and June.

1

2   Customer Trouble Report Rate / Other Design / Non Dispatch (B.3.2.10.2)

3   (May/June)

4   The difference between the retail analogue and the CLEC aggregate was less

5   than 1% for this sub-metric in May and June 2001. Both the CLECs and

6   BellSouth retail had greater than 98% trouble free service for all in service

7   lines in this sub-metric in May and June.

8

9   Customer Trouble Report Rate / Other Non Design / Dispatch (B.3.2.11.1)

10   (May/June)

11   There were a total of 48 troubles reported for the 688 in service lines for this

12   sub-metric in May and 58 troubles reports for the 697 in service lines in June

13   2001. A preliminary analysis indicated that 17% of the troubles were closed

14   out as found OK. Further analysis is underway to determine any systemic

15   issues with this sub-metric.

16

17   Customer Trouble Report Rate / Other Non Design / Non Dispatch

18   (B.3.2.11.2) (May/June)

19   There were a total of 67 troubles reported for the 688 in service lines for this

20   sub-metric in May and 57 troubles reports for the 697 in service lines in June

21   2001. A preliminary analysis indicated that 48% of the troubles were closed

22   out as found OK or approximately half of the troubles reported had minimal

1   impact on the end-user customer.   Further analysis is underway to

2   determine any systemic issues with this sub-metric.

3

4   % Repeat Reports in 30 Days / Combo (Loop&Port) / Non Dispatch

5   (B.3.4.3.2) (May/June)

6   There were a total of 898 trouble reports of which 379 were repeats in this

7   sub-metric for May 2001. A detailed analysis has identified 268 of the 379

8   repeats to be from the third party test CLEC. Also, 337 of the 379 repeat

9   reports were closed as Test OK / Found OK or approximately 90% of the

10 troubles had minimal impact on the end-user customer. In June, there were a

11 total of 938 trouble reports of which 231 were repeats. A detailed analysis

12 has identified 108 of the 231 repeats to be from the third party test CLEC.

13 Also, 189 of the 231 repeat reports were closed as Test OK / Found OK or

14 approximately 82% of the troubles had minimal impact on the end-user

15 customer. The exclusion of the third party tests reports from this sub-metric

16 would meet or exceed the retail analogue for May and June.

17

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

19 19 of the 269 repair appointments scheduled for this sub-metric in June 2001

20 were out of service longer than 24 hours. No systemic problems were

21 identified for the 19 appointments in June.

22

23 Out of Service > 24 hours / Other Design / Non Dispatch (B.3.5.10.2) (June)

1 BellSouth missed 5 of the 118 repair appointments scheduled for this sub-

2 metric in June 2001 were out of service longer than 24 hours. No systemic

3 problems were identified for the 5 appointments in June.

4

5 Invoice Accuracy – UNE (B.4.1.1)

6 The CLECs experienced UNE invoice accuracy rates that were slightly lower

7 than the invoices BellSouth sends to its customers during June 2001 (98.46%

8 accuracy for BellSouth versus 89.32% for the CLEC invoices). The difference

9 in performance was the result of a single adjustment for one CLEC caused by

10 an inaccurate rate being used for one type of unbundled switch port. The

11 incorrect rate has been changed and the problem has been resolved.
12

13 **4. Other UNE Measures**

14

15 **Pre-Ordering**

16 Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and

17 Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering

18 measurements. All measures met the established benchmarks for May 2001.

19 The two of the sub-metrics did not meet the benchmarks in June 2001 are as

20 follows:

21

22 Loop Makeup Inquiry (Manual) (F.2.1.1) (June)

1   BellSouth met 129 of the 136 inquiries within the 3 business day benchmark

2   in June 2001 or 94.85%. Normal rounding would indicate that this quantity

3   met the 95% benchmark.

4

5   <u>Service Inquiry with Firm Order / xDSL (F.3.1.1) (June)</u>

6   BellSouth met 218 of the 234 inquiries within the 5 business day benchmark

7   in June 2001. The 95% benchmark for this quantity of orders requires 222 of

8   them to be met. BellSouth continues to focus on this measurement in order to

9   improve results to meet the benchmark.

10

11   The remainder of the UNE measurements for which BellSouth did not meet

12   the applicable analogue or benchmark in May and/or June 2001 is as follows:

13

14   **Operations Support Systems**

15   The OSS/Preordering measures for which BellSouth did not meet the

16   benchmark/retail analogue in May and June 2001 were:

17

18   <u>Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS</u>

19   <u>(D.1.3.5.1) (May/June)</u>

20   <u>Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS</u>

21   <u>(D.1.3.5.2) (May/June)</u>

1   Detailed analysis has identified a problem in the LENS software that deals

2   with response times from HAL/CRIS. This was corrected in an update on July

3   28, 2001.

4

5   Average Response Interval / CRIS / Region (D.2.4.1.1) (May/June)

6   The average response interval for this sub-metric is measured in three

7   separate disaggregations. The percentage of queries that are responded to

8   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

9   The average response interval for the CLEC requests did not meet the retail

10   analogue intervals for the less than 4-second disaggregation but exceeded

11   both the less than 10 and greater than 10 seconds responses. In May, the

12   CLEC response interval was 94.25% within 4 seconds as compared with

13   95.65% for the retail analogue. For the less than 10 second response, the

14   CLECs received 99.03% of their responses and the retail analogue received

15   98.82%. In June 2001, the response interval was 94.76% within 4 seconds

16   compared with 95.81% for the retail analogue. For the less than 10 second

17   response, the CLECs received 99.13% of their responses and the retail

18   analogue received 98.89%. The one percent difference for both of these

19   intervals indicates equivalent service levels for the CLECs and BellSouth

20   retail.

21

22   Average Response Interval / DLETH / Region (D.2.4.2.1) (June)

1   The average response interval for this sub-metric is measured in three

2   separate intervals. The percentage of queries that are responded to in less

3   than 4 seconds, less than 10 seconds and greater than 10 seconds. In June

4   2001, the average response interval for the CLEC requests did not meet the

5   retail analogue intervals for the less than 4-second disaggregation but

6   exceeded both the less than 10 and greater than 10 seconds responses.

7

8   Average Response Interval / LMOSupd / <= 4 sec. / Region (D.2.4.5.1)

9   (May/June)

10   Average Response Interval / LMOSupd / <= 10 sec. / Region (D.2.4.5.2)

11   (May/June)

12   Average Response Interval / LMOSupd / > 10 sec. / Region (D.2.4.5.3)

13   (May/June)

14   The average response interval for this sub-metric is measured in three

15   separate disaggregations. The percentage of queries that are responded to

16   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

17   The average response interval for the CLEC requests did not meet the retail

18   analogue intervals for all three of these sub-metrics in May and June 2001.

19   For each of the three sub-metrics, there was less than a 1% difference in the

20   responses received by the CLECs and BellSouth retail.   The one percent

21   difference for all of these intervals indicates equivalent service levels for both

22   the CLECs and BellSouth retail.

23

1　　Average Response Interval / LNP / <= 4 sec. / Region (D.2.4.6.1) (May/June)

2　　The average response interval for this sub-metric is measured in three

3　　separate disaggregations. The percentage of queries that are responded to

4　　in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

5　　The average response interval for the CLEC requests did not meet the retail

6　　analogue intervals for the less than 4-second disaggregation but exceeded

7　　both the less than 10 and greater than 10 seconds responses. In May 2001,

8　　the CLEC response interval was 99.28% within 4 seconds as compared with

9　　99.62% for the retail analogue. For the less than 10 second response, the

10　CLECs received 99.84% of their responses and the retail analogue received

11　99.84%. In June 2001, the CLEC response interval was 98.78% within 4

12　seconds as compared with 99.35% for the retail analogue. For the less than

13　10 second response, the CLECs received 99.67% of their responses and the

14　retail analogue received 99.67%. The less than one-half percent difference

15　for these intervals indicates equivalent service levels for the CLECs and

16　BellSouth retail.

17

18　**General - Change Management**

19　% Software Release Notices sent on time (F.10.1) (May)

20　There were only four releases in this sub-metric for May 2001 with BellSouth

21　meeting the benchmark for three of them. BellSouth missed one release for

22　this sub-metric in May. All personnel with posting responsibility for these

23　notices have been advised of the need to make sure that they meet the 30-

1 day requirement of this measure. BellSouth met or exceeded the benchmark

2 for this sub-metric in June 2001.

3

4 **General – Billing**

5 Usage Data Delivery Accuracy (F. 9.1) (May)

6 This measure compares the rate at which usage data is sent accurately to

7 CLECs with the same measure for the BellSouth retail analogue. In May

8 2001, a software problem caused an error for one CLEC which dropped the

9 results to 99.99% compared to BellSouth's 100%. Out of approximately

10 14,000 packs (or groupings) of usage data sent to CLECs in May only one of

11 the packs was impacted by the problem. Once the software was fixed, the

12 corrected pack of data was resent to the CLEC. BellSouth met or exceeded

13 the retail analogue for this sub-metric in June 2001.

14

15 Mean Time to Deliver Usage (F.9.4) (May)

16 This measure compares the average number of days to deliver usage to

17 CLECs with the BellSouth retail analogue. In May, 2001 the CLEC result was

18 3.76 days compared to BellSouth's 3.73 days. While the CLEC measurement

19 is slightly greater than the BellSouth results, the CLECs are provided with

20 substantially the same opportunity to bill end users as is BellSouth. BellSouth

21 met or exceeded the retail analogue for this sub-metric in June 2001.

22

23 Recurring Charge Completeness / Interconnection (F.9.5.3) (June)

1   <u>Non-Recurring Charge Completeness / Interconnection (F.9.6.3) (June)</u>

2   This is the first month for these two sub-metrics. **BellSouth** is currently

3   investigating the data associated with these sub-metrics.

4

5   **General – New Business Requests**

6   <u>% Quotes Provided in 10 Business Days (F.11.2.1) (June)</u>

7   In June 2001, there were only two requests in sub-metric F.11.2.1. Such a

8   small universe does not provide a statistically conclusive benchmark

9   comparison.

10

11   <u>% Quotes Provided Within 60 Business Days (F.11.2.3) (May)</u>

12   The MSS for this item indicates that there were a total of 13 requests for this

13   sub-metric in June 2001 and that one of the 13 requests met the 60 day

14   interval. This was a reporting error in that there were a total of thirteen

15   requests for all intervals, 10, 30 and 60 days. Only one of the requests was in

16   the 60 day interval sub-metric and it was returned in 26 days, thus meeting

17   the benchmark. The results should have indicated one quote with 100%

18   returned on time for this sub-metric, not 13 quotes with 1 returned on time.

19   This has been corrected on a going-forward basis. BellSouth met or

20   exceeded this sub-metric in June 2001.

21

22   **General – Ordering**

23   <u>% Acknowledgement Message Timeliness / EDI (F.12.1.1) (May)</u>

1   A root cause analysis has identified 8,856 of 10,010 (88%) failed EDI

2   acknowledgements were submitted by the Florida Third Party Test (3PT)

3   CLEC and should have been filtered out of the acknowledgement

4   calculations. During the setup for the 3PT volume tests, a problem was

5   encountered in the EDI system. Since the setup had to be redone, all of the

6   acknowledgements that had been generated for the test were eliminated.

7   With the removal of these test messages, the results would have been 98.8%,

8   well above the 90% benchmark for this sub-metric in May 2001. BellSouth

9   met or exceeded the benchmark comparison for this sub-metric in June 2001.

10

11   <u>% Acknowledgement Message Completeness / EDI (F.12.2.1) (May/June)</u>

12   BellSouth experienced EDI outages in May and June that caused less than

13   3% of the acknowledgement messages to not be returned. A Stability Plan to

14   improve EDI availability has been put into effect. This plan includes

15   implementing both a manual application monitoring schedule (24 / 7) and

16   increased mechanized application alarms to more adequately monitor and

17   react to application outages. The database parameters have also been

18   adjusted to allow for maximum processing in the EDI system.

19

20   <u>% Acknowledgement Message Completeness / TAG (F.12.2.2) (May/June)</u>

21   BellSouth failed to deliver 16 of the 183,966 messages in May 2001 and 51 of

22   the 127,390 messages in June for this sub-metric. Analysis continues to

1 identify any issues in this process. However, such a small number of failed

2 records have not revealed any systemic process problems

3

4 ### D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

5 As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1A

6 provide data for provisioning and maintenance & repair measures for

7 unbundled local loops.

8

9 For purposes of discussion in this checklist item, the local loop sub-metrics

10 have been separated into two mode-of-entry groups, xDSL and

11 SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN

12 and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design

13 and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital

14 loop sub-metrics.

15

16 **xDSL Group**

17

18 **1. Provisioning Measures**

19 The xDSL group sub-metrics that did not meet the fixed critical value

20 comparison requirements for May and/or June 2001 are as follows:

21

22 OCI / xDSL w/o conditioning / < 6 Circuits / Dispatch (B.2.2.2) (May)

1   There wee a total of 239 orders completed for this sub-metric in May 2001

2   that averaged 7.18 days. The benchmark is 7.0 days. A detailed analysis

3   revealed that the CLECs requested extended intervals on 18 orders that

4   should have been excluded from the measure. Also, there were 8 orders that

5   were extended due to customer missed appointments and should have been

6   excluded. The exclusion of these 26 orders would have resulted in a 6.90

7   day average, thus meeting the 7.0 day benchmark. BellSouth met or

8   exceeded the retail analogue for this sub-metric in June 2001.

9

10   Order Completion Interval / Line Sharing / < 6 Circuits / Non Dispatch

11   (B.2.1.7.3.2) (June)

12   A root cause analysis for OCI for Non-Dispatch orders revealed that

13   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

14   orders, but the wholesale non-dispatched orders were receiving the same

15   interval as "dispatched" orders. On June 2, 2001, a release was added to the

16   due date calculator software to correct this error. However, due to problems

17   with the software load, it had to be removed. A temporary fix was installed at

18   the end of June, until the final update can be added. In addition to the

19   appointment interval issue, OCI is adversely affected by LSRs for which

20   CLECs request intervals beyond the offered interval. When a CLEC requests

21   an interval beyond the available interval offered by BellSouth, an "L" code is

22   entered on the Service Order generated by BellSouth. "L" coded orders are

23   excluded from the OCI metrics.

1   <u>% Jeopardies – Mechanized / ISDN Loops (B.2.5.6) (June)</u>

2   There were 88 jeopardies issued for the 250 orders issued in this sub-metric

3   in June 2001. All of these were resolved prior to the due date and the

4   scheduled installations were completed on time.

5

6   <u>% Missed Installation Appointments / ISDN Loops / < 10 Circuits / Dispatch</u>

7   <u>(B.2.18.6.1.1) (May)</u>

8   There were a total of 58 missed appointments for the 527 scheduled in this

9   sub-metric in May 2001. Thirty-three of the missed appointments were due to

10   a lack of cable facilities. The Work Management Center has implemented a

11   new monitoring system that will allow for a more proactive approach to

12   resolving facility issues. BellSouth met or exceeded the retail analogue for

13   this sub-metric in June 2001.

14

15   <u>% Missed Installation Appointments / Line Sharing / < 10 Circuits / Non</u>

16   <u>Dispatch (B.2.18.7.1.2) (June)</u>

17   There was only one missed appointment for the 57 scheduled orders in this

18   sub-metric in June 2001. There was no systemic problem identified for the

19   one missed appointment.

20

21   <u>% Provisioning Troubles within 30 Days / ISDN Loops / < 10 Circuits /</u>

22   <u>Dispatch (B.2.19.6.1.1) (June)</u>

1   There were a total of 55 troubles reported for this sub-metric for the orders

2   that completed in the 30 days prior to June 2001. BellSouth is currently

3   investigating this sub-metric.

4

5   **2. Maintenance & Repair Measures**

6   The xDSL group sub-metrics that did not meet the fixed critical value

7   comparison requirements for May and/or June 2001 are as follows:

8

9   <u>% Missed Repair Appointments / xDSL / Non Dispatch (B.3.1.5.2) (May)</u>

10   BellSouth missed one of the twelve scheduled appointments for this sub-

11   metric in May 2001. There was no systemic problem found for the missed

12   appointment. BellSouth met or exceeded the retail analogue for this sub-

13   metric in June 2001.

14

15   <u>% Missed Repair Appointments / ISDN Loops / Non Dispatch (B.3.1.6.2)</u>

16   <u>(May/June)</u>

17   BellSouth missed one of the twenty-six scheduled appointments for this sub-

18   metric in May and three of the twenty-nine in June 2001. There was no

19   systemic problem found for the missed appointments in May or June.

20

21   <u>% Missed Repair Appointments / Line Sharing / Dispatch (B.3.1.7.1) (June)</u>

1   There were only two scheduled appointments for this sub-metric in June

2   2001. Such a small universe does not provide a statistically conclusive

3   comparison with the retail analogue.

4

5   <u>% Missed Repair Appointments / Line Sharing / Non Dispatch (B.3.1.7.2)</u>

6   <u>(May/June)</u>

7   BellSouth missed one of the twelve scheduled appointments for this sub-

8   metric in May and seven of twenty-eight in June 2001. There was no

9   systemic problem found for the missed appointments.

10

11   <u>Customer Trouble Report Rate / xDSL Loops / Dispatch (B.3.2.5.1)</u>

12   <u>(May/June)</u>

13   A total of 62 troubles were reported for the 5,870 in service lines for this sub-

14   metric in May and 84 troubles for the 5,674 in service lines in June 2001.

15   Both the CLECs and BellSouth retail had 99% trouble free service for all in

16   service lines in this sub-metric in May and 98% in June.

17

18   <u>Customer Trouble Report Rate / xDSL Loops / Non Dispatch (B.3.2.5.2)</u>

19   <u>(June)</u>

20   A total of 23 troubles were reported for the 5,674 in service lines for this sub-

21   metric in June 2001. Both the CLECs and BellSouth retail had 99% trouble

22   free service for all in service lines in this sub-metric in June.

23

1   Customer Trouble Report Rate / ISDN Loops / Dispatch (B.3.2.6.1)

2   (May/June)

3   There were a total of 32 troubles reported for the 2,803 in service lines for this

4   sub-metric in May and 50 troubles for the 2,489 in service lines in June 2001.

5   Both the CLECs and BellSouth retail had 99% trouble free service for all in

6   service lines in this sub-metric in May and 98% trouble free service in June.

7

8   Customer Trouble Report Rate / ISDN Loops / Non Dispatch (B.3.2.6.2)

9   (May)

10   There were a total of 26 troubles reported for the 2,803 in service lines for this

11   sub-metric in May 2001. Both the CLECs and BellSouth retail had greater

12   than 99% trouble free service for all in service lines in this sub-metric in May.

13   BellSouth met or exceeded the retail analogue for this sub-metric in June

14   2001.

15

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

17   (May/June)

18   There were a total of 12 troubles reported for the 747 in service lines for this

19   sub-metric in May and 28 troubles for the 807 in service lines in June 2001.

20   Both the CLECs and BellSouth retail had greater than 98% trouble free

21   service for all in service lines in this sub-metric in May and 97% in June.

22

1   <u>Maintenance Average Duration / ISDN Loops / Non Dispatch (B.3.3.6.2)</u>

2   <u>(May/June)</u>

3   There were a total of 26 troubles reported for this sub-metric in May and 29

4   troubles in June 2001. There was no systemic problem identified in this sub-

5   metric for May or June.

6

7   <u>% Repeat Reports in 30 Days / ISDN Loops / Non Dispatch (B.3.4.6.2) (May)</u>

8   Six of the twenty-six reports filed in this sub-metric in May 2001 were repeat

9   reports in the past 30 days. No systemic problems were identified in any of

10   these issues. BellSouth met or exceeded the retail analogue for this sub-

11   metric in June 2001.

12

13   <u>% Repeat Reports in 30 Days / Line Sharing / Non Dispatch (B.3.4.7.2)</u>

14   <u>(June)</u>

15   Sixteen of the twenty-eight reports filed in this sub-metric in June 2001 were

16   repeat reports in the past 30 days. No systemic problems were identified in

17   any of these issues.

18

19   <u>% Out of Service > 24 hours / xDSL / Non dispatch (B.3.5.5.2) (May)</u>

20   There was only one trouble report of the twelve reports issued in this sub-

21   metric for May 2001 that was out of service greater than 24 hours. This small

22   universe does not provide a statistically conclusive comparison with the retail

1 analogue. BellSouth met or exceeded the retail analogue for this sub-metric

2 in June 2001.

3

4 <u>% Out of Service > 24 hours / ISDN Loops / Non dispatch (B.3.5.6.2)</u>

5 <u>(May/June)</u>

6 There was only one trouble out of the twenty-six reports issued in this sub-

7 metric for May 2001 that was out of service greater than 24 hours. In June,

8 there were three troubles out of the twenty-nine reports that were out of

9 service greater than 24 hours. This small universe does not provide a

10 statistically conclusive comparison with the retail analogue.

11

12 **SL1/SL2/Digital Loop Group**

13 **1. Provisioning Measures**

14 The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

15 critical value comparison requirements for May and June 2001 are as follows:

16

17 **Order Completion Interval (OCI)**

18 A root cause analysis for OCI for Non-Dispatch orders revealed that

19 BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

20 orders, but the wholesale non-dispatched orders were receiving the same

21 interval as "dispatched" orders. On June 2, 2001, a release was added to the

22 due date calculator software to correct this error. However, due to problems

23 with the software load, it had to be removed. A temporary fix was installed at

1   the end of June, until the final update can be added. In addition to the

2   appointment interval issue, OCI is adversely affected by LSRs for which

3   CLECs request intervals beyond the offered interval. When a CLEC requests

4   an interval beyond the available interval offered by BellSouth, an "L" code is

5   entered on the Service Order generated by BellSouth. "L" coded orders are

6   excluded from the OCI metrics.

7

8   <u>Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch</u>

9   <u>(B.2.1.8.1.1) (May/June)</u>

10   There were a total of 453 completed orders in this sub-metric in May 2001. A

11   detailed analysis indicated that 211 of the 453 orders had intervals that were

12   longer than the due date calculator system would have assigned and should

13   have been given an "L Code" for extended interval. In June there were 37 of

14   the 340 orders that should have been L coded. When an LSR is received, the

15   due date calculator determines what the current available interval for that

16   product is, based on the available resources from Network. If the CLEC

17   requests a longer interval ("extended interval"), the order is given an "L Code"

18   and excluded from the OCI measurement. BellSouth continues to work to

19   lower the interval for this sub-metric to meet the "3 day" interval ordered for

20   the POTS type retail analogue services in Florida. The current standard

21   interval for this sub-metric is four days.

22

1   Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /

2   Dispatch (B.2.1.12.1.1) (May/June)

3   There were a total of 370 orders that completed for this sub-metric in May and

4   236 in June 2001. A detailed analysis indicated that 40 orders with extended

5   intervals were not "L coded" and should have been excluded in May with 21

6   orders in June. An additional 14 orders that were extended due to customer

7   misses and should have been "L coded" were not. The exclusion of these

8   orders from this sub-metric would have met or exceeded the retail analogue.

9   BellSouth continues to work to lower the interval for this sub-metric to meet

10   the "3 day" interval ordered for the POTS type retail analogue services in

11   Florida. The current standard interval for this sub-metric is four days.

12

13   Order Completion Interval / 2w Analog Loop w/LNP Non Design / < 10

14   Circuits / Dispatch (B.2.1.13.1.1) (May/June)

15   There were a total of 103 orders that completed for this sub-metric in May and

16   178 in June 2001. In May, six of the orders were extended due to customer

17   misses and should have been "L coded." No other systemic problems have

18   been identified for this sub-metric. BellSouth continues to work to lower the

19   interval for this sub-metric to meet the "3 day" interval ordered for the POTS

20   type retail analogue services in Florida. The current standard interval for this

21   sub-metric is four days.

22

1   <u>Order Completion Interval / 2w Analog Loop w/LNP Non Design / < 10</u>

2   <u>Circuits / Dispatch In (B.2.1.13.1.4) (June)</u>

3   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

4   orders, but the wholesale non-dispatched orders were receiving the same

5   interval as "dispatched" orders. BellSouth applied a temporary fix at the end

6   of June to correct this issue.

7

8   <u>Order Completion Interval / 2w Analog Loop w/LNP Non Design / >= 10</u>

9   <u>Circuits / Dispatch In (B.2.1.13.2.4) (June)</u>

10   There were only two orders for this sub-metric in June 2001. This small

11   universe does not provide a statistically conclusive comparison with the retail

12   analogue.

13

14   The remainder of the provisioning measures that did not meet the retail

15   analogue for provisioning is as follows:

16

17   <u>Held Orders / 2w Analog Loop Design / < 10 Circuits / Facility (B.2.3.8.1.1)</u>

18   <u>(June)</u>

19   There were a total of three held orders for this sub-metric in June 2001. This

20   small universe does not provide a statistically conclusive comparison with the

21   retail analogue.

22

1   Held Orders / 2w Analog Loop w/LNP Design / < 10 Circuits / Facility

2   (B.2.3.12.1.1) (June)

3   There were a total of two held orders for this sub-metric in June 2001. This

4   small universe does not provide a statistically conclusive comparison with the

5   retail analogue.

6

7   % Jeopardies / 2w Analog Loop Design (B.2.5.8) (May/June)

8   There were a total of 209 jeopardies issued for the 279 orders that were

9   scheduled for this sub-metric in May 2001. While the data indicates that

10   BellSouth placed a higher percentage of CLEC orders in jeopardy status, all

11   but 29 of the orders which were placed in jeopardy were actually worked on

12   time as indicated by the fact that there were only 29 missed installation

13   appointments for this sub-metric in May 2001. Of the 29 missed

14   appointments, only 5 resulted in held orders. All of the five orders were

15   completed within an average of less than 14 days. In June 2001, there were

16   a total of 108 jeopardies issued for the 383 orders that were scheduled for

17   this sub-metric. All but 26 of the orders were worked as scheduled, with only

18   2 resulting in held orders that were resolved within an average of less than 28

19   days.

20

21   % Jeopardies / 2w Analog Loop Non-Design (B.2.5.9) (June)

22   There were a total of 61 jeopardies issued for the 332 orders that were

23   scheduled for this sub-metric in June 2001. While the data indicates that

1   BellSouth placed a higher percentage of CLEC orders in jeopardy status, all

2   but 10 of the orders which were placed in jeopardy were actually worked on

3   time as indicated by the fact that there were only 10 missed installation

4   appointments for this sub-metric in June 2001.   None of the 10 missed

5   appointments in this sub-metric resulted in a held order in June.

6

7   % Jeopardies / 2w Analog Loop w/INP Non Design (B.2.5.11) (May/June)

8   There was only one trouble reported out of the twenty-six reports issued in

9   this sub-metric for May and one trouble out of the seven reports in June 2001

10   that was out of service greater than 24 hours. This small universe does not

11   provide a statistically conclusive comparison with the retail analogue.

12

13   % Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/INP Non Design

14   (B.2.10.11) (May)

15   % Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Non

16   Design (B.2.10.13) (June)

17   % Jeopardy Notices issued >= 48 Hours / Digital Loop < DS1 (B.2.10.18)

18   (May)

19   The calculations for this measure have been determined to be incorrect. The

20   coding change in the Service Order Control System (SOCS) is currently

21   scheduled for a September 13, 2001, system load date. Based on this

22   schedule, the October data month will be the first full month that the change

23   will be in effect.

1   <u>% Provisioning Troubles w/I 30 Days / 2w Analog Loop Design / >= 10</u>

2   <u>Circuits / Dispatch (B.2.19.8.2.1) (June)</u>

3   There were only three troubles reported for the nineteen orders that

4   completed in the previous 30 days to June 2001 for this sub-metric. This

5   small universe does not provide a statistically conclusive comparison with the

6   retail analogue.

7

8   <u>% Provisioning Troubles w/I 30 Days / 2w Analog Loop w/INP Design / < 10</u>

9   <u>Circuits / Dispatch (B.2.19.10.1.1) (May)</u>

10   There was only one trouble reported for the five orders that completed in the

11   previous 30 days to May 2001 for this sub-metric. This small universe does

12   not provide a statistically conclusive comparison with the retail analogue.

13   BellSouth met or exceeded the retail analogue for this sub-metric in June

14   2001.

15

16   <u>% Provisioning Troubles w/I 30 Days / 2w Analog Loop w/LNP Design / < 10</u>

17   <u>Circuits / Dispatch (B.2.19.12.1.1) (May/June)</u>

18   There were a total of 176 trouble reports for the 1,776 orders that completed

19   in the 30 days prior to May 2001. A detailed analysis indicated that 78 of the

20   reports were closed with no trouble found, which had minimal impact on the

21   end-user customer. In June 2001, there were a total of 153 trouble reports for

22   the 1,548 orders that completed in the 30 days prior to June 2001. A detailed

1   analysis indicated that 49 of the reports were closed with no trouble found,

2   which had minimal impact on the end-user customer.

3

4   <u>% Provisioning Troubles w/I 30 Days / 2w Analog Loop w/LNP Design / >= 10</u>

5   <u>Circuits / Dispatch (B.2.19.12.2.1) (May/June)</u>

6   There were a total of 8 trouble reports for the 22 orders that completed in the

7   30 days prior to May and three trouble reports for the 16 orders that

8   completed in the 30 days prior to June 2001. No systemic issues have been

9   found for the reports in this sub-metric in May or June.

10

11   <u>% Provisioning Troubles within 30 Days / Digital Loops < DS1 / < 10 Circuits /</u>

12   <u>Dispatch (B.2.19.18.1.1) (June)</u>

13   There were a total of 55 troubles reported for this sub-metric for the 527

14   orders that completed in the 30 days prior to June 2001. BellSouth is

15   currently investigating this sub-metric. There are no troubles indicated for the

16   retail analogue for this sub-metric in June, which is also being reviewed.

17

18   <u>% Provisioning Troubles within 30 Days / Digital Loops >= DS1 / < 10 Circuits</u>

19   <u>/ Dispatch (B.2.19.19.1.1) (June)</u>

20   There were a total of 57 troubles reported for this sub-metric for the 770

21   orders that completed in the 30 days prior to June 2001. BellSouth is

22   currently investigating this sub-metric. There are no troubles indicated for the

23   retail analogue for this sub-metric in June, which is also being reviewed.

1

2   Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /

3   Dispatch (B.2.21.8.1.1) (May/June)

4   Average Completion Notice Interval / 2w Analog Loop Design / >= 10 Circuits

5   / Dispatch (B.2.21.8.2.1) (June)

6   Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10

7   Circuits / Dispatch (B.2.21.12.1.1) (May/June)

8   Average Completion Notice Interval / 2w Analog Loop w/LNP Non-Design / <

9   10 Circuits / Dispatch (B.2.21.13.1.1) (June)

10   Average Completion Notice Interval / 2w Analog Loop w/LNP Non-Design /

11   >= 10 Circuits / Dispatch (B.2.21.13.2.1) (June)

12   The root cause analysis of these measures indicated that the only differences

13   between the performance between BellSouth retail and CLECs are the

14   mismatches found when the orders are compared with the original LSRs.

15   The start of the completion interval is the point at which the technician

16   completes the order, and the interval ends when the completion notice is

17   sent. Any change to a name, number of items, etc., occurring during the

18   provisioning process will generate inconsistencies with the original LSRs that

19   must be resolved before a final completion notice can be sent. Any time to

20   resolve these inconsistencies with the original LSRs is included in the

21   average.   Because of numerous CLEC changes and order updates,

22   mismatches on CLECs orders exceed those for BellSouth retail orders.

23   Combining this with the smaller base for the CLECs' measurement raises the

1   average, which results in a miss. Specific Service Representatives within the

2   Work Management Centers have been assigned to resolve any completion

3   issues that are required. Providing specific training and dedicating personnel

4   to this task should reduce the difference between the CLEC and retail

5   analogue results.

6

7   **2. Maintenance & Repair Measures**

8   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

9   critical value comparison requirements for May and/or June 2001 are as

10   follows:

11

12   <u>% Missed Repair Appointments / 2W Analog Loop Non Design / Dispatch</u>

13   <u>(B.3.1.9.1) (May)</u>

14   There were a total of 72 missed appointments out of the 534 scheduled for

15   this sub-metric in May 2001. Twenty of the appointments were missed due to

16   a damaged cable facility. Removal of these twenty reports would have met or

17   exceeded the retail analogue for this sub-metric in May 2001. BellSouth met

18   or exceeded the retail analogue for this sub-metric in June 2001.

19

20   <u>% Repeat Reports w/I 30 Days / 2W Analog Loop Non Design / Non Dispatch</u>

21   <u>(B.3.4.9.2) (May/June)</u>

22   There were a total of 63 trouble reports of which 37 were repeats in this sub-

23   metric for May 2001. A detailed analysis has identified 34 of the 37 repeats to

1   be from the third party test CLEC. Also, 36 of the 37 repeat reports were

2   closed as Test OK / Found OK. In June 2001, there were a total of 96

3   troubles with 69 of them being repeat reports. A detailed analysis has

4   identified 63 of the 67 repeats to be from the third party test CLEC. The

5   exclusion of the third party tests reports from this sub-metric would meet or

6   exceed the retail analogue for May and June.

7

8   <u>Out of Service > 24 hours / 2w Analog Loop Non-Design / Non Dispatch</u>

9   <u>(B.3.5.9.2) (June)</u>

10   There were a total of 30 out of service troubles reported for this sub-metric in

11   June 2001 with 5 being longer than 24 hours. No systemic issues were

12   identified for these 5 reports in June.

13

14   **E. <u>CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT</u>**

15

16   The data in these measures indicate that BellSouth met the

17   benchmark/analogue requirements for all measurements in Checklist Item 5

18   for May 2001. The two sub-metrics that did not meet the retail analogue in

19   June 2001 are as follows:

20

21   <u>Maintenance Average Duration / Local Interoffice Transport / Non Dispatch</u>

22   <u>(B.3.3.2.2) (June)</u>

23   <u>% Repeat Troubles within 30 Days / Local Interoffice Transport / Non</u>

24   <u>Dispatch (B.3.4.2.2) (June)</u>

1   There were only three troubles (same reports) reported in these two sub-

2   metrics for June 2001. This small universe does not provide a statistically

3   *conclusive comparison with the retail analogue.*

4

5   **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

6

7   The data in these measures indicate that BellSouth met the

8   benchmark/analogue requirements for all measurements in Checklist Item 6

9   for May and June 2001.

10

11   **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

12   **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**

13   **SERVICES**

14

15   As indicated in Attachment 1A, Sections F.6, F.7 and F.8, BellSouth met the

16   benchmark/analogue requirements of Checklist Items 7a and 7b in May and

17   June 2001. Even though BellSouth tracks and reports these measures, the

18   processes used in providing these services are designed to provide parity for

19   all users.

20

21   **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**

22   **SIGNALING**

23   BellSouth made three of the four sub-metrics associated with this checklist

24   item in May and four of four in June 2001. See items F.13.2.1 through F.13.3

1   in Attachment 1A for further details. The one item that did not meet the

2   appropriate benchmark in May 2001 is as follows:

3

4   <u>% NXXs / LRNs Loaded by LERG Effective Date (Region) (F.13.3)</u>

5   The measure indicates that only 21 of the 33 NXXs were loaded by their

6   effective date for the entire BellSouth region.   Florida met three of the

7   thirteen NXXs that could have loaded for this sub-metric in May 2001. Initially

8   the CLECs in Florida requested 34 NXXs to be loaded for May. Twenty-one

9   of these were rescheduled due to the CLEC requests. Of the ten items that

10   were missed, eight were worked within two days of the due date. BellSouth

11   will re-focus its effort to verify all due dates ahead of time and make sure that

12   the loads are done in a timely manner. BellSouth met or exceeded the

13   benchmark for this sub-metric in June 2001.

14

15   **I. <u>CHECKLIST ITEM 11 – NUMBER PORTABILITY</u>**

16

17   All the measurements in this Checklist Item were met or exceeded for May

18   and June 2001 except for the following:

19

20   <u>Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Dispatch</u>

21   <u>(B.2.1.17.1.1) (May)</u>

22   The unadjusted order completion interval was 13.79 days compared to the

23   retail analogue of 4.16 days. BellSouth is currently investigating this data, as

24   there should not be dispatched LNP standalone orders. This is a change

1   within the switching system only and therefore classified as non-dispatched.

2   There was no data for this sub-metric in June 2001.

3

4   Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Non Dispatch

5   (B.2.1.17.1.2) (May/June)

6   The unadjusted order completion interval was 1.84 days compared to the

7   retail analogue of 1.01 days in May and 1.58 days compared to the retail

8   analogue of 0.85 days in June 2001. A root cause analysis for OCI for non-

9   dispatched orders revealed that BellSouth was offering the same interval as

10   "dispatched" orders. An interim solution for this problem, a modification to the

11   due date calculation process was installed at the end of June. In addition to

12   the appointment interval issue, OCI is adversely affected by LSRs for which

13   CLECs request intervals beyond the offered interval. When a CLEC requests

14   an interval beyond the available interval offered by BellSouth, an "L" code is

15   entered on the Service Order generated by BellSouth. "L" coded orders are

16   excluded from the OCI metrics.

17

18   Order Completion Interval / LNP (Standalone)) / >=10 Circuits / Non Dispatch

19   (B.2.1.17.2.2) (May/June)

20   The unadjusted order completion interval was 9.00 days compared to the

21   retail analogue of 3.33 days in May 2001. Three of the eighteen orders

22   included in this sub-metric were "trigger" orders for disconnecting service with

23   extended intervals and should have been excluded. The trigger orders are

1   completed at the request of the CLEC and should have been excluded from

2   this sub-metric. In June 2001, there were only seven orders in this sub-

3   metric. This small universe does not provide a statistically conclusive

4   comparison with the retail analogue.

5

6   <u>% Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non</u>

7   <u>Dispatch (B.2.18.17.1.2) (June)</u>

8   BellSouth missed 16 of the 7,615 scheduled appointments in this sub-metric

9   for June 2001. BellSouth met over 99% of the scheduled appointments for

10   both retail and the CLECs in this sub-metric for June. When BellSouth

11   provisions high quality service coupled with very large universe sizes, it can

12   cause an apparent out of equity condition from a quantitative viewpoint.   In

13   these cases, there is very little variation and the universe size is so large that

14   the Z-test becomes overly sensitive to any difference. In other words, the

15   statistical test shows that the measurement does not meet the fixed critical

16   value when compared with the retail analogue, but BellSouth's actual

17   performance for both CLECs and its own retail operations is at a very high

18   level – often 98% or 99%. From a practical point of view, the CLECs' ability

19   to compete has not been hindered even though the statistical results may

20   technically show that BellSouth failed to meet the benchmark/analogue.

21

22   <u>Average Completion Notice Interval / LNP(Standalone) / < 10 Circuits / Non-</u>

23   <u>Dispatch (B.2.21.17.1.2) (May/June)</u>

1   The root cause analysis of these measures indicated that the only differences

2   between the performance between BellSouth retail and CLECs are the

3   mismatches found when the orders are compared with the original LSRs.

4   The start of the completion interval is the point at which the technician

5   completes the order, and the interval ends when the completion notice is

6   sent. Any change to a name, number of items, etc., occurring during the

7   provisioning process will generate inconsistencies with the original LSRs that

8   must be resolved before a final completion notice can be sent. Any time to

9   resolve these inconsistencies with the original LSRs is included in the

10   average.   Because of numerous CLEC changes and order updates,

11   mismatches on CLECs orders exceed those for BellSouth retail orders.

12   Combining this with the smaller base for the CLECs' measurement raises the

13   average, which results in a miss. Specific Service Representatives within the

14   Work Management Centers have been assigned to resolve any completion

15   issues that are required. Providing specific training and dedicating personnel

16   to this task should reduce the difference between the CLEC and retail

17   analogue results.

18

19   Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1) (May/June)

20   The Disconnect Timeliness measure is supposed to track the time it takes to

21   disconnect a number in the central office switch after the message has been

22   received from the Local Number Portability (LNP) Gateway that it is ready.

1   However, this measurement does not track the relevant time to perform this

2   function.

3

4   On a great majority of LNP orders, BellSouth creates what is referred to as a

5   "trigger" in conjunction with the order. This trigger gives the end user

6   customer the ability to make and receive calls from other customers who are

7   served by the customer's host switch at the time of the LNP activation. This

8   ability is not dependent upon BellSouth working a disconnect order in the

9   central office switch. In other words, when a trigger is involved, an end user

10   customer can receive calls from other customers served by the same host

11   switch before the disconnect order is ever worked.

12

13   As it currently exists, Performance Measure P-11 does not recognize the

14   importance of triggers and their effect on the LNP process. Rather, the

15   current measure calculates the end time of the LNP activity as the processing

16   of the actual disconnect order in the host switch, even though, from a

17   customer's perspective, this activity is totally meaningless on most LNP

18   orders. It is the activation of the LNP and the routing function accomplished

19   by the LSMS that ultimately determines whether the end user is back in full

20   service and is able to make and receive calls when a trigger is used in porting

21   a telephone number. So, while BellSouth may be missing this measure, the

22   actual impact on CLECs and their end users, for a great majority of the orders

23   is minimal, or nonexistent.

1

2   This measure needs to be changed to more accurately reflect the LNP

3   process and its impacts on end users.

4

5   **K. CHECKLIST ITEM 14 – RESALE**

6   BellSouth has met or exceeded the benchmarks/analogues for 79% of the

7   resale metrics for the month of May and 89% in June 2001. The details are

8   delineated in Attachment 1A, Items A.1.1.1.1 through A.4.2.

9

10   **1. Resale Ordering Measures**

11   **FOC Timeliness**

12   For the month of June 2001, BellSouth processed approximately 45,530

13   Resale LSRs in Florida and met the relevant benchmark on 96% of all FOCs.

14   Of the 45,530 LSRs, 329,724 were fully mechanized with 98% meeting the 3-

15   hour benchmark, clearly exceeding the 95% target.   See Attachment 1A,

16   Sections A.1.9 through A.1.13 for further details.

17

18   **Reject Interval**

19   During the month of June 2001, there were 11,226 rejected LSRs, either

20   mechanically or manually processed, with 94% meeting the benchmark. The

21   benchmark for electronic rejects is 97% within 1 hour. 52% of all orders were

22   processed electronically, and 96% met the 1-hour benchmark.   See

23   Attachment 1A, Items A.1.4 through A.1.8 for further details.

1

2 The Ordering sub-metrics for which BellSouth did not meet the

3 benchmarks/analogues for May and/or June 2001 were:

4

5 Reject Interval / Residence / Electronic (A.1.4.1) (May/June)

6 The current benchmark for this sub-metric is >= 97% within one hour. There

7 were 8,905 LSRs rejected in this sub-metric in May 2001 with 7662 or 95%

8 meeting the one hour benchmark. In June 2001, there were 5,285 LSRs

9 rejected with 5,037 or 95% meeting the one hour benchmark. BellSouth is

10 conducting a detailed root cause analysis of the process for electronic

11 ordering. This analysis addresses the ordering systems (EDI, TAG, and

12 LENS) used by the CLECs and the back-end legacy applications, such as

13 SOCS, that are accessed by the ordering systems.

14

15 Thus far, the analysis has determined that many of the LSRs that did not

16 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.

17 Between these hours the system is unable to process LSRs because some of

18 the back-end legacy systems are out of service. Such hours should be

19 excluded from the measurement. BellSouth is currently reviewing the

20 scheduled down time for all systems and how that down time affects the

21 ordering capability of the CLECs.

22

1   With the implementation of May data BellSouth was directed to change the

2   time stamp identification for the start and complete times of the interval for

3   this measurement from the Local Exchange Ordering (LEO) System to the

4   CLEC ordering interface system (TAG or EDI). With this change BellSouth

5   was unable to identify multiple issues of the same version of the LSRs that

6   may be rejected (fatal rejects), which should be excluded from the

7   measurement. If there are multiple issues of the same version, the measure

8   currently calculates the interval from the initial issue to the final issue of the

9   LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's

10   performance level is inappropriately understated. BellSouth is currently

11   working to determine a fix for this issue.

12

13   Reject Interval / Business / Electronic (A.1.4.2) (May)

14   The current benchmark for this sub-metric is >= 97% within one hour. There

15   were 696 LSRs rejected in this sub-metric in May 2001 with 672 or 96.6%

16   meeting the one hour benchmark. BellSouth is conducting a detailed root

17   cause analysis of the process for electronic ordering. This analysis

18   addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs

19   and the back-end legacy applications, such as SOCS, that are accessed by

20   the ordering systems. For further information see the explanation included

21   with the electronic reject interval measurement, item A.1.4.1. BellSouth met

22   or exceeded the benchmark for this sub-metric in June 2001.

23

1   Reject Interval / ISDN / Partially Electronic (A.1.6.6) (May)

2   There were only nine orders in this sub-metric for May 2001 with BellSouth

3   meeting the benchmark for seven of them. Such a small universe does not

4   produce a statistically conclusive benchmark comparison. BellSouth met or

5   exceeded the benchmark for this sub-metric in June 2001.

6

7   Reject Interval / Centrex / Manual (A.1.8.5) (June)

8   There were only two orders in this sub-metric for June 2001 with BellSouth

9   meeting the benchmark for one of them. Such a small universe does not

10   produce a statistically conclusive benchmark comparison.

11

12   FOC Timeliness / Centrex / Manual (A.1.13.5) (May)

13   There was only one order in this sub-metric for May 2001. Such a small

14   universe does not produce a statistically conclusive benchmark comparison.

15   BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

16

17   FOC Reject & Response Completeness / Business / Electronic (A.1.14.2)

18   (May/June)

19   FOC Reject & Response Completeness / PBX / Electronic (A.1.14.4) (June)

20   FOC Reject & Response Completeness / ISDN / Electronic (A.1.14.6) (May)

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

22   (June)

1 <u>FOC Reject & Response Completeness / Business / Manual (A.1.16.2)</u>

2 <u>(May/June)</u>

3 <u>FOC Reject & Response Completeness / Design (Specials) / Manual</u>

4 <u>(A.1.16.3) (May/June)</u>

5 <u>FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)</u>

6 <u>(May/June)</u>

7 <u>FOC Reject & Response Completeness / PBX / Manual (A.1.16.6) (June)</u>

8 <u>FOC Reject & Response Completeness (Multiple Responses) / Residence /</u>

9 <u>Partially Electronic (A.1.18.1) (May)</u>

10 <u>FOC Reject & Response Completeness (Multiple Responses) / Business /</u>

11 <u>Partially Electronic (A.1.18.2) (May/June)</u>

12 <u>FOC Reject & Response Completeness (Multiple Responses) / PBX /</u>

13 <u>Partially Electronic (A.1.18.4) (June)</u>

14 <u>FOC Reject & Response Completeness (Multiple Responses) / ISDN /</u>

15 <u>Partially Electronic (A.1.18.6) (May)</u>

16 <u>FOC Reject & Response Completeness (Multiple Responses) / Residence /</u>

17 <u>Manual (A.1.19.1) (May/June)</u>

18 <u>FOC Reject & Response Completeness (Multiple Responses) / Business /</u>

19 <u>Manual (A.1.19.2) (May/June)</u>

20 As indicated in Checklist Item 2, BellSouth has determined that the coding for

21 the FOC and Reject Completeness measures failed to include rejections that

22 were classified as "auto clarifications." This coding change will impact all

23 FOC and Reject Completeness measures that include auto clarification

1   rejects. The code for this measurement is being rewritten and is projected to

2   be included with the August data, available at the end of September.

3   BellSouth continues to review this measurement in order to improve results to

4   meet the benchmark.

5

6   **2. Resale Provisioning Mea0sures**

7

8   For the month of May 2001, BellSouth met or exceeded the benchmark or

9   retail analogue for 73% of all resale provisioning measures. In June 2001,

10   84% met or exceeded the criteria for all provisioning measures. The details

11   supporting this percentage are delineated in Items A.2.1.1.1 through

12   A.2.25.3.2.2 of Attachment 1A.

13

14   **Order Completion Interval**

15   As discussed in Checklist Item 4, the failure to properly "L" code appropriate

16   orders and the missed appointments for customer reasons negatively impacts

17   the OCI measurements. The following are the measures for which BellSouth

18   did not meet the retail analogue in May and/or June 2001.

19

20   A root cause analysis for OCI for Non-Dispatch orders revealed that

21   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

22   orders, but the wholesale non-dispatched orders were receiving the same

23   interval as "dispatched" orders. On June 2, 2001, a release was added to the

1   due date calculator software to correct this error. However, due to problems

2   with the software load, it had to be removed. A temporary fix was installed at

3   the end of July, until the final update can be added. In addition to the

4   appointment interval issue, OCI is adversely affected by LSRs for which

5   CLECs request intervals beyond the offered interval. When a CLEC requests

6   an interval beyond the available interval offered by BellSouth, an "L" code is

7   entered on the Service Order generated by BellSouth. "L" coded orders are

8   excluded from the OCI metrics.

9

10   <u>Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch</u>

11   <u>(A.2.1.1.1.2) (May/June)</u>

12   The unadjusted order completion interval was 2.17 days compared to the

13   retail analogue of 0.97 days in May 2001. In June 2001, the unadjusted order

14   completion interval was 1.08 days compared to the retail analogue of 0.81

15   days. As explained in the Order Completion Interval section for Checklist

16   Item 4, BellSouth has determined that non-dispatched orders were given the

17   dispatched interval in error.

18

19   <u>Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1)</u>

20   <u>(May/June)</u>

21   The unadjusted order completion interval was 4.03 days compared to the

22   retail analogue of 3.32 days in May. In June 2001, the unadjusted order

23   completion interval was 3.70 days compared to the retail analogue of 3.02

1   days. OCI is adversely affected by LSRs for which CLECs request intervals

2   beyond the offered interval and do not enter an "L" code on the order. When a

3   CLEC requests an interval beyond the available interval offered by BellSouth,

4   an "L" code is entered on the Service Order generated by BellSouth. "L"

5   coded orders are excluded from the OCI metrics.

6

7   <u>Order Completion Interval / Business / < 10 Circuits / Non Dispatch</u>

8   <u>(A.2.1.2.1.2) (May)</u>

9   The unadjusted order completion interval was 1.77 days compared to the

10   retail analogue of 1.51 days. As explained in the Order Completion Interval

11   section for Checklist Item 4, BellSouth has determined that non-dispatched

12   orders were given the dispatched interval in error. BellSouth met or

13   exceeded the retail analogue for this sub-metric in June 2001.

14

15   <u>Order Completion Interval / Design (Specials) / >= 10 Circuits / Non Dispatch</u>

16   <u>(A.2.1.3.2.2) (June)</u>

17   The unadjusted order completion interval was 8.74 days compared to the

18   retail analogue of 3.61 days. As explained in the Order Completion Interval

19   section for Checklist Item 4, BellSouth has determined that non-dispatched

20   orders were given the dispatched interval in error.

21

22   <u>Order Completion Interval / PBX / >= 10 Circuits / Dispatch (A.2.1.4.2.1)</u>

23   <u>(May)</u>

1   There were only six orders in this sub-metric for May 2001. The small

2   universe for this measurement does not provide a statistically conclusive

3   comparison to the retail analogue. BellSouth met or exceeded the retail

4   analogue for this sub-metric in June 2001.

5

6   <u>Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch</u>

7   <u>(A.2.1.5.1.2) (May/June)</u>

8   The unadjusted order completion interval was 5.91 days compared to the

9   retail analogue of 1.87 days in May. In June 2001, the unadjusted order

10   completion interval was 2.48 days compared to the retail analogue of 1.51

11   days. As explained in the Order Completion Interval section for Checklist

12   Item 4, BellSouth has determined that non-dispatched orders were given the

13   dispatched interval in error.

14

15   <u>Order Completion Interval / Centrex / >= 10 Circuits / Non-Dispatch</u>

16   <u>(A.2.1.5.2.2) (May)</u>

17   There were only eight orders in this sub-metric for May 2001. The small

18   universe for this measurement does not provide a statistically conclusive

19   comparison to the retail analogue. BellSouth met or exceeded the retail

20   analogue for this sub-metric in June 2001.

21

22   Other resale provisioning sub-metrics for which BellSouth did not meet the

23   benchmark/retail analogue were:

1

2   **% Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1)**

3   **(May/June)**

4   **% Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2)**

5   **(May/June)**

6   The calculations for this measure have been determined to be incorrect. The

7   coding change in the Service Order Control System (SOCS) is currently

8   scheduled for a September 13, 2001, system load date. Based on this

9   schedule, the October data month will be the first full month that the change

10   will be in effect.

11

12   **% Missed Installation Appointments / Residence / < 10 Circuits / Non**

13   **Dispatch (A.2.11.1.1.2) (May/June)**

14   BellSouth missed 39 of the 48,383 scheduled appointments for this sub-

15   metric in May and 53 of the 33,424 appointments in June 2001. Both the

16   CLECs and BellSouth retail had over 99% of all orders completed as

17   scheduled in May and June.

18

19   **% Missed Installation Appointments / Business / < 10 Circuits / Dispatch**

20   **(A.2.11.2.1.1) (May/June)**

21   There were a total of 26 missed appointments out of the 569 scheduled for

22   this sub-metric in May and 23 missed appointments out of the 435 scheduled

1   for June 2001. Both BellSouth retail and the CLECs had 95% of all

2   scheduled appointments completed on time in May and June.

3

4   % Missed Installation Appointments / Design (Specials) / < 10 Circuits / Non

5   Dispatch (A.2.11.3.1.2) (May)

6   There was only one order in this sub-metric for May 2001. The small

7   universe for this measurement does not provide a statistically conclusive

8   comparison with the retail analogue. BellSouth met or exceeded the retail

9   analogue for this sub-metric in June 2001.

10

11   % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Dispatch

12   (A.2.12.1.1.1) (May)

13   There were a total of 168 troubles reported for the 2002 orders that

14   completed in the 30 days prior to May 2001 for this sub-metric. A detailed

15   analysis indicated that 50 of the reports were closed as found OK, which had

16   minimal impact on the end-user customer. The exclusion of these reports for

17   this sub-metric would have met or exceeded the retail analogue in May.

18   BellSouth met or exceeded the retail analogue for this sub-metric in June

19   2001.

20

21   % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non

22   Dispatch (A.2.12.1.1.2) (May/June)

1   There were 1,356 troubles reported for the 27,342 orders that completed in

2   the 30 days prior to May 2001 for this sub-metric. 307 of the 1,356 were

3   closed as test OK / found OK ("TOK/FOK"), which means that the end-user

4   customer experienced minimal trouble levels for these reports. There were

5   also 448 closed to facilities issues. In June 2001, there were 1,993 troubles

6   reported for the 48,383 orders that completed in the 30 days prior to June

7   2001. 1216 of the troubles were reported by one CLEC with 535 of the 1216

8   closed as "TOK/FOK."

9

10   % Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch

11   (A.2.12.2.1.1) (May/June)

12   There were 47 troubles reported for the 758 orders that completed in the 30

13   days prior to May 2001 for this sub-metric. 20 of the 47 were closed as

14   TOK/FOK or the end-user experienced minimal trouble levels for these

15   reports. There were also 17 closed to facilities issues. In June 2001, there

16   were 38 troubles reported for the 569 orders that completed in the 30 days

17   prior to June 2001. 12 of the 39 were closed as TOK/FOK with minimal

18   impact on the end-user customer. BellSouth continues to look for ways to

19   reduce these trouble levels for this sub-metric.

20

21   % Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Dispatch

22   (A.2.12.4.1.1) (May)

1   There was only one trouble reported for the 10 orders that completed in the

2   30 days prior to May 2001 for this sub-metric. The small universe for this

3   measurement does not provide a statistically conclusive comparison with the

4   retail analogue. BellSouth met or exceeded the retail analogue for this sub-

5   metric in June 2001.

6

7   % Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Non Dispatch

8   (A.2.12.4.1.2) (June)

9   There were only three troubles reported for the 34 orders that completed in

10   the 30 days prior to June 2001 for this sub-metric. The small universe for this

11   measurement does not provide a statistically conclusive comparison with the

12   retail analogue.

13

14   % Provisioning Troubles w/i 30 days / Centrex / >= 10 Circuits / Dispatch

15   (A.2.12.5.2.1) (June)

16   There was only one orders that completed in the 30 days prior to June 2001

17   for this sub-metric. The small universe for this measurement does not provide

18   a statistically conclusive comparison with the retail analogue.

19

20   Average Completion Notice Interval / Residence / < 10 Circuits / Dispatch /

21   Electronic (A.2.14.1.1.1) (May)

22   Average Completion Notice Interval / Residence / < 10 Circuits / Non

23   Dispatch / Electronic (A.2.14.1.1.2) (May/June)

1   Average Completion Notice Interval / Residence / >= 10 Circuits / Dispatch /

2   Electronic (A.2.14.1.2.1) (May)

3   Average Completion Notice Interval / Business / < 10 Circuits / Dispatch /

4   Electronic (A.2.14.2.1.1) (May)

5   Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch /

6   Electronic (A.2.14.2.1.2) (May/June)

7   Average Completion Notice Interval / Business / >= 10 Circuits / Non Dispatch

8   / Electronic (A.2.14.2.2.2) (May)

9   The root cause analysis of this measure indicated that the only differences

10   between the BellSouth retail and CLEC data are the mismatches found when

11   the orders are compared with the original LSRs. Any change to a name,

12   number of items, etc., occurring during the provisioning process will generate

13   inconsistencies with the original LSRs that must be resolved before a final

14   completion notice can be sent. The start of the interval is the point at which

15   the technician completes the order and the interval ends when the completion

16   notice is sent. Any time to resolve these inconsistencies with the original

17   LSRs is included in the average. Because of numerous CLEC changes and

18   order updates, mismatches on CLEC orders exceed those for BellSouth retail

19   orders. Combining this with the smaller base for the CLECs' measurement

20   raises the average, which results in a miss. Specific Service Representatives

21   within the Work Management Centers have been assigned to resolve any

22   completion issues that are required.   Providing specific training and

1   dedicating personnel to this task should reduce the difference between the

2   CLEC and retail analogue results.

3

4   Service Order Accuracy / Residence / < 10 Circuits / Non Dispatch

5   (A.2.25.1.1.2) (June)

6   BellSouth met the standard for 124 of the 131 orders reviewed in this sub-

7   metric for June 2001. The 95% benchmark set a requirement of 125 based

8   on the quantity of orders for this sub-metric. BellSouth continues to focus on

9   this measurement in order to improve results to meet the benchmark.

10

11   Service Order Accuracy / Business / < 10 Circuits / Non Dispatch

12   (A.2.25.2.1.2) (June)

13   BellSouth met the standard for 101 of the 121 orders reviewed in this sub-

14   metric for May 2001. The 95% benchmark set a requirement of 115 based on

15   the quantity of orders for this sub-metric. BellSouth continues to focus on this

16   measurement in order to improve results to meet the benchmark.

17

18   Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch

19   (A.2.25.3.1.1) (May)

20   BellSouth met the standard for 12 of the 17 orders reviewed in this sub-metric

21   for May 2001. The 95% benchmark set a requirement of 16 based on the

22   quantity of orders for this sub-metric. BellSouth continues to focus on this

1   measurement in order to improve results to meet the benchmark. BellSouth

2   met or exceeded the benchmark for this sub-metric in June 2001.

3

4   <u>Service Order Accuracy / Design (Specials) / < 10 Circuits / Non Dispatch</u>

5   <u>(A.2.25.3.1.2) (May)</u>

6   BellSouth met the standard for 3 of the 4 orders reviewed in this sub-metric

7   for May 2001. The 95% benchmark set a requirement of all 4 based on the

8   quantity of orders for this sub-metric. BellSouth continues to focus on this

9   measurement in order to improve results to meet the benchmark. BellSouth

10   met or exceeded the benchmark for this sub-metric in June 2001.

11

12   <u>Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non Dispatch</u>

13   <u>(A.2.25.3.2.2) (May/June)</u>

14   There was only one order in this sub-metric for May and three in June 2001.

15   The small universe for this measurement does not provide a statistically

16   conclusive comparison with the retail analogue. BellSouth continues to focus

17   on this measurement in order to improve results to meet the benchmark.

18

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

20

21   BellSouth met the relevant retail analogues for 85% of all the Resale

22   Maintenance & Repair measurements in May and 96% in June 2001. The

23   sub-metrics for which BellSouth did not meet the retail analogues were:

1

2 <u>Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1) (May)</u>

3 There were 2,635 troubles reported for the approximately 125,000 in service

4 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

5 had 98% of the in service lines trouble free in May. There was less than a

6 quarter of one percent difference in the report rates between retail and resale

7 results for this sub-metric in May. BellSouth met or exceeded the retail

8 analogue for this sub-metric in June 2001.

9

10 <u>Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1) (May)</u>

11 There were 1,073 troubles reported for the approximately 65,000 in service

12 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

13 had 98% of the in service lines trouble free in May. There was less than a

14 quarter of one percent difference in the report rates between retail and resale

15 results for this sub-metric in May. BellSouth met or exceeded the retail

16 analogue for this sub-metric in June 2001.

17

18 <u>Customer Trouble Report Rate / Business / Non Dispatch (A.3.2.2.2) (May)</u>

19 There were 790 troubles reported for the approximately 65,000 in service

20 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

21 had 98% of the in service lines trouble free in May. There was less than a

22 third of one percent difference in the report rates between retail and resale

1   results for this sub-metric in May. BellSouth met or exceeded the retail

2   analogue for this sub-metric in June 2001.

3

4   Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (May)

5   There were only 41 trouble reports for the 4,561 in service lines for this sub-

6   metric in May 2001. BellSouth provided over 99% trouble free service for both

7   retail and the CLECs for this sub-metric for the month of May. When

8   BellSouth provisions high quality service coupled with very large universe

9   sizes, it can cause an apparent out of equity condition from a quantitative

10   viewpoint.   In these cases, there is very little variation and the universe size

11   is so large that the Z-test becomes overly sensitive to any difference. In other

12   words, the statistical test shows that the measurement does not meet the

13   fixed critical value when compared with the retail analogue, but BellSouth's

14   actual performance for both CLECs and its own retail operations is at a very

15   high level – often 98% or 99%. From a practical point of view, the CLECs'

16   ability to compete has not been hindered even though the statistical results

17   may technically show that BellSouth failed to meet the benchmark/analogue.

18   BellSouth met or exceeded the retail analogue for this sub-metric in June

19   2001.

20

21   Customer Trouble Report Rate / PBX / Non Dispatch (A.3.2.4.2) (May/June)

22   There were only 12 trouble reports for the 4,561 in service lines for this sub-

23   metric in May and 24 reports for the 4,278 in service lines in June 2001.

1   BellSouth provided over 99% trouble free service for both retail and the

2   CLECs for this sub-metric for the month of May and June. When BellSouth

3   provisions high quality service coupled with very large universe sizes, it can

4   cause an apparent out of equity condition from a quantitative viewpoint. In

5   these cases, there is very little variation and the universe size is so large that

6   the Z-test becomes overly sensitive to any difference. In other words, the

7   statistical test shows that the measurement does not meet the fixed critical

8   value when compared with the retail analogue, but BellSouth's actual

9   performance for both CLECs and its own retail operations is at a very high

10   level – often 98% or 99%. From a practical point of view, the CLECs' ability

11   to compete has not been hindered even though the statistical results may

12   technically show that BellSouth failed to meet the benchmark/analogue.

13

14   Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (May)

15   There were only 33 trouble reports for the 4,167 in service lines for this sub-

16   metric in May 2001. BellSouth provided over 99% trouble free service for both

17   retail and the CLECs for this sub-metric for the month of May. When

18   BellSouth provisions high quality service coupled with very large universe

19   sizes, it can cause an apparent out of equity condition from a quantitative

20   viewpoint. In these cases, there is very little variation and the universe size

21   is so large that the Z-test becomes overly sensitive to any difference. In other

22   words, the statistical test shows that the measurement does not meet the

23   fixed critical value when compared with the retail analogue, but BellSouth's

1   actual performance for both CLECs and its own retail operations is at a very

2   high level – often 98% or 99%. From a practical point of view, the CLECs'

3   ability to compete has not been hindered even though the statistical results

4   may technically show that BellSouth failed to meet the benchmark/analogue.

5   BellSouth met or exceeded the retail analogue for this sub-metric in June

6   2001.

7

8   <u>% Repeat Troubles in 30 Days / Residence / Non Dispatch (A.3.4.1.2) (May)</u>

9   There were a total of 1,431 trouble reports of which 296 were repeats in this

10   sub-metric for May 2001. A detailed analysis has identified 80 of the 296

11   repeats to be from the third party test CLEC. Also, 258 of the 296 repeat

12   reports were closed as Test OK / Found OK with the end-user customer

13   experiencing minimal trouble levels for these reports. The exclusion of the

14   third party tests reports from this sub-metric would meet or exceed the retail

15   analogue for May. BellSouth met or exceeded the retail analogue for this sub-

16   metric in June 2001.

17

18   <u>% Repeat Troubles in 30 Days / Business / Non Dispatch (A.3.4.2.2) (May)</u>

19   There were a total of 792 trouble reports of which 245 were repeats in this

20   sub-metric for May 2001. A detailed analysis has identified 135 of the 245

21   repeats to be from the third party test CLEC. Also, 206 of the 245 repeat

22   reports were closed as Test OK / Found OK with the end user customer

23   experiencing minimal trouble levels for these reports. The exclusion of the

1   third party tests reports from this sub-metric would meet or exceed the retail

2   analogue for May. BellSouth met or exceeded the retail analogue for this sub-

3   metric in June 2001.

4

5   <u>% Repeat Troubles in 30 Days / Centrex / Non Dispatch (A.3.4.5.2) (June)</u>

6   There were a total of 8 troubles reported with three of them being repeat

7   reports for this sub-metric in June 2001. The small universe for this

8   measurement does not provide a statistically conclusive comparison with the

9   retail analogue.

10

11   **II.   Summary**

12

13   As stated in the Introduction to the Analysis of Performance Measurements

14   section, BellSouth met or exceeded the criteria for 499 of the 608 sub-metrics

15   (82%) for which there was CLEC activity in May and 517 of 637 sub-metrics

16   (81%) in June 2001.

17

BellSouth Monthly Performance Summary
Florida, June 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity

Resale - Ordering

% Rejected Service Requests - Mechanized

A.1.1.1	O-7	Residence/FL(%)	Diagnostic			13.97%	37,826				Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			23.70%	2,253				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/FL(%)	Diagnostic			0.00%	2				Diagnostic
A.1.1.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic

% Rejected Service Requests - Partially Mechanized

A.1.2.1	O-7	Residence/FL(%)	Diagnostic			29.48%	14,000				Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			39.96%	1,827				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic			43.75%	32				Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic			40.00%	5				Diagnostic

% Rejected Service Requests - Non-Mechanized

A.1.3.1	O-7	Residence/FL(%)	Diagnostic			52.31%	390				Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			44.52%	620				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			35.96%	89				Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			41.38%	29				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			40.00%	5				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			34.78%	23				Diagnostic

Reject Interval - Mechanized

A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			95.31%	5,285				NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			98.31%	534				YES
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr								

Reject Interval - Partially Mechanized - 24 hours

A.1.5.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							
A.1.5.2	O-8	Business/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							
A.1.5.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							
A.1.5.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							
A.1.5.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							
A.1.5.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below							

Reject Interval - Partially Mechanized - 18 hours

A.1.6.1	O-8	Residence/FL(%)	>= 85% w in 18 hrs			90.74%	4,127				YES
A.1.6.2	O-8	Business/FL(%)	>= 85% w in 18 hrs			96.30%	730				YES
A.1.6.3	O-8	Design (Specials)/FL(%)	>= 85% w in 18 hrs								
A.1.6.4	O-8	PBX/FL(%)	>= 85% w in 18 hrs			92.86%	14				YES
A.1.6.5	O-8	Centrex/FL(%)	>= 85% w in 18 hrs								
A.1.6.6	O-8	ISDN/FL(%)	>= 85% w in 18 hrs			100.00%	2				YES

Reject Interval - Non-Mechanized

A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			99.02%	204				YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.64%	276				YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			96.88%	32				YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	12				YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			50.00%	2				NO
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	8				YES

FOC Timeliness - Mechanized

A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			98.32%	31,339				YES

BellSouth Monthly Performance Summary

Florida, June 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.35%	1,385				YES
A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs								
A 9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs								
A 9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs								
A 9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs								
A 10.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					
A 10.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					
A 10.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					
A 10.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					
A 10.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.10.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			*This data not applicable after 5-1-2001, see below*					

FOC Timeliness - Partially Mechanized - 18 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.1.11.1	O-9	Residence/FL(%)	>= 85% w in 18 hrs			90.87%	10,753				YES
A.1.11.2	O-9	Business/FL(%)	>= 85% w in 18 hrs			94.73%	1,328				YES
A.1.11.3	O-9	Design (Specials)/FL(%)	>= 85% w in 18 hrs			100.00%	1				YES
A.1.11.4	O-9	PBX/FL(%)	>= 85% w in 18 hrs			95.00%	20				YES
A.1.11.5	O-9	Centrex/FL(%)	>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/FL(%)	>= 85% w in 18 hrs			100.00%	3				YES
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			99.09%	220				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.49%	391				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			96.30%	54				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	15				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	18				YES
A 14.1	O-11	Residence/FL(%)	>= 95%			96.76%	37,826				YES
A 14.2	O-11	Business/FL(%)	>= 95%			85.18%	2,253				NO
A 14.3	O-11	Design (Specials)/FL(%)	>= 95%								
A 14.4	O-11	PBX/FL(%)	>= 95%			0.00%	2				NO
A 14.5	O-11	Centrex/FL(%)	>= 95%								
A 14.6	O-11	ISDN/FL(%)	>= 95%								
A 15.1	O-11	Residence/FL(%)	>= 95%			100.00%	14,000				YES
A 15.2	O-11	Business/FL(%)	>= 95%			100.00%	1,827				YES
A 15.3	O-11	Design (Specials)/FL(%)	>= 95%			100.00%	1				YES
A 15.4	O-11	PBX/FL(%)	>= 95%			100.00%	32				YES
A 15.5	O-11	Centrex/FL(%)	>= 95%								
A 15.6	O-11	ISDN/FL(%)	>= 95%			100.00%	5				YES

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A 16.1	O-11	Residence/FL(%)	>= 95%			92.78%	526				NO
A 16.2	O-11	Business/FL(%)	>= 95%			94.03%	804				NO
A 16.3	O-11	Design (Specials)/FL(%)	>= 95%			88.99%	109				NO
A 16.4	O-11	PBX/FL(%)	>= 95%			82.35%	34				NO
A 16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	3				YES
A 16.6	O-11	ISDN/FL(%)	>= 95%			86.21%	29				NO

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A 17.1	O-11	Residence/FL(%)	>= 95%			100.00%	36,600				YES
A 17.2	O-11	Business/FL(%)	>= 95%			100.00%	1,919				YES
A 17.3	O-11	Design (Specials)/FL(%)	>= 95%								
A 17.4	O-11	PBX/FL(%)	>= 95%								
A 17.5	O-11	Centrex/FL(%)	>= 95%								
A 17.6	O-11	ISDN/FL(%)	>= 95%								

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

BellSouth Monthly Performance Summary

Florida, June 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.1.18.1	O-11	Residence/FL(%)	>= 95%			95.30%	14,000				YES
A.1.18.2	O-11	Business/FL(%)	>= 95%			90.75%	1,827				NO
A.1.18.3	O-11	Design (Specials)/FL(%)	>= 95%			100.00%	1				YES
A.1.18.4	O-11	PBX/FL(%)	>= 95%			93.75%	32				NO
A.1.18.5	O-11	Centrex/FL(%)	>= 95%								
A.1.18.6	O-11	ISDN/FL(%)	>= 95%			100.00%	5				YES

Fl Re cl esp nse

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.1.19.1	O-11	Residence/FL(%)	>= 95%			93.03%	488				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			92.20%	756				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			98.97%	97				YES
A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.43%	28				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	3				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			100.00%	25				YES

Resale - Provisioning

Order Completion Interval

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.33	37,188	3.90	1,755	4.922	0.12024	3.5794	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.81	623,649	1.08	30,910	1.161	0.00676	-39.5938	NO
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	3.50	70	3.75	4	2.045	1.05141	-0.2334	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res	2.11	3			1.379			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	3.02	32,187	3.70	329	6.773	0.37529	-1.8175	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.30	44,538	1.31	2,230	3.345	0.07258	-0.0737	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	11.40	335	6.90	7	23.347	8.91594	0.5040	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	1.14	64	0.93	9	0.926	0.32976	0.6498	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	19.41	4,589	2.03	77	27.335	3.14116	5.5310	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	2.72	3,120	0.90	583	5.606	0.25292	7.2274	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	4.55	28			2.472			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design	3.61	41	8.74	19	2.608	0.72365	-7.0863	NO
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	14.09	101	4.95	7	15.592	6.09390	1.4995	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	2.66	337	1.61	26	3.750	0.76332	1.3656	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	8.00	3	4.00	2	3.578	3.26598	1.2247	YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.40	81	2.50	6	1.899	0.80325	-1.3725	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	7.19	613	5.80	5	11.680	5.24462	0.2646	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.51	1,704	2.48	48	2.167	0.31710	-3.0406	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	8.94	36	6.00	1	10.101	10.24003	0.2875	YES
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.00	313	4.11	3	2.739	1.58915	-1.3288	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	40.72	1,072	0.33	1	44.150	44.17049	0.9144	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	4.63	502	5.78	23	13.094	2.79220	-0.4139	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN								

Held Orders

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	8.69	485	7.31	13	7.050	1.98141	0.6990	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res								
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	10.77	60	10.00	1	18.150	18.30103	0.0419	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res								
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res								
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res								
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	11.89	142	9.80	5	25.769	11.72552	0.1780	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus								
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	19.88	17			26.856			
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	9.33	3			7.572			
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus								
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus								
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	8.25	4	3.00	2	5.188	4.49303	1.1685	YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design								
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	47.97	33			76.151			
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design								

BellSouth Monthly Performance Summary
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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	48.00	1			0.000			
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX								
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX								
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX								
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX								
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX								
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX								
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	9.73	11			5.968			
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex								
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex								
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex								
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex								
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex								
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	21.38	8			18.470			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN								
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN								
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN								
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN								
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN								

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/FL(%)	Res	0.62%	721,081	0.44%	34,909		0.00043	4.3520	YES
A.2.4.2	P-2	Business/FL(%)	Bus	1.87%	79,714	1.16%	3,020		0.00251	2.8166	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	18.56%	9,562	0.66%	457		0.01862	9.6183	YES
A.2.4.4	P-2	PBX/FL(%)	PBX	6.50%	600	2.63%	38		0.04124	0.9381	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.41%	2,814	0.00%	63		0.02615	1.6854	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	9.97%	2,657	6.25%	32		0.05329	0.6988	YES

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.41%	213				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			1.71%	234				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			1.09%	274				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	14				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	16				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			30.77%	13				Diagnostic

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			189.95	152				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			216.00	35				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs			128.00	3				YES
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs			312.00	1				YES
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs			324.00	2				YES

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			240.00	3				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			294.00	4				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			128.00	3				Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic			468.00	4				Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			90.91%	11				NO
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			72.73%	11				NO
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								

% Jeopardy Notice >= 48 hours - Non-Mechanized

BellSouth Monthly Performance Summary

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		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			89.52%	124				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	19				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.10.4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5.53%	47,584	3.74%	1,954		0.00528	3.3993	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.11%	669,560	0.16%	33,424		0.00019'	-2.7242	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	4.30%	93	0.00%	4		0.10360	0.4152	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	3						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	2.30%	32,933	5.29%	435		0.00724	-4.1255	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.20%	45,097	0.26%	2,726		0.00089	-0.5931	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	6.60%	379	0.00%	13		0.07001	0.9421	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	64	0.00%	19		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	5.17%	4,661	4.63%	108		0.02155	0.2510	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0.92%	3,165	0.00%	592		0.00427	2.1475	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	3.57%	28						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design	4.76%	42	0.00%	19		0.05888	0.8088	YES
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	6.60%	106	10.00%	10		0.08216	-0.4134	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.71%	351	3.03%	33		0.02360	-0.5597	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	3	0.00%	2		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	88	0.00%	8		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	4.81%	645	0.00%	5		0.09603	0.5005	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.17%	1,722	0.00%	68		0.00516	0.3379	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	2.27%	44	0.00%	1		0.15072	0.1508	YES
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	317	0.00%	6		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	5.08%	1,102	9.09%	11		0.06655	-0.6025	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	2.94%	511	0.00%	33		0.03032	0.9682	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN								
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.97%	48,560	6.93%	3,090		0.00502	2.0777	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.61%	702,968	4.12%	48,383		0.00088	-5.8023	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	10.78%	102	0.00%	2		0.22147	0.4869	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	2						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	3.27%	36,009	6.68%	569		0.00751	-4.5440	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	5.44%	46,498	4.55%	3,585		0.00393	2.2647	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.83%	343	0.00%	10		0.07517	0.7757	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	9.09%	11	0.00%	3		0.18725	0.4855	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	4.97%	4,061	0.00%	8		0.07694	0.6465	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0.83%	121	0.00%	1		0.09091	0.0909	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	1.96%	102	0.00%	9		0.04821	0.4067	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.67%	337	8.82%	34		0.02901	-2.1209	NO
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1	0.00%	8		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	2.86%	70	0.00%	20		0.04224	0.6764	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.35%	740	0.00%	6		0.04733	0.2855	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	1.19%	1,340	1.09%	92		0.01171	0.0915	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	1.82%	55	100.00%	1		0.13482	-7.2826	NO
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.33%	306	0.00%	13		0.01616	0.2022	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	0.00%	970	0.00%	20		0.00000		YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	952	0.00%	28		0.00000		YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN								

Average Completion Notice Interval - Mechanized

		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	3.99	34,216	4.21	1,865	17.476	0.41556	-0.5398	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.45	521,890	4.53	31,267	7.004	0.04078	-75.5111	NO
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	3.31	70	0.03	4	8.850	4.54962	0.7210	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res	0.64	2			0.502			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	7.20	9,542	7.57	392	30.652	1.57966	-0.2351	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.57	33,668	14.41	2,130	17.176	0.38375	-30.8679	NO
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	8.51	242	6.36	9	28.187	9.56868	0.2248	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	0.74	59			0.320			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	136.94	3,252	2.68	21	584.084	127.86834	1.0500	YES
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	11.35	1,671	0.67	13	71.195	19.82252	0.5388	YES
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	15.66	24			44.702			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.12	37			1.680			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	29.01	60	44.27	20	78.401	20.24315	-0.7538	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	9.87	258	0.13	4	56.127	28.28016	0.3443	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	0.49	2			0.185			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	6.77	75			48.176			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	7.32	475			20.536			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	1.83	1,345	0.57	1	9.237	9.24003	0.1360	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	19.14	24			62.180			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	0.97	265			2.200			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	222.12	662	0.07	1	876.657	877.31918	0.2531	YES
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	12.28	395	0.98	7	51.763	19.73725	0.5727	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN								

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.97	45				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.94	154				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.00	44				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			19.96	390				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			26.62	3				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	16				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			28.70	62				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			19.60	102				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			22.00	3				Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.96	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			22.37	15				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			23.47	1				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	3				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.57	2				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			29.00	40				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic			40.90	2				Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	6				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			70.36	15				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			60.58	26				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.91	1,269				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.24	21,895				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.67	3				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.24	143				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.80	745				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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Item		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

Item		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.03	271				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.06	7,776				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			4.87	113				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.71	770				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			2.51	11				Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.25	12				Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	2				Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

Item		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			6.11	36				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.36	117				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.07	28				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.19	324				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			34.50	2				Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	8				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.17	52				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.45	108				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	3				Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.83	12				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			15.00	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.50	2				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			7.50	2				Diagnostic

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ID		Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.74	19				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.00	2				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.85	13				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

ID		Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.84	1,142				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.71	12,673				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.67	3				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.25	142				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.86	659				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

ID		Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.05	246				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.13	5,576				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.73	98				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	596				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			3.33	5				Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	6				Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.50	2				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

08/24/2001

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			6.32	31				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.91	85				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.12	25				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.88	249				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.57	7				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.83	40				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.60	83				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			15.00	1				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

% Completions w/o Notice or < 24 hours

A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			100.00%	1,759				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			100.00%	30,910				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			100.00%	336				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			100.00%	2,239				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			100.00%	77				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			100.00%	602				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			100.00%	9				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			100.00%	32				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			100.00%	6				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			100.00%	51				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			100.00%	23				Diagnostic

Service Order Accuracy

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			94.66%	131				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%								
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	6				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			83.47%	121				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	2				YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	6				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	3				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			0.00%	3				NO

A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	11.28%	103,511	5.20%	2,944		0.00591	10.2929	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	1.60%	58,790	1.24%	1,527		0.00326	1.1047	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	14.09%	20,715	7.29%	1,043		0.01104	6.1629	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	3.39%	11,919	2.98%	571		0.00775	0.5319	YES

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Item	Measure	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	3.05%	2,751	6.25%	32		0.03059	-1.0449	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.75%	2,784	0.00%	7		0.03274	0.2304	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	24.18%	364	0.00%	13		0.12085	2.0005	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	8.40%	238	4.17%	24		0.05942	0.7130	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	22.60%	1,597	8.33%	24		0.08602	1.6591	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	8.26%	1,041	0.00%	8		0.09771	0.8455	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	7.86%	458						
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	1.10%	455	0.00%	1		0.10437	0.1053	YES

Customer Trouble Report Rate

Item	Measure	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	2.29%	4,527,990	2.25%	130,654		0.00042	0.7718	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.30%	4,527,990	1.17%	130,654		0.00032	4.0542	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.61%	1,286,196	1.63%	63,892		0.00051	-0.4253	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.93%	1,286,196	0.89%	63,892		0.00039	0.8455	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.35%	787,175	0.21%	15,464		0.00048	2.9695	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.35%	787,175	0.05%	15,464		0.00048	6.3864	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.26%	141,614	0.30%	4,278		0.00079	-0.5954	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.17%	141,614	0.56%	4,278		0.00064	-6.1767	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.68%	235,525	0.60%	3,972		0.00132	0.5604	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.44%	235,525	0.20%	3,972		0.00106	2.2617	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	1.23%	37,202	0.00%	850		0.00385	3.1986	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	1.22%	37,202	0.12%	850		0.00384	2.8814	YES

Maintenance Average Duration

Item	Measure	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	21.60	103,511	18.60	2,944	21.477	0.40141	7.4714	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	7.70	58,790	5.08	1,527	11.488	0.29778	8.7866	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	16.92	20,715	15.78	1,043	20.673	0.65604	1.7438	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	5.75	11,919	4.11	571	11.561	0.49525	3.3151	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	6.40	2,751	9.63	32	39.863	7.08764	-0.4559	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.51	2,784	7.24	7	19.226	7.27599	-0.6498	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	20.86	364	14.60	13	24.889	7.02504	0.8906	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	8.93	238	3.90	24	14.790	3.16745	1.5873	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	18.20	1,597	14.39	24	21.964	4.51701	0.8431	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	5.25	1,041	6.10	8	9.200	3.26509	-0.2598	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	10.59	458			17.291			
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	3.06	455	3.90	1	4.983	4.98857	-0.1678	YES

% Repeat Troubles within 30 Days

Item	Measure	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	21.09%	103,511	17.80%	2,944		0.00763	4.3205	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	18.68%	58,790	19.06%	1,527		0.01010	-0.3748	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	18.34%	20,715	16.78%	1,043		0.01228	1.2710	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	16.43%	11,919	18.21%	571		0.01587	-1.1252	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	42.06%	2,751	53.13%	32		0.08777	-1.2609	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	37.90%	2,784	28.57%	7		0.18359	0.5079	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	21.15%	364	7.69%	13		0.11527	1.1678	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	11.76%	238	4.17%	24		0.06900	1.1011	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	13.90%	1,597	20.83%	24		0.07115	-0.9744	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	13.64%	1,041	37.50%	8		0.12181	-1.9587	NO
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	27.73%	458						
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	24.40%	455	0.00%	1		0.42994	0.5674	YES

Out of Service > 24 hours

Item	Measure	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	23.08%	71,718	19.56%	2,065		0.00940	3.7405	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	8.45%	17,644	5.11%	411		0.01388	2.4073	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	17.03%	13,461	12.50%	696		0.01461	3.0983	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	4.89%	4,560	3.54%	226		0.01470	0.9189	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	3.05%	2,751	6.25%	32		0.03059	-1.0449	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	0.75%	2,784	0.00%	7		0.03274	0.2304	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	20.08%	244	20.00%	10		0.12926	0.0063	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	14.05%	121	5.56%	18		0.08779	0.9676	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	23.35%	1,122	15.38%	13		0.11801	0.6750	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	3.38%	474	0.00%	5	■	0.08119	0.4158	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	7.86%	458						
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	1.10%	454	0.00%	1	■	0.10448	0.1054	YES

Resale - Billing

Invoice Accuracy

A.4.1	B-1	FL(%)	BST - State	98.46%	$499,829,886	99.89%	$10,998,813	■	0.00004	-379.4199	YES

Mean Time to Deliver Invoices - CRIS

A.4.2	B-2	Region(business days)	BST - Region	3.72	1	3.18	1,791	■			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

			Benchmark/Analog			CLEC Measure	CLEC Volume				Jun-01 Equity
B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			33.33%	63				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			13.32%	10,206				Diagnostic
B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			6.06%	231				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	3				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			5.25%	1,811				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			8.58%	303				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			39.86%	143				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			95.56%	45				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			31.82%	66				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			13.32%	10,206				Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1.17	O-13	LNP (Standalone)/FL(%)	Diagnostic			4.65%	3,485				Diagnostic

% Rejected Service Requests - Partially Mechanized

			Benchmark/Analog			CLEC Measure	CLEC Volume				Jun-01 Equity
B 2.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			22.92%	48				Diagnostic
B 2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			32.45%	5,294				Diagnostic
B 2.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic								Diagnostic
B 2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			25.00%	4				Diagnostic
B 2.7	O-7	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			21.88%	608				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			17.34%	519				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			39.42%	893				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			28.68%	1,018				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			23.08%	52				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			32.45%	5,294				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP (Standalone)/FL(%)	Diagnostic			46.12%	2,129				Diagnostic

% Rejected Service Requests - Non-Mechanized

			Benchmark/Analog			CLEC Measure	CLEC Volume				Jun-01 Equity
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			5.70%	158				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			34.81%	2,172				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			21.59%	477				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			4.08%	98				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			22.78%	180				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			8.41%	107				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			39.98%	1,806				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			31.82%	22				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			Data included in B.1.3.19					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			77.59%	174				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			Data included in B.1.3.20					
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			5.08%	256				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			34.81%	2,172				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			45.71%	1,015				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.3.18	O-7	Loops Non-Design/FL(%)	Diagnostic			38.18%	1,231				Diagnostic
B.1.3.19	O-7	Loops Non-Design w/INP/FL(%)	Diagnostic			44.35%	124				Diagnostic
B.1.3.20	O-13	Loops Non-Design w/LNP/FL(%)	Diagnostic			37.32%	1,428				Diagnostic

Reject Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr			90.48%	21				NO
B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			96.47%	1,359				NO
B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100.00%	14				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			91.58%	95				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			100.00%	26				YES
B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			77.19%	57				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			95.35%	43				NO
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			90.48%	21				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			96.47%	1,359				NO
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP (Standalone)/FL(%)	>= 97% w in 1 hr			79.01%	162				NO

Reject Interval - Partially Mechanized - 24 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.5.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					
B.1.5.17	O-14	LNP (Standalone)/FL(%)	>= 85% w in 24 hrs			This data not applicable after 5-1-2001, see below					

Reject Interval - Partially Mechanized - 18 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.6.1	O-8	Switch Ports/FL(%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 18 hrs			90.91%	11				YES
B.1.6.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 18 hrs			97.90%	1,718				YES
B.1.6.4	O-8	Combo Other/FL(%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 18 hrs								
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 18 hrs			100.00%	1				YES
B.1.6.7	O-8	Line Sharing/FL(%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 18 hrs			90.98%	133				YES
B.1.6.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 18 hrs			92.22%	90				YES
B.1.6.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 18 hrs								
B.1.6.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 18 hrs			78.41%	352				NO
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 18 hrs			85.96%	292				YES
B.1.6.14	O-8	Other Design/FL(%)	>= 85% w in 18 hrs			91.67%	12				YES
B.1.6.15	O-8	Other Non-Design/FL(%)	>= 85% w in 18 hrs			97.90%	1,718				YES
B.1.6.16	O-8	INP Standalone/FL(%)	>= 85% w in 18 hrs								
B.1.6.17	O-14	LNP Standalone/FL(%)	>= 85% w in 18 hrs			82.69%	982				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
Reject Interval - Non-Mechanized											
B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			99.60%	756				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			93.20%	103				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	41				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			93.21%	722				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs		Data included in B.1.8.18						
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			91.11%	135				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs		Data included in B.1.8.20						
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			100.00%	13				YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.60%	756				YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs								
B.1.8.17	O-14	LNP (Standalone)/FL(%)	>= 85% w in 24 hrs			95.91%	464				YES
B.1.8.18	O-8	Loops Non-Design/FL(%)	>= 85% w in 24 hrs			97.45%	470				YES
B.1.8.19	O-8	Loops Non-Design w/INP/FL(%)	>= 85% w in 24 hrs			98.18%	55				YES
B.1.8.20	O-14	Loops Non-Design w/LNP/FL(%)	>= 85% w in 24 hrs			93.25%	533				YES
FOC Timeliness - Mechanized											
B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs			100.00%	30				YES
B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.40%	7,979				YES
B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			91.99%	287				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			100.00%	3				YES
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.94%	1,648				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			97.91%	191				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			72.15%	79				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	102				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			100.00%	33				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.40%	7,979				YES
B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			84.68%	3,173				NO
FOC Timeliness - Partially Mechanized											
B.1.10.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 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)/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.7	O-9	Line Sharing/FL(%)	>= 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/FL(%)	>= 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/FL(%)	>= 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/FL(%)	>= 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/FL(%)	>= 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/FL(%)	>= 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/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							
B.1.10.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
FOC Timeliness - Partially Mechanized - 18 hours											
B.1.11.1	O-9	Switch Ports/FL(%)	>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 18 hrs			100.00%	43				YES
B.1.11.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 18 hrs			97.32%	3,918				YES
B.1.11.4	O-9	Combo Other/FL(%)	>= 85% w in 18 hrs								
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 18 hrs			80.00%	5				NO
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 18 hrs			75.00%	4				NO
B.1.11.7	O-9	Line Sharing/FL(%)	>= 85% w in 18 hrs								
B.1.11.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 18 hrs			95.16%	537				YES
B.1.11.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 18 hrs			98.43%	446				YES
B.1.11.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 18 hrs								
B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 18 hrs								
B.1.11.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 18 hrs			79.09%	703				NO
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 18 hrs			96.28%	833				YES
B.1.11.14	O-9	Other Design/FL(%)	>= 85% w in 18 hrs			97.87%	47				YES
B.1.11.15	O-9	Other Non-Design/FL(%)	>= 85% w in 18 hrs			97.32%	3,918				YES
B.1.11.16	O-9	INP Standalone/FL(%)	>= 85% w in 18 hrs								
B.1.11.17	O-15	LNP Standalone/FL(%)	>= 85% w in 18 hrs			87.13%	1,538				YES
FOC Timeliness - Non-Mechanized											
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			98.57%	140				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.93%	1,454				YES
B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			99.77%	435				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			100.00%	93				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	134				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			98.89%	90				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.42%	1,383				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.00%	29				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			87.71%	179				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			93.30%	1,298				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99.14%	233				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.93%	1,454				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs								
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			89.12%	855				YES
FOC & Reject Response Completeness - Mechanized											
B.1.14.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			80.95%	63				NO
B.1.14.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.50%	10,206				NO
B.1.14.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			62.98%	235				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			100.00%	3				YES
B.1.14.7	O-11	Line Sharing/FL(%)	>= 95%								
B.1.14.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.25%	1,811				YES
B.1.14.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			71.62%	303				NO
B.1.14.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%								
B.1.14.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	248				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	278				YES
B.1.14.14	O-11	Other Design/FL(%)	>= 95%			81.82%	66				NO
B.1.14.15	O-11	Other Non-Design/FL(%)	>= 95%			91.50%	10,206				NO
B.1.14.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	559				YES
FOC & Reject Response Completeness - Partially Mechanized											
B.1.15.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.15.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			100.00%	48				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.15.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			100.00%	5,294				YES
B.1.15.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%								
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	4				YES
B.1.15.7	O-11	Line Sharing/FL (%)	>= 95%								
B.1.15.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			100.00%	608				YES
B.1.15.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100.00%	519				YES
B.1.15.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	636				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	747				YES
B.1.15.14	O-11	Other Design/FL (%)	>= 95%			100.00%	52				YES
B.1.15.15	O-11	Other Non-Design/FL (%)	>= 95%			100.00%	5,294				YES
B.1.15.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.15.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	4,546				YES

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.16.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			96.58%	146				YES
B.1.16.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			98.69%	2,284				YES
B.1.16.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			100.00%	19				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			97.92%	96				YES
B.1.16.7	O-11	Line Sharing/FL (%)	>= 95%			93.50%	200				NO
B.1.16.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			93.07%	101				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			93.86%	2,539				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%			100.00%	8				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			99.54%	219				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			99.74%	1,545				YES
B.1.16.14	O-11	Other Design/FL (%)	>= 95%			97.11%	242				YES
B.1.16.15	O-11	Other Non-Design/FL (%)	>= 95%			98.69%	2,284				YES
B.1.16.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	1,205				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.17.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			100.00%	51				YES
B.1.17.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			100.00%	9,338				YES
B.1.17.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			98.65%	148				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	3				YES
B.1.17.7	O-11	Line Sharing/FL (%)	>= 95%								
B.1.17.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			100.00%	1,743				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100.00%	217				YES
B.1.17.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	248				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			98.56%	278				YES
B.1.17.14	O-11	Other Design/FL (%)	>= 95%			100.00%	54				YES
B.1.17.15	O-11	Other Non-Design/FL (%)	>= 95%			100.00%	9,338				YES
B.1.17.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.17.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	559				YES

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.18.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			89.58%	48				NO
B.1.18.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			94.31%	5,294				NO
B.1.18.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%								
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	4				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.18.7	O-11	Line Sharing/FL(%)	>= 85%								
B.1.18.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.88%	608				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			94.99%	519				NO
B.1.18.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	636				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			99.73%	747				YES
B.1.18.14	O-11	Other Design/FL(%)	>= 95%			90.38%	52				NO
B.1.18.15	O-11	Other Non-Design/FL(%)	>= 95%			94.31%	5,294				NO
B.1.18.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/FL(%)	>= 95%			99.74%	4,546				YES

FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			91.49%	141				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			95.34%	2,254				YES
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			94.74%	19				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			93.62%	94				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			93.58%	187				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			89.36%	94				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.70%	2,383				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			75.00%	8				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	218				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			99.94%	1,541				YES
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			92.34%	235				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.34%	2,254				YES
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	1,205				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.72	69,375			5.890			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	668,187			1.421			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	10.03	405			21.457			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	1.18	67			0.965			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3			20.75	16				
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.74	69,996	1.52	504	5.978	0.26726	8.3246	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	670,555	1.01	7,008	1.423	0.01708	-9.5064	NO
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	Data included in B.2.1.3.1.2							
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	Data included in B.2.1.3.1.2							
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.93	444	3.19	7	20.694	7.88309	0.8552	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	1.76	460	1.42	4	2.433	1.22188	0.2807	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	Data included in B.2.1.3.2.2							
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	Data included in B.2.1.3.2.2							
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	5.24	75,750			11.759			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp								
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	9.61	472			20.120			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp								
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/FL(days)	ADSL to Retail	7.49	1,800	4.59	162	17.366	1.42449	2.0358	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	2.91	656			1.542			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								

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Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	18.79	481	10.61	293	15.823	1.17260	6.9759	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.86	445			6.450			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI	4.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	7.49	1,800	3.50	2	17.366	12.28658	0.3247	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	2.91	656	3.50	34	1.542	0.27118	-2.1757	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.74	69,996	6.12	340	5.978	0.32501	-7.3081	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.74	69,996			5.978			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.93	444	8.00	16	20.694	5.26594	0.3668	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.93	444			20.694			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.72	69,375	4.45	68	5.890	0.71467	-1.0160	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.36	334,864			1.870			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	10.03	405	5.00	1	21.457	21.48297	0.2343	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.45	51			0.966			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.74	69,996	4.50	2	5.978	4.22743	-0.1786	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.74	69,996			5.978			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.93	444			20.694			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.93	444			20.694			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.72	69,375	4.20	5	5.890	2.63436	-0.1822	YES
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.36	334,864			1.870			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	10.03	405			21.457			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.45	51			0.966			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.74	69,996	6.29	236	5.978	0.38982	-6.5280	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.74	69,996			5.978			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.93	444	7.29	14	20.694	5.61728	0.4710	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.93	444			20.694			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.72	69,375	4.54	178	5.890	0.44207	-1.8450	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.36	334,864	3.95	76	1.870	0.21457	-12.0655	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	10.03	405	6.29	14	21.457	5.83276	0.6426	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.45	51	6.00	2	0.966	0.69611	-6.5349	NO
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	23.37	5,754	11.10	31	32.085	5.77819	2.1246	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	3.30	3,295			7.562			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	4.55	28			2.472			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.69	42			2.628			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.74	69,996	1.67	4	5.978	2.98929	0.6958	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	670,555	2.07	5	1.423	0.63616	-1.9152	NO
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.93	444	3.00	1	20.694	20.71749	0.3346	YES
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	1.76	460			2.433			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.72	69,375			5.890			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	668,187			1.421			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	10.03	405			21.457			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	1.18	67			0.965			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.72	69,375			5.890			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	668,187	1.58	1,842	1.421	0.03315	-22.1593	NO
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	10.03	405			21.457			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	1.18	67	8.86	7	0.965	0.38332	-20.0271	NO
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	20.15	550	10.61	293	16.100	1.16445	8.1950	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	12.50	8			10.542			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	20.44	72	5.29	248	22.812	3.05377	4.9637	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	16.94	16			8.136			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1								
Order Completion Interval within X days											
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days	■		5.00	1	■			YES
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.58	161				YES
Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	9.42	627			13.777			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	12.78	77			20.544			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	9.33	3			7.572			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice			18.00	1				
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	9.42	636			13.690			
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B								
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	12.78	77	7.00	2	20.544	14.71447	0.3928	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	9.33	3			7.572			
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B								
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B								
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	9.56	650			13.754			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp								
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	23.34	110			47.721			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	9.33	3			7.572			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	48.00	1			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	37.27	848			37.668			
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail								
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	20.84	43			40.064			
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	24.14	7	35.00	2	18.069	14.48719	-0.7494	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI			18.00	1				
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	37.27	848			37.668			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail								
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	20.84	43			40.064			
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.42	636	27.67	3	13.690	7.92226	-2.3041	NO
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	12.78	77			20.544			
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	9.33	3			7.572			
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp								
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.42	627			13.777			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	12.78	77			20.544			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.33	3	9.00	1	7.572	8.74328	0.0381	YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								

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B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or								
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.42	636			13.690			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	12.78	77			20.544			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	9.33	3			7.572			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp								
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.42	627			13.777			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	12.78	77			20.544			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.33	3			7.572			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.42	636	26.50	2	13.690	9.69515	-1.7621	NO
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	12.78	77			20.544			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	9.33	3			7.572			
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp								
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp								
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.42	627	6.33	3	13.777	7.97287	0.3867	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	12.78	77	2.00	2	20.544	14.71447	0.7326	YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.33	3	6.00	1	7.572	8.74328	0.3812	YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or								
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	16.14	14			15.571			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design								
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	47.97	33			76.151			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	48.00	1			0.000			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	9.42	636			13.690			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B								
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	12.78	77			20.544			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	9.33	3			7.572			
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B								
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.42	627			13.777			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	12.78	77			20.544			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	9.33	3			7.572			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.42	627			13.777			
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	12.78	77			20.544			
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	9.33	3			7.572			
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)								
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)								
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	30.50	2	35.00	2	30.406	30.40560	-0.1480	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1								
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	90.00	1	18.00	1	0.000	0.00000		YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	26.00	1			0.000			
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1								
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1								
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1								
% Jeopardies - Mechanized											
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.75%	800,795						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice			0.00%	10				
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.76%	804,366	0.15%	8,219		0.00096	6.3128	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	1.00%	816,428						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	23.13%	18,307	7.51%	373		0.02206	7.0852	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	18.36%	1,024	35.20%	250		0.02731	-6.1661	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	23.13%	18,307						
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.76%	804,366	28.20%	383		0.00443	-61.9753	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.28%	466,887	18.37%	332		0.00617	-27.6898	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.76%	804,366	0.00%	4		0.04332	0.1746	YES
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.28%	466,887	14.29%	7		0.04250	-3.0602	NO
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.76%	804,366	0.00%	1,835		0.00202	3.7354	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.28%	466,887	0.00%	2,229		0.00239	5.3645	YES
B.2.5.14	P-2	Other Design/FL(%)	Design	17.40%	12,062	16.44%	73		0.04451	0.2165	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.76%	804,366	0.00%	20		0.01937	0.3904	YES
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.75%	800,795						
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.75%	800,795	0.00%	6,847		0.00104	7.1469	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	31.66%	676	35.20%	250		0.03443	-1.0291	YES
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	49.14%	116	24.25%	466		0.05187	4.7980	YES
% Jeopardies - Non-Mechanized											
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	10				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			0.28%	1,065				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			11.63%	172				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			35.78%	218				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			5.00%	61				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			31.80%	239				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			13.87%	137				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			14.29%	7				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			6.00%	465				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			1.00%	3,932				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			45.45%	22				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			30.77%	13				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	1,020				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			35.78%	218				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			29.46%	258				Diagnostic
Average Jeopardy Notice Interval - Mechanized											
B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			218.00	12				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			241.71	28				YES
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			431.18	88				YES
B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			277.11	108				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			239.21	61				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs			336.00	1				YES
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			146.82	1				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			564.00	12				YES
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			431.18	88				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			422.87	113				YES

Average Jeopardy Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			144.00	3				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic								Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			170.40	20				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			290.15	78				Diagnostic
B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic			122.00	3				Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			214.11	76				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			218.53	19				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic			192.00	1				Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			76.57	28				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			86.64	46				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			470.40	10				Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			228.00	4				Diagnostic
B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			290.15	78				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			214.11	76				Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			80.00%	5				NO
B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			100.00%	21				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			0.00%	1				NO
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs								
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	19				YES

% Jeopardy Notice >= 48 hours - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			80.00%	5				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic			0.00%	3				Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			95.65%	23				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			64.00%	28				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			46.00%	46				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			100.00%	10				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			95.24%	21				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.64%	6,063				YES
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.98%	508				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.30%	332				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	28				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	729				YES
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			97.05%	508				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			98.80%	332				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	28				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99.59%	729				YES
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			1.97%	508				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.90%	332				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	28				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.41%	729				YES
B.2.16.1	P		Diagnostic								Diagnostic
B.2.16.2	P		Diagnostic			298.25	8				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.98%	5,315				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0.53%	1,708				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.63%	1,114				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.21%	80,517						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.12%	714,657						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.14%	472						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	67						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3			0.00%	19				
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	4.21%	81,168	4.22%	688		0.00769	-0.0117	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.12%	717,054	0.27%	10,251		0.00034	-4.3918	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B			Data Included in B.2.18.3.1.2					
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B			Data Included in B.2.18.3.1.1					
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.78%	519	21.43%	14		0.06321	-2.4759	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	471	0.00%	6		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B			Data Included in B.2.18.3.2.2					
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B			Data Included in B.2.18.3.2.2					
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	4.28%	87,031						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp								
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.67%	547						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp								
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	7.01%	16,771	3.15%	476		0.01186	3.2492	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	871						

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Item	Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	9.78%	491	8.98%	401		0.01999	0.3994	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.91%	446						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	7.01%	16,771	0.00%	2		0.18050	0.3882	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	871	1.75%	57		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	4.21%	81,168	1.64%	1,587		0.00509	5.0505	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.21%	81,168						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.78%	519	0.00%	27		0.04607	1.2548	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.78%	519						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	4.21%	80,517	2.31%	432		0.00969	1.9555	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.22%	381,045	0.00%	2		0.03328	0.0667	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.14%	472	25.00%	4		0.12058	-1.5638	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	51						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	4.21%	81,168	0.00%	5		0.08982	0.4688	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.21%	81,168						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.78%	519						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.78%	519						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	4.21%	80,517	0.00%	13		0.05570	0.7557	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.22%	381,045	0.00%	1		0.04707	0.0472	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.14%	472						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	51						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	4.21%	81,168	1.34%	1,116		0.00605	4.7362	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.21%	81,168						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.78%	519	0.00%	22		0.05080	1.1379	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.78%	519						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	4.21%	80,517	1.71%	700		0.00762	3.2730	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.22%	381,045	0.55%	362		0.00247	-1.3352	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.14%	472	1.85%	54		0.03450	1.2442	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	51	0.00%	4		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	5.22%	5,863	5.88%	85		0.02430	-0.2729	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.43%	3,352						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	3.57%	28						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	4.65%	43						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	4.21%	81,168	0.00%	13		0.05571	0.7559	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.12%	717,054	16.67%	12		0.00996	-16.6100	NO
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.78%	519	16.67%	6		0.09582	-1.1361	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	471						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.21%	80,517						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.12%	714,657						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.14%	472						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	67						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.21%	80,517						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.12%	714,657	0.21%	7,615		0.00040	-2.2933	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.14%	472						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	67	0.00%	18		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	11.20%	598	8.98%	401		0.02036	1.0936	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	11.11%	9						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5.26%	76	5.99%	634		0.02711	-0.2695	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	6.25%	16						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

BellSouth Monthly Performance Summary
Florida, June 2001

Item	Code	Description	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.97%	84,569						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.73%	749,466						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.97%	445						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	7.69%	13						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3			0.00%	13				
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.93%	85,305	48.91%	321	0.01321		-32.5448	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.72%	751,896	2.47%	10,487	0.00186		6.7025	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	Data Included in B.2.19.3.1.2							
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	Data Included in B.2.19.3.1.2							
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	6.39%	501	10.00%	10	0.07809		-0.4626	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.03%	389	0.00%	1	0.10101		0.1018	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	Data Included in B.2.19.3.2.2							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	Data Included in B.2.19.3.2.2							
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.82%	90,442						
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp								
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	6.32%	506						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp								
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	7.13%	19,087	5.27%	626	0.01045		1.7741	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	6.74%	1,351						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.26%	19						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	0.00%	610	10.44%	527	0.00000			NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.00%	906						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	7.13%	19,087						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	6.74%	1,351	0.00%	46	0.03758		1.7924	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.26%	19						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.93%	85,305	1.87%	1,921	0.00545		7.4499	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.93%	85,305						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.39%	501	15.79%	19	0.05715		-1.6452	NO
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.39%	501						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.97%	84,569	0.00%	94	0.02444		2.4409	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.48%	394,158						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.97%	445	0.00%	3	0.14748		0.4724	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	9.09%	11						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.93%	85,305	0.00%	4	0.11809		0.5021	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.93%	85,305						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.39%	501						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.39%	501						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.97%	84,569	0.00%	3	0.13676		0.4363	YES
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.48%	394,158						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.97%	445						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	9.09%	11						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.93%	85,305	9.88%	1,548	0.00606		-6.5288	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.93%	85,305						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.39%	501	18.75%	16	0.06210		-1.9908	NO
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.39%	501						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.97%	84,569	0.00%	374	0.01228		4.8608	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.48%	394,158						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.97%	445	0.00%	24	0.05335		1.3058	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	9.09%	11						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.93%	5,137	20.59%	34	0.03344		-4.9804	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.63%	320						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5						

BellSouth Monthly Performance Summary
Florida, June 2001

		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.93%	85,305	0.00%	2		0.16700	0.3550	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.72%	751,896	0.00%	1		0.18917	0.1965	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	6.39%	501						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.03%	389						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.97%	84,569						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.73%	749,466	0.00%	1		0.18939	0.1967	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.97%	445						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	7.69%	13						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.97%	84,569	0.00%	3		0.13676	0.4363	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.73%	749,466						
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.97%	445						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	7.69%	13						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.00%	648	10.44%	527		0.00000		NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	6						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	83	7.40%	770		0.00000		NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	17						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	1						

Average Completion Notice Interval - Mechanized

		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.69	43,758			21.106			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.52	555,558			8.002			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	7.34	312			25.262			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.74	61			0.325			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	4.71	44,245	8.26	408	21.129	1.05087	-3.3736	NO
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.52	557,442	4.24	8,570	8.019	0.08728	-31.2023	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B				Data Included in B.2.21.3.1.2				
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B				Data Included in B.2.21.3.1.2				
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	8.14	338	23.40	18	29.457	7.12563	-2.1414	NO
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	2.02	401	0.38	2	20.980	14.87184	0.1101	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B				Data Included in B.2.21.3.2.2				
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B				Data Included in B.2.21.3.2.2				
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	16.65	48,207			188.837			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	8.64	362			30.717			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.35	13,401			28.436			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.26	744			6.574			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	42.25	4			29.608			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	44.82	364	0.52	5	72.179	32.50019	1.3630	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	5.54	361			25.425			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.35	13,401			28.436			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.26	744			6.574			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	42.25	4			29.608			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.71	44,245	24.11	356	21.129	1.12435	-17.2502	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.71	44,245			21.129			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.14	338	186.74	2	29.457	20.89099	-8.5491	NO
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.14	338			29.457			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.69	43,758	1.11	215	21.106	1.44294	2.4784	YES

08/24/2001

BellSouth Monthly Performance Summary
Florida, June 2001

Item		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	1.20	270,753	0.08	3	6.196	3.57740	0.3119	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	7.34	312	0.12	1	25.262	25.30215	0.2855	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.75	46			0.351			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.71	44,245			21.129			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.71	44,245			21.129			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.14	338			29.457			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.14	338			29.457			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.69	43,758			21.106			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	1.20	270,753			6.196			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	7.34	312			25.262			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.75	46			0.351			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.71	44,245	25.90	394	21.129	1.06921	-19.8140	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.71	44,245			21.129			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.14	338	8.20	11	29.457	9.02508	-0.0065	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.14	338			29.457			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.69	43,758	14.41	187	21.106	1.54671	-6.2845	NO
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	1.20	270,753			6.196			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	7.34	312	26.83	16	25.262	6.47533	-3.0092	NO
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.75	46			0.351			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	149.98	3,962			639.981			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	14.15	1,785			75.311			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	15.66	24			44.702			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.12	37			1.680			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	4.71	44,245			21.129			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.52	557,442			8.019			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	8.14	338			29.457			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	2.02	401			20.980			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.69	43,758			21.106			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.52	555,558			8.002			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	7.34	312			25.262			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.74	61			0.325			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.69	43,758	4.19	34	21.106	3.62104	0.1380	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.52	555,558	74.56	5,082	8.002	0.11276	-647.7682	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	7.34	312			25.262			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.74	61			0.325			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	121.69	386	0.52	5	234.883	105.72092	1.1461	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	88.25	6			102.504			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1								
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	175.74	49	23.64	68	330.988	62.02295	2.4523	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	72.61	9			98.508			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1								

Average Completion Notice Interval - Non-Mechanized

Item		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			23.07	12				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			37.16	290				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.96	943				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			Data included in B.2.22.3.1.2					
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			Data included in B.2.22.3.1.2					
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			13.90	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			Data included in B.2.22.3.2.2					

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			Data Included in B.2.22.3.2.2					
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			50.62	368				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			52.88	353				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			61.22	1				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			22.81	51				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			37.18	236				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			18.80	1				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			28.27	206				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			11.44	8				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.91	3				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			31.60	11				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			14.57	1				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.80	387				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			14.73	4				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.12	442				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.94	305				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			24.86	21				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			21.22	1				Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			29.52	19				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			25.90	11				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			16.51	3				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			17.19	26				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			25.42	878				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.24	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			52.88	353				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			52.31	460				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.61	70				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.21	3,837				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.00	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	2				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			19.80	5				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.67	3				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.58	26				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			44.50	4				Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.22	3,243				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	2				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.50	4				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.32	99				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.14	1,787				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.60	5				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.11	3				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.25	32				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			26.50	2				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.54	149				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.90	10				Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.24	17				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			11.17	6				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			19.59	41				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.19	1,752				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.67	3				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9.80	5				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			26.29	7				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.64	260				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.56	864				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.36	118				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.06	255				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	21				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			11.18	82				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.10	52				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.60	5				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.50	4				Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.84	45				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			13.00	1				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.41	151				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.34	230				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.57	7				Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.50	2				Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			19.17	12				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			18.56	39				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1030.32	614				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.20	5				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.06	255				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.87	175				Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								

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ID	Code	Description	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

ID	Code	Description	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.39	62				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.48	2,593				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.00	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	2				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			19.80	5				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.67	3				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.58	26				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			44.50	4				Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.21	3,242				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	2				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.50	4				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.51	81				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.07	1,518				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.25	4				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.11	3				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.61	28				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			26.50	2				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.71	126				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.89	9				Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.92	13				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			20.52	21				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			11.77	1,496				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9.80	5				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			26.29	7				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.80	164				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.54	702				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.40	105				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.24	238				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10.89	63				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.21	42				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.60	5				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.33	3				Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.24	37				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			13.00	1				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.83	132				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.37	214				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.60	5				Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			19.17	12				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.71	7				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1491.64	422				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.20	5				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.24	238				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.83	148				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Disconnect Timeliness

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.31.1	P-13	LNP/FL(%)	>= 95% w in 15 min			1.92%	13,315				NO

% Completions w/o Notice or < 24 hours

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			100.00%	16				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			100.00%	511				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			100.00%	4,044				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			100.00%	162				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			100.00%	293				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			100.00%	86				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	69				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			100.00%	250				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	192				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	167				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			100.00%	31				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			100.00%	293				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			100.00%	248				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic

% Cooperative Test Attempts for xDSL

B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			98.91%	367				YES
B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests								

Service Order Accuracy

B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	3				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			83.33%	48				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%								
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	4				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	2				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.05%	76				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	4				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			52.94%	17				NO

Unbundled Network Elements - Maintenance and Repair

B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	11.75%	124,226						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.90%	70,709						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.99%	1,104	0.00%	4		0.07000	0.2847	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.71%	700	0.00%	3		0.04872	0.1466	YES

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Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	11.93%	126,187	10.23%	1,515		0.00838	2.0226	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	2.02%	71,989	2.24%	938		0.00462	-0.4770	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	11.72%	129,396						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	11.72%	129,396						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	20.23%	1,320	13.10%	84		0.04520	1.5778	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	0.73%	274	0.00%	23		0.01848	0.3950	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	9.51%	347	11.54%	52		0.04362	-0.4650	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	1.55%	323	10.34%	29		0.02393	-3.6759	NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	20.23%	1,320	100.00%	2		0.28426	-2.8064	NO
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	0.73%	274	25.00%	28		0.01689	-14.3705	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	11.93%	126,187	9.12%	1,239		0.00925	3.0316	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	11.93%	126,187	2.86%	315		0.01828	4.9598	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	11.73%	123,882	11.22%	704		0.01216	0.4198	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.58%	59,519	3.13%	96		0.01275	-1.2079	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.74%	3,209	7.06%	269		0.01204	-2.7599	NO
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.80%	3,238	4.24%	118		0.00836	-4.1059	NO
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	11.93%	126,187	13.79%	58		0.04256	-0.4389	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	2.02%	71,989	0.00%	57		0.01863	1.0832	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	11.75%	124,226						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.90%	70,709						

Customer Trouble Report Rate

Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	2.14%	5,814,186	0.00%	2		0.10336	0.2067	YES
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.22%	5,814,186	0.00%	2		0.07798	0.1560	YES
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	2.22%	49,698	0.36%	1,116		0.00451	4.1296	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.41%	49,698	0.27%	1,116		0.00359	3.1726	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	2.04%	6,191,325	1.55%	97,895		0.00046	10.6670	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.16%	6,191,325	0.96%	97,895		0.00035	5.8895	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.84%	7,015,702						
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.84%	7,015,702						
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	0.69%	191,512	1.48%	5,674		0.00112	-7.0745	NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	0.14%	191,512	0.41%	5,674		0.00051	-5.1476	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	1.37%	25,343	2.09%	2,489		0.00246	-2.9292	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	1.27%	25,343	1.17%	2,489		0.00237	0.4613	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	0.69%	191,512	0.25%	807		0.00293	1.5073	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	0.14%	191,512	3.47%	807		0.00133	-24.9312	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	2.04%	6,191,325	1.70%	72,812		0.00053	6.3228	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	2.04%	6,191,325	0.43%	72,812		0.00053	30.1689	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	2.13%	5,814,186	2.03%	34,656		0.00079	1.2626	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.02%	5,814,186	0.28%	34,656		0.00055	13.6977	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.39%	824,377	2.86%	9,392		0.00065	-38.2253	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.39%	824,377	1.26%	9,392		0.00065	-13.2788	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	2.04%	6,191,325	8.32%	697		0.00541	-11.6188	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.16%	6,191,325	8.18%	697		0.00408	-17.1747	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	2.14%	5,814,186						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.22%	5,814,186						

Maintenance Average Duration

Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	20.82	124,226			21.418			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	7.37	70,709			11.527			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	5.36	1,104	4.43	4	9.680	4.84886	0.1925	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	2.38	700	7.12	3	3.789	2.19197	-2.1597	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	20.79	126,187	17.03	1,515	21.438	0.55407	6.7731	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	7.34	71,989	3.88	938	11.511	0.37829	9.1524	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	20.44	129,396			22.218			
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	20.44	129,396			22.218			
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	58.89	1,320	10.52	84	44.133	4.96616	9.7388	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	14.12	274	2.34	23	25.177	5.46558	2.1560	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	11.84	347	11.37	52	18.683	2.77815	0.1685	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	3.24	323	8.52	29	5.392	1.04533	-5.0510	NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.3.3.7.1	M&R-3 Line Sharing/Dispatch/FL(hours)	ADSL to Retail	58.89	1,320	49.94	2	44.133	31.23038	0.2865	YES
B.3.3.7.2	M&R-3 Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	14.12	274	21.52	28	25.177	4.99512	-1.4806	YES
B.3.3.8.1	M&R-3 2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	20.79	126,187	8.92	1,239	21.438	0.61202	19.3945	YES
B.3.3.8.2	M&R-3 2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	20.79	126,187	4.83	315	21.438	1.20940	13.1890	YES
B.3.3.9.1	M&R-3 2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	20.81	123,882	14.93	704	21.413	0.80933	7.2552	YES
B.3.3.9.2	M&R-3 2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	7.50	59,519	2.77	96	11.471	1.17166	4.0411	YES
B.3.3.10.1	M&R-3 Other Design/Dispatch/FL(hours)	Design	7.00	3,209	8.58	269	38.297	2.43088	-0.6513	YES
B.3.3.10.2	M&R-3 Other Design/Non-Dispatch/FL(hours)	Design	2.59	3,238	5.27	118	18.510	1.73474	-1.5459	YES
B.3.3.11.1	M&R-3 Other Non-Design/Dispatch/FL(hours)	R&B	20.79	126,187	17.98	58	21.438	2.81558	0.9961	YES
B.3.3.11.2	M&R-3 Other Non-Design/Non-Dispatch/FL(hours)	R&B	7.34	71,989	4.11	57	11.511	1.52527	2.1220	YES
B.3.3.12.1	M&R-3 LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	20.82	124,226			21.418			
B.3.3.12.2	M&R-3 LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	7.37	70,709			11.527			

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4 Switch Ports/Dispatch/FL(%)	R&B (POTS)	20.63%	124,226						
B.3.4.1.2	M&R-4 Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	18.30%	70,709						
B.3.4.2.1	M&R-4 Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	33.97%	1,104	50.00%	4		0.23723	-0.6758	YES
B.3.4.2.2	M&R-4 Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	28.71%	700	100.00%	3		0.26177	-2.7232	NO
B.3.4.3.1	M&R-4 Loop + Port Combinations/Dispatch/FL(%)	R&B	20.55%	126,187	15.51%	1,515		0.01044	4.8250	YES
B.3.4.3.2	M&R-4 Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	18.21%	71,989	24.63%	938		0.01268	-5.0598	NO
B.3.4.4.1	M&R-4 Combo Other/Dispatch/FL(%)	R&B&D - Disp	21.03%	129,396						
B.3.4.4.2	M&R-4 Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	21.03%	129,396						
B.3.4.5.1	M&R-4 xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	26.59%	1,320	20.24%	84		0.04972	1.2778	YES
B.3.4.5.2	M&R-4 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	29.93%	274	8.70%	23		0.09941	2.1357	YES
B.3.4.6.1	M&R-4 UNE ISDN/Dispatch/FL(%)	ISDN - BRI	30.55%	347	23.08%	52		0.06849	1.0907	YES
B.3.4.6.2	M&R-4 UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	25.70%	323	31.03%	29		0.08471	-0.6302	YES
B.3.4.7.1	M&R-4 Line Sharing/Dispatch/FL(%)	ADSL to Retail	26.59%	1,320	50.00%	2		0.31265	-0.7487	YES
B.3.4.7.2	M&R-4 Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	29.93%	274	57.14%	28		0.09086	-2.9955	NO
B.3.4.8.1	M&R-4 2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	20.55%	126,187	18.32%	1,239		0.01154	1.9325	YES
B.3.4.8.2	M&R-4 2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	20.55%	126,187	17.46%	315		0.02280	1.3556	YES
B.3.4.9.1	M&R-4 2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	20.60%	123,882	18.04%	704		0.01529	1.6746	YES
B.3.4.9.2	M&R-4 2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	17.92%	59,519	71.88%	96		0.03917	-13.7738	NO
B.3.4.10.1	M&R-4 Other Design/Dispatch/FL(%)	Design	40.01%	3,209	31.60%	269		0.03110	2.7056	YES
B.3.4.10.2	M&R-4 Other Design/Non-Dispatch/FL(%)	Design	36.01%	3,238	29.66%	118		0.04499	1.4112	YES
B.3.4.11.1	M&R-4 Other Non-Design/Dispatch/FL(%)	R&B	20.55%	126,187	18.97%	58		0.05307	0.2987	YES
B.3.4.11.2	M&R-4 Other Non-Design/Non-Dispatch/FL(%)	R&B	18.21%	71,989	7.02%	57		0.05114	2.1887	YES
B.3.4.12.1	M&R-4 LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	20.63%	124,226						
B.3.4.12.2	M&R-4 LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	18.30%	70,709						

Out of Service > 24 hours

B.3.5.1.1	M&R-5 Switch Ports/Dispatch/FL(%)	R&B (POTS)	22.13%	85,179						
B.3.5.1.2	M&R-5 Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	7.72%	22,204						
B.3.5.2.1	M&R-5 Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.99%	1,104	0.00%	4		0.07000	0.2847	YES
B.3.5.2.2	M&R-5 Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.71%	700	0.00%	3		0.04872	0.1466	YES
B.3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/FL(%)	R&B	22.14%	86,545	13.98%	1,037		0.01297	6.2862	YES
B.3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	7.66%	22,799	5.63%	320		0.01497	1.3608	YES
B.3.5.4.1	M&R-5 Combo Other/Dispatch/FL(%)	R&B&D - Disp	21.48%	89,754						
B.3.5.4.2	M&R-5 Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	21.48%	89,754						
B.3.5.5.1	M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	75.00%	8	13.10%	84		0.16022	3.8638	YES
B.3.5.5.2	M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	50.00%	2	0.00%	23		0.36860	1.3565	YES
B.3.5.6.1	M&R-5 UNE ISDN/Dispatch/FL(%)	ISDN - BRI	9.51%	347	11.54%	52		0.04362	-0.4650	YES
B.3.5.6.2	M&R-5 UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	1.55%	322	10.34%	29		0.02397	-3.6678	NO
B.3.5.7.1	M&R-5 Line Sharing/Dispatch/FL(%)	ADSL to Retail	75.00%	8						
B.3.5.7.2	M&R-5 Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	50.00%	2	100.00%	2		0.50000	-1.0000	YES
B.3.5.8.1	M&R-5 2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	22.14%	86,545	9.12%	1,239		0.01188	10.9567	YES
B.3.5.8.2	M&R-5 2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	22.14%	86,545	2.86%	315		0.02343	8.2266	YES
B.3.5.9.1	M&R-5 2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	22.12%	85,149	13.50%	526		0.01815	4.7512	YES
B.3.5.9.2	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	7.69%	22,116	16.67%	30		0.04867	-1.8452	NO
B.3.5.10.1	M&R-5 Other Design/Dispatch/FL(%)	Design	3.74%	3,209	7.06%	269		0.01204	-2.7599	NO
B.3.5.10.2	M&R-5 Other Design/Non-Dispatch/FL(%)	Design	0.80%	3,238	4.24%	118		0.00836	-4.1059	NO

BellSouth Monthly Performance Summary

Florida, June 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
B.3.5.11.1	M&R-5 Other Non-Design/Dispatch/FL(%)	R&B	22.14%	86,545	31.25%	32		0.07340	-1.2417	YES
B.3.5.11.2	M&R-5 Other Non-Design/Non-Dispatch/FL(%)	R&B	7.66%	22,799	4.35%	23		0.05549	0.5973	YES
B.3.5.12.1	M&R-5 LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	22.13%	85,179						
B.3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	7.72%	22,204						

Unbundled Network Elements - Billing

Invoice Accuracy

B.4.1	B-1 FL(%)	BST - State	98.46%	$499,829,886	89.32%	$3,913,225		0.00006	1465.1137	NO

Mean Time to Deliver Invoices - CRIS

B.4.2	B-2 Region(business days)	BST - Region	3.72	1	3.21	1,248				YES

BellSouth Monthly Performance Summary
Florida, June 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
Local Interconnection Trunks - Ordering										
	% Rejected Service Requests									
C.1.1	-7　Local Interconnection Trunks/FL(%)	Diagnostic			72.11%	147				Diagnostic
	Reject Interval									
C.1.2	O-8　Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			95.28%	101				YES
	FOC Timeliness									
C.1.3	-9　Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			99.20%	131				YES
	FOC & Reject Response Completeness									
C.1.4	-11　Local Interconnection Trunks/FL(%)	>= 95%			97.50%	122				YES
	FOC & Reject Response Completeness (Multiple Responses)									
C.1.5	-11　Local Interconnection Trunks/FL(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
	Order Completion Interval									
C.2.1	P-4　Local Interconnection Trunks/FL(days)	Parity w Retail	23.53	131	16.83	41	25.816	4.61977	1.4514	YES
	Held Orders									
C.2.2	-1　Local Interconnection Trunks/FL(days)	Parity w Retail			*Not Applicable for Trunks*					
	% Jeopardies									
C.2.3	P-2　Local Interconnection Trunks/FL(%)	Parity w Retail			*Not Applicable for Trunks*					
	Average Jeopardy Notice Interval									
C.2.4	P-2　Local Interconnection Trunks/FL(hours)	95% >= 48 hrs			*Not Applicable for Trunks*					
	% Missed Installation Appointments									
C.2.5	P-3　Local Interconnection Trunks/FL(%)	Parity w Retail	0.76%	131	8.51%	47		0.01480	-5.2351	NO
	% Provisioning Troubles within 30 Days									
C.2.6	P-9　Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	3,853	0.00%	2,281		0.00000		YES
	Average Completion Notice Interval									
C.2.7	P-5　Local Interconnection Trunks/FL(hours)	Parity w Retail	141.45	93	59.39	30	322.569	67.72873	1.2116	YES
	Total Service Order Cycle Time									
C.2.8	P-10　Local Interconnection Trunks/FL(days)	Diagnostic			*Under development*					
	Total Service Order Cycle Time (offered)									
C.2.9	-10　Local Interconnection Trunks/FL(days)	Diagnostic			*Under development*					
	% Completions w/o Notice or < 24 hours									
C.2.10.1	P-6　Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			100.00%	41				Diagnostic
C.2.10.2	P-6　Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
	Service Order Accuracy									
C.2.11.1.1	P-11　Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	5				YES
C.2.11.1.2	P-11　Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	5				YES
C.2.11.2.1	P-11　Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%								
C.2.11.2.2	P-11　Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			93.94%	33				NO
Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments									
C.3.1.1	M&R-1　Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	2	0.00%	1		0.00000		YES
C.3.1.2	M&R-1　Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.16%	643	0.00%	16		0.00997	0.1559	YES
	Customer Trouble Report Rate									

BellSouth Monthly Performance Summary

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
C.3.2.1	M&R-2 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	397,511	0.00%	133,526		0.00001	-0.3464	YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.16%	397,511	0.01%	133,526		0.00013	11.7734	YES

Maintenance Average Duration

C.3.3.1	M&R-3 Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	1.59	2	1.28	1	1.607	1.96804	0.1567	YES
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.47	643	1.52	16	1.275	0.32267	-3.2448	NO

% Repeat Troubles within 30 Days

C.3.4.1	M&R-4 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	2	0.00%	1		0.00000		YES
C.3.4.2	M&R-4 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	8.24%	643	0.00%	16		0.06960	1.1842	YES

Out of Service > 24 hours

C.3.5.1	M&R-5 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	2	0.00%	1		0.00000		YES
C.3.5.2	M&R-5 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.16%	643	0.00%	16		0.00997	0.1559	YES

Local Interconnection Trunks - Billing

Invoice Accuracy

C.4.1	B-1 FL(%)	BST - State	98.46%	$499,829,886	94.29%	$10,033,056		0.00004	1064.6675	NO

Mean Time to Deliver Invoices - CABS

C.4.2	B-2 Region(calendar days)	BST - Region	4.29	1	3.73	3,213				YES

LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING

Trunk Group Performance - Aggregate

C.5.1	TGP-1 FL	>0.5% dif 2 consec. Hrs			0					YES

BellSouth Monthly Performance Summary

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

			Benchmark / Analog	CLEC Measure	Jun-01 Equity
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%	100.00%	YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%	100.00%	YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%	99.94%	YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%	99.92%	YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%		
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%	100.00%	YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%	99.96%	YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%	100.00%	YES

% Interface Availability - BST & CLEC

			Benchmark / Analog	CLEC Measure	Jun-01 Equity
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%	99.96%	YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%	99.96%	YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%	100.00%	YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%	99.96%	YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%	99.96%	YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%	99.96%	YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%	100.00%	YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Jun-01 Equity
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.92	1,212,504	1.66	241,323	YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.66	241,323	YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.45	169,294	YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.45	169,294	YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	5.12	349,603	1.08	64,940	YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.64	293,422	1.08	64,940	YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	0.69	604	YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	0.69	604	YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	13.09	583,242	NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	13.09	583,242	NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.94	35,669	YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.94	35,669	YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.11	69,519	YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.11	69,519	YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Jun-01 Equity
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.92	1,212,504	1.86	132,711	YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.86	132,711	YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.83	436,474	YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.83	436,474	YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic					Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic					Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.59	7	Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.59	7	Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	5.12	349,603	1.30	4,670	YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.64	293,422	1.30	4,670	YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	2.19	382,836	YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	2.19	382,836	YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	2.07	63,821	YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	2.07	63,821	YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec			This data not applicable after 5-1-2001, see D.1.4.9.1		
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec			This data not applicable after 5-1-2001, see D.1.4.9.2		
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	1.32	1,805	YES
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	1.32	1,805	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	Jun-01 Equity
	% Interface Availability - BST									
D.2.1.1	OSS-3 TAFI/Region(%)	>= 99.5%	99.99%							YES
	% Interface Availability - CLEC									
D.2.2.1	OSS-3 CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 CLEC ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC									
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%			99.96%					YES
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%			99.99%					YES
D.2.3.3	OSS-3 LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3 MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3 OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3 Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3 SOCS/Region(%)	>= 99.5%			99.96%					YES
	Average Response Interval									
D.2.4.1.1	OSS-4 CRIS/Region(%) <= 4 Seconds	Parity w Retail	95.81%	2,003,035	94.76%	91,414		0.00068	15.5566	NO
D.2.4.1.2	OSS-4 CRIS/Region(%) <= 10 Seconds	Parity w Retail	98.89%	2,003,035	99.13%	91,414		0.00035	-6.8796	YES
D.2.4.1.3	OSS-4 CRIS/Region(%) > 10 Seconds	Parity w Retail	1.11%	2,003,035	0.87%	91,414		0.00035	6.8796	YES
D.2.4.2.1	OSS-4 DLETH/Region(%) <= 4 Seconds	Parity w Retail	11.26%	45,003	7.99%	989		0.01016	3.2176	NO
D.2.4.2.2	OSS-4 DLETH/Region(%) <= 10 Seconds	Parity w Retail	80.56%	45,003	89.08%	989		0.01272	-6.6965	YES
D.2.4.2.3	OSS-4 DLETH/Region(%) > 10 Seconds	Parity w Retail	19.44%	45,003	10.92%	989		0.01272	6.6965	YES
D.2.4.3.1	OSS-4 DLR/Region(%) <= 4 Seconds	Parity w Retail	7.81%	35,412	19.89%	28,159		0.00214	-56.4185	YES
D.2.4.3.2	OSS-4 DLR/Region(%) <= 10 Seconds	Parity w Retail	86.78%	35,412	97.81%	28,159		0.00270	-40.7915	YES
D.2.4.3.3	OSS-4 DLR/Region(%) > 10 Seconds	Parity w Retail	13.22%	35,412	2.19%	28,159		0.00270	40.7915	YES
D.2.4.4.1	OSS-4 LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.84%	2,002,949	99.86%	91,415		0.00013	-1.3633	YES
D.2.4.4.2	OSS-4 LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.96%	2,002,949	99.98%	91,415		0.00007	-2.8228	YES
D.2.4.4.3	OSS-4 LMOS/Region(%) > 10 Seconds	Parity w Retail	0.04%	2,002,949	0.02%	91,415		0.00007	2.8228	YES
D.2.4.5.1	OSS-4 LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	97.01%	1,520,638	96.15%	57,750		0.00072	11.9446	NO
D.2.4.5.2	OSS-4 LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.56%	1,520,638	99.33%	57,750		0.00028	8.2120	NO
D.2.4.5.3	OSS-4 LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.44%	1,520,638	0.67%	57,750		0.00028	-8.2120	NO
D.2.4.6.1	OSS-4 LNP/Region(%) <= 4 Seconds	Parity w Retail	99.35%	141,409	98.78%	5,427		0.00111	5.1220	NO
D.2.4.6.2	OSS-4 LNP/Region(%) <= 10 Seconds	Parity w Retail	99.67%	141,409	99.67%	5,427		0.00079	0.0719	YES
D.2.4.6.3	OSS-4 LNP/Region(%) > 10 Seconds	Parity w Retail	0.33%	141,409	0.33%	5,427		0.00079	-0.0719	YES
D.2.4.7.1	OSS-4 MARCH/Region(%) <= 4 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.2	OSS-4 MARCH/Region(%) <= 10 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.3	OSS-4 MARCH/Region(%) > 10 Seconds	Parity w Retail	69.47%	9,777	67.78%	360		0.02472	0.6843	YES
D.2.4.8.1	OSS-4 OSPCM/Region(%) <= 4 Seconds	Parity w Retail	42.22%	7,897	35.53%	76		0.05693	1.1756	YES
D.2.4.8.2	OSS-4 OSPCM/Region(%) <= 10 Seconds	Parity w Retail	96.32%	7,897	94.74%	76		0.02171	0.7268	YES
D.2.4.8.3	OSS-4 OSPCM/Region(%) > 10 Seconds	Parity w Retail	3.68%	7,897	5.26%	76		0.02171	-0.7268	YES
D.2.4.9.1	OSS-4 Predictor/Region(%) <= 4 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.2	OSS-4 Predictor/Region(%) <= 10 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.3	OSS-4 Predictor/Region(%) > 10 Seconds	Parity w Retail	83.37%	76,539	75.09%	3,757		0.00622	13.3141	YES
D.2.4.10.1	OSS-4 SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.80%	253,250	99.88%	13,680		0.00040	-2.2163	YES
D.2.4.10.2	OSS-4 SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.96%	253,250	99.99%	13,680		0.00017	-1.3468	YES
D.2.4.10.3	OSS-4 SOCS/Region(%) > 10 Seconds	Parity w Retail	0.04%	253,250	0.01%	13,680		0.00017	1.3468	YES
D.2.4.11.1	OSS-4 NIW/Region(%) <= 4 Seconds	Parity w Retail	82.70%	79,013	82.44%	3,616		0.00643	0.4080	YES
D.2.4.11.2	OSS-4 NIW/Region(%) <= 10 Seconds	Parity w Retail	99.55%	79,013	99.64%	3,616		0.00114	-0.8094	YES
D.2.4.11.3	OSS-4 NIW/Region(%) > 10 Seconds	Parity w Retail	0.45%	79,013	0.36%	3,616		0.00114	0.8094	YES

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COLLOCATION - Collocation

Average Response Time

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
E.1.1.1	C-1 Virtual/FL (calendar days)	<= 15 days			4	3				YES
E.1.1.2	C-1 Physical-Caged/FL (calendar days)	<= 15 days			6	10				YES
E.1.1.3	C-1 Physical-Cageless/FL (calendar days)	<= 15 days			6	40				YES

Average Arrangement Time

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
E.1.2.1	C-2 Virtual/FL (calendar days)	<= 60 days								
E.1.2.2	C-2 Virtual-Augments/FL (calendar days)	<= 60 days			54	2				YES
E.1.2.3	C-2 Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days								
E.1.2.4	C-2 Physical Caged-Ordinary/FL (calendar days)	<= 90 days								
E.1.2.5	C-2 Physical Caged-Augments/FL (calendar days)	<= 45 days			26	6				YES
E.1.2.6	C-2 Physical Caged-Augments - Additional Space Required/FL (calendar days)	<= 90 days								
E.1.2.7	C-2 Physical Cageless/FL (calendar days)	<= 90 days			67	3				YES
E.1.2.8	C-2 Physical Cageless-Augments/FL (calendar days)	<= 45 days			10	24				YES
E.1.2.9	C-2 Physical Cageless-Augments - Additional Space Required/FL (calendar days)	<= 90 days			91	7				YES

% Due Dates Missed

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
E.1.3.1	C-3 Virtual/FL (%)	< 5% missed			0.00%	2				YES
E.1.3.2	C-3 Physical/FL (%)	< 5% missed			0.00%	40				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
General - Flow Through											
% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			88.16%	230,255				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			88.16%	230,255				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			92.21%	172,960				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			57.26%	6,507				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			78.33%	50,788				NO
% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			72.88%	278,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			72.88%	278,519				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.67%	200,170				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			41.13%	9,059				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			57.41%	69,290				Diagnostic
% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)	>= 85%			91.83%	8,854				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			91.83%	8,854				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
General - Pre-Ordering											
Loop Makeup Inquiry (Manual)											
F.2.1.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			95.00%	136				NO
Loop Makeup Inquiry (Electronic)											
F.2.2.1	PO-2	Loops/FL(%)	>= 95% w in 5 min			100.00%	1,842				YES
General - Ordering											
Service Inquiry with Firm Order											
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			93.00%	234				NO
F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.00%	1				YES
General - Ordering											
Average Speed of Answer											
F.4.1	O-12	Region(seconds)	Parity w Retail	134.12	6,948,605	65.30	33,796				YES
General - Maintenance Center											
Average Answer Time											
F.5.1	M&R-6	Region(seconds)	Parity w Retail	143.87	1,829,998	28.66	107,969				YES
General - Operator Services (Toll)											
Average Speed to Answer											
F.6.1	OS-1	FL(seconds)	PBD			3.81					PBD
% Answered in 10 seconds											
F.6.2	OS-2	FL(%)	PBD			98.00%					PBD
General - Directory Assistance											
Average Speed to Answer											
F.7.1	DA-1	FL(seconds)	PBD			4.94					PBD

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
	% Answered in 10 seconds										
F.7.2	DA-2	FL(%)	PBD			95.90%					PBD
General - E911											
	Mean Interval										
F.8.1	E-3	FL(hours)	PBD			1.18	1,118				PBD
	% Accuracy										
F.8.2	E-2	FL(%)	PBD			94.93%	583,595				PBD
	% Timeliness										
F.8.3	E-1	FL(%)	PBD			100.00%	1,118				PBD
General - Billing											
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	99.65%	6,064	100.00%	14,967		0.00089	-3.8726	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	97.39%	36,844	98.21%	193,986,433		0.00083	-9.8353	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.78%	36,844	99.94%	193,986,433		0.00024	-6.6806	YES
F.9.4											
F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	80.29%	$19,572,491	97.02%	$735,791		0.00106	-157.2729	YES
F.9.5.2	B-7	UNE/FL(%)	>= 90%			79.19%	$498,059				NO
F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			92.85%	$15,378				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	90.78%	$21,294,222	96.72%	$683,576		0.00117	-50.6671	YES
F.9.6.2	B-8	UNE/FL(%)	>= 90%			98.54%	$1,789,802				YES
F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			78.34%	$1,013,881				NO
General - Change Management											
	% Software Release Notices Sent On Time										
F.10.1	CM-1	FL(%)	>= 98% w in 30 days	100.00%	1						YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	FL(average)	>= 25 bus days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3	FL(%)	>= 98% w in 30 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	FL(average)	>= 25 bus days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	29				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%	4				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			0.00%	2				NO
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days			100.00%	2				YES

General - Ordering

Acknowledgement Message Timeliness
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.12.1.1	O-1 EDI/Region(%)	>= 90% w in 30 min			96.90%	58,137				YES
F.12.1.2	O-1 TAG/Region(%)	>= 95% w in 30 min			99.96%	127,390				YES

Acknowledgement Message Completeness
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.12.2.1	O-2 EDI/Region(%)	100%			97.14%	58,137				NO
F.12.2.2	O-2 TAG/Region(%)	100%			99.96%	127,390				NO

General - Database Updates

Average Database Update Interval
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.13.1.1	D-1 LIDB/FL(hours)	PBD	1.19	21	1.19	21				PBD
F.13.1.2	D-1 Directory Listings/FL(hours)	PBD	0.12	26	0.12	26				PBD
F.13.1.3	D-1 Directory Assistance/FL(hours)	PBD	3.28	25	3.28	25				PBD

% Update Accuracy
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.13.2.1	D-2 LIDB/FL(%)	>= 95%			100.00%	62				Yes
F.13.2.2	D-2 Directory Listings/FL(%)	>= 95%			100.00%	135				YES
F.13.2.3	D-2 Directory Assistance/FL(%)	>= 95%			100.00%	135				YES

% NXXs / LRNs Loaded by LERG Effective Date
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.13.3	D-3 FL(%)	100%			100.00%	46				YES

General - Network Outage Notification

Mean Time to Notify CLEC of Major Network Outages
		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jun-01 Equity
F.14.1	M&R-7 FL (minutes)	Parity w Retail	102	3	4,013	3				NO

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		72.88%	88.16%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.40%	
- RETAIL BUSINESS**		TBD	

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

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects			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
#1		0	115	0	115	32	28	0	55	22	6	16	33	46.48%	60.00%	84.62%
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%
#3		0	3454	0	3454	570	666	0	2218	1967	151	1816	251	25.82%	11.32%	62.44%
#4		976	0	0	976	71	86	16	803	219	107	112	584	76.64%	72.73%	84.52%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		0	21	0	21	5	2	0	14	6	3	3	8	50.00%	57.14%	72.73%
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#9		915	0	0	915	107	112	0	696	38	28	10	658	82.98%	94.54%	95.92%
#10		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%
#11		1797	0	0	1797	228	182	3	1384	190	161	29	1194	75.43%	86.27%	88.12%
#12		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#14		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#15		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#16		2259	0	0	2259	290	285	36	1648	374	255	119	1274	70.04%	77.31%	83.32%
#17		359	0	0	359	19	28	1	311	25	23	2	286	87.20%	91.96%	92.56%
#18		286	0	0	286	36	32	3	215	72	66	6	143	58.37%	66.51%	68.42%
#19		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%
#20		0	0	6	6	0	2	0	4	3	3	0	1	25.00%	25.00%	25.00%
#21		38	0	0	38	15	7	2	14	9	8	1	5	17.86%	35.71%	38.46%
#22		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#23		0	0	1477	1477	209	253	8	1007	427	349	78	580	50.97%	57.60%	62.43%
#24		197	0	0	197	37	15	2	143	9	8	1	134	74.86%	93.71%	94.37%
#25		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#26		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#27		0	0	900	900	130	133	1	636	256	219	37	380	52.13%	59.75%	63.44%
#28		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%
#29		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#30		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#31		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%
#32		0	0	1287	1287	281	246	11	749	345	242	103	404	43.58%	53.94%	62.54%
#33		0	212	0	212	163	23	0	26	20	19	1	6	3.19%	23.08%	24.00%
#34		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%
#35		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#36		0	0	780	780	120	155	9	496	222	179	43	274	47.82%	55.24%	60.49%
#37		0	0	554	554	112	104	11	327	136	115	21	191	45.69%	58.41%	62.42%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info		Mechanized Interface Used				LESOG			Validated	Errors						
						Manual	Rejects									
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
#38		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%
#39		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#40		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%
#41		479	0	0	479	51	48	9	371	108	79	29	263	66.92%	70.89%	76.90%
#42		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%
#43		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#44		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#45		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#46		65	0	0	65	8	13	0	44	5	3	2	39	78.00%	88.64%	92.86%
#47		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%
#48		704	0	0	704	175	57	6	466	144	121	23	322	52.10%	69.10%	72.69%
#49		2090	0	0	2090	440	164	7	1479	403	324	79	1076	58.48%	72.75%	76.86%
#50		52	0	0	52	12	4	1	35	9	6	3	26	59.09%	74.29%	81.25%
#51		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#52		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%
#53		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#54		514	0	0	514	28	25	1	460	28	26	2	432	88.89%	93.91%	94.32%
#55		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#56		0	0	29	29	11	5	1	12	9	1	8	3	20.00%	25.00%	75.00%
#57		711	0	0	711	93	115	7	496	84	63	21	412	72.54%	83.06%	86.74%
#58		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#59		112	0	0	112	8	10	9	85	79	54	25	6	8.82%	7.06%	10.00%
#60		26	0	0	26	3	2	5	16	13	4	9	3	30.00%	18.75%	42.86%
#61		1083	0	0	1083	162	88	5	828	79	64	15	749	76.82%	90.46%	92.13%
#62		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%
#63		0	0	581	581	93	87	1	400	175	159	16	225	47.17%	56.25%	58.59%
#64		520	0	0	520	48	43	4	425	82	65	17	343	75.22%	80.71%	84.07%
#65		2076	0	0	2076	276	131	9	1660	142	121	21	1518	79.27%	91.45%	92.62%
#66		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%
#67		184	0	0	184	13	15	0	156	8	7	1	148	88.10%	94.87%	95.48%
#68		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#69		105	0	0	105	30	18	0	57	16	10	6	41	50.62%	71.93%	80.39%
#70		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#71		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#73		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#74		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info						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
#75		44	0	0	44	4	11	2	27	9	8	1	18	60.00%	66.67%	69.23%
#76		83	0	0	83	9	10	0	64	23	13	10	41	65.08%	64.06%	75.93%
#77		74	0	0	74	12	10	4	48	18	16	2	30	51.72%	62.50%	65.22%
#78		72	0	0	72	14	5	0	53	15	14	1	38	57.58%	71.70%	73.08%
#79		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#80		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#81		86	0	0	86	18	13	5	50	16	13	3	34	52.31%	68.00%	72.34%
#82		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%
#83		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#84		129	0	0	129	18	6	1	104	20	17	3	84	70.59%	80.77%	83.17%
#85		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#87		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#88		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#89		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#90		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#91		294	0	0	294	32	27	0	235	19	15	4	216	82.13%	91.91%	93.51%
#92		14	0	0	14	3	2	2	7	5	3	2	2	25.00%	28.57%	40.00%
#93		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		38	0	0	38	6	2	0	30	8	4	4	22	68.75%	73.33%	84.62%
#95		195	0	0	195	42	8	5	140	50	33	17	90	54.55%	64.29%	73.17%
#96		0	0	241	241	35	26	1	179	94	67	27	85	45.45%	47.49%	55.92%
#97		235	0	0	235	17	26	7	185	35	24	11	150	78.53%	81.08%	86.21%
#98		90	0	0	90	35	12	1	42	16	13	3	26	35.14%	61.90%	66.67%
#99		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%
#100		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#101		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%
#102		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#103		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%
#104		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#105		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#106		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%
#107		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#108		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%
#109		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#110		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%
#111		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%

08/24/01

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
#112		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#113		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#114		1000	0	0	1000	103	88	2	807	43	32	11	764	84.98%	94.67%	95.98%
#115		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%
#116		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%
#117		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#118		36	0	0	36	1	3	0	32	3	2	1	29	90.63%	90.63%	93.55%
#119		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#120		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%
#121		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%
#122		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%
#123		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%
#124		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#125		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%
#126		49	0	0	49	9	3	0	37	12	4	8	25	65.79%	67.57%	86.21%
#127		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%
#128		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#129		250	0	0	250	48	29	0	173	36	32	4	137	63.13%	79.19%	81.07%
#130		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#131		33	0	0	33	3	2	0	28	5	2	3	23	82.14%	82.14%	92.00%
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#133		0	58	0	58	14	7	0	37	10	3	7	27	61.36%	72.97%	90.00%
#134		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%
#135		135	0	0	135	11	1	0	123	2	2	0	121	90.30%	98.37%	98.37%
#136		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%
#137		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%
#138		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%
#139		880	0	0	880	82	28	1	769	71	66	5	698	82.51%	90.77%	91.36%
#140		1646	0	0	1646	133	95	5	1413	79	53	26	1334	87.76%	94.41%	96.18%
#141		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%
#142		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#143		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%
#144		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#145		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#146		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		33	0	0	33	16	6	0	11	7	6	1	4	15.38%	36.36%	40.00%

AGGREGATE ORDER TYPES Company Info Name	RESH / OCN	Mechanized Interface Used LENS	EDI	TAG	Total Mech LSR's	LSR PROCESSING LESOG Manual Total Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Errors Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	FLOWTHROUGH Base Calculation	CLEC Error Excluded Calculation
#149		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%
#150		196	0	0	196	19	20	0	157	9	7	2	148	85.06%	94.27%	95.48%
#151		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#152		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%
#153		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#154		106	0	0	106	21	11	0	74	20	13	7	54	61.36%	72.97%	80.60%
#155		0	0	397	397	70	30	4	293	70	61	9	223	62.99%	76.11%	78.52%
#156		966	0	0	966	138	74	10	744	131	105	26	613	71.61%	82.39%	85.38%
#157		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#158		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#159		230	0	0	230	28	21	0	181	6	3	3	175	84.95%	96.69%	98.31%
#160		424	0	0	424	203	30	8	183	89	68	21	94	25.75%	51.37%	58.02%
#161		55	0	0	55	1	1	0	53	5	5	0	48	88.89%	90.57%	90.57%
#162		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#163		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#164		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#165		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%
#166		214	0	0	214	42	23	5	144	49	40	9	95	53.67%	65.97%	70.37%
#167		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#168		111	0	0	111	23	6	4	78	38	31	7	40	42.55%	51.28%	56.34%
#169		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#170		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#171		952	0	0	952	65	61	0	826	19	16	3	807	90.88%	97.70%	98.06%
#172		780	0	0	780	84	129	1	566	68	60	8	498	77.57%	87.99%	89.25%
#173		75	0	0	75	20	10	2	43	14	13	1	29	46.77%	67.44%	69.05%
#174		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%
#175		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%
#176		342	0	0	342	30	27	1	284	37	36	1	247	78.91%	86.97%	87.28%
#177		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%
#178		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#179		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%
#180		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#181		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%
#182		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%
#183		414	0	0	414	103	61	0	250	26	13	13	224	65.88%	89.60%	94.51%
#184		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#185		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%

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
#186		0	0	9999	9999	5052	1320	96	3531	1548	1105	443	1983	24.36%	56.16%	64.22%
#187		8434	0	0	8434	447	820	38	7129	735	565	170	6394	86.34%	89.69%	91.88%
#188		2069	0	0	2069	281	105	6	1677	163	107	56	1514	79.60%	90.28%	93.40%
#189		77	0	0	77	2	20	2	53	39	22	17	14	36.84%	26.42%	38.89%
#190		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%
#191		43	0	0	43	2	7	0	34	14	7	7	20	68.97%	58.82%	74.07%
#192		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%
#193		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%
#194		96	0	0	96	5	16	0	75	4	4	0	71	88.75%	94.67%	94.67%
#195		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#196		120	0	0	120	52	9	1	58	18	16	2	40	37.04%	68.97%	71.43%
#197		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#198		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#200		65	0	0	65	19	15	0	31	12	12	0	19	38.00%	61.29%	61.29%
#201		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#202		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#203		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#204		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#205		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#206		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%
#207		10	0	0	10	0	2	3	5	3	3	0	2	40.00%	40.00%	40.00%
#208		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#209		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#210		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#211		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#212		333	0	0	333	92	34	1	206	81	70	11	125	43.55%	60.68%	64.10%
#213		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#214		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#215		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%
#216		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#217		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%
#218		47	0	0	47	9	4	0	34	30	25	5	4	10.53%	11.76%	13.79%
#219		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%
#220		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#221		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#222		0	0	982	982	126	58	15	783	82	42	40	701	80.67%	89.53%	94.35%

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
#223		422	0	0	422	19	30	0	373	8	7	1	365	93.35%	97.86%	98.12%
#224		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#225		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%
#226		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%
#227		0	0	4028	4028	116	68	15	3829	277	221	56	3552	91.33%	92.77%	94.14%
#228		8803	0	0	8803	658	388	5	7752	278	243	35	7474	89.24%	96.41%	96.85%
#229		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#230		0	0	3341	3341	56	454	29	2802	1182	822	360	1620	64.85%	57.82%	66.34%
#231		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#232		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#233		30	0	0	30	14	9	0	7	3	2	1	4	20.00%	57.14%	66.67%
#234		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#235		779	0	0	779	87	31	7	654	43	34	9	611	83.47%	93.43%	94.73%
#236		45	0	0	45	6	7	0	32	8	8	0	24	63.16%	75.00%	75.00%
#237		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%
#238		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#239		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%
#240		242	0	0	242	22	39	9	172	75	52	23	97	56.73%	56.40%	65.10%
#241		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#242		914	0	0	914	95	79	8	732	93	82	11	639	78.31%	87.30%	88.63%
#243		177	0	0	177	18	46	2	111	69	53	16	42	37.17%	37.84%	44.21%
#244		49	0	0	49	0	2	2	45	44	28	16	1	3.45%	2.22%	3.45%
#245		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%
#246		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#247		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%
#248		65	0	0	65	34	9	0	22	15	11	4	7	13.46%	31.82%	38.89%
#249		24305	0	0	24305	7393	3409	108	13395	4104	3046	1058	9291	47.09%	69.36%	75.31%
#250		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%
#251		0	0	251	251	46	59	1	145	33	29	4	112	59.89%	77.24%	79.43%
#252		392	0	0	392	55	82	1	254	81	70	11	173	58.05%	68.11%	71.19%
#253		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#254		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%
#255		0	0	7	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%
#256		26	0	0	26	8	3	0	15	7	6	1	8	36.36%	53.33%	57.14%
#257		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%
#258		24	0	0	24	1	7	2	14	7	6	1	7	50.00%	50.00%	53.85%
#259		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%

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
#260		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#261		124	0	0	124	26	6	3	89	27	22	5	62	56.36%	69.66%	73.81%
#262		3070	0	0	3070	226	358	2	2484	103	90	13	2381	88.28%	95.85%	96.36%
#263		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%
#264		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#265		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#266		0	0	14	14	7	3	0	4	1	1	0	3	27.27%	75.00%	75.00%
#267		36	0	0	36	8	2	1	25	6	4	2	19	61.29%	76.00%	82.61%
#268		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#269		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#270		0	0	61	61	30	7	0	24	14	11	3	10	19.61%	41.67%	47.62%
#271		49	0	0	49	6	4	0	39	14	13	1	25	56.82%	64.10%	65.79%
#272		0	18760	0	18760	3338	2248	7	13167	1960	1518	442	11207	69.77%	85.11%	88.07%
#273		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#274		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#275		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#278		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#279		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#280		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#281		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#282		17	0	0	17	4	0	1	12	5	3	2	7	50.00%	58.33%	70.00%
#283		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#284		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#285		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#286		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#287		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#288		108	0	0	108	23	8	3	74	17	10	7	57	63.33%	77.03%	85.07%
#289		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%
#290		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#291		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#292		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%
#293		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#294		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#295		0	0	267	267	101	53	7	106	45	34	11	61	31.12%	57.55%	64.21%
#296		792	0	0	792	167	105	15	505	204	149	55	301	48.78%	59.60%	66.89%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
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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 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
#297		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#298		8	0	0	8	5	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#299		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#300		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#301		482	0	0	482	31	32	4	415	62	50	12	353	81.34%	85.06%	87.59%
#302		184	0	0	184	28	13	1	142	24	20	4	118	71.08%	83.10%	85.51%
#303		848	0	0	848	69	84	10	685	377	181	196	308	55.20%	44.96%	62.99%
#304		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#305		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#306		25	0	0	25	0	5	4	16	14	12	2	2	14.29%	12.50%	14.29%
#307		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#308		279	0	0	279	13	38	0	228	24	22	2	204	85.36%	89.47%	90.27%
#309		35	0	0	35	5	7	1	22	12	7	5	10	45.45%	45.45%	58.82%
#310		0	0	25	25	2	4	0	19	5	1	4	14	82.35%	73.68%	93.33%
#311		35	0	0	35	14	0	0	21	15	11	4	6	19.35%	28.57%	35.29%
#312		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#313		26	0	0	26	10	2	2	12	7	6	1	5	23.81%	41.67%	45.45%
#314		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%
#315		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%
#316		5	0	0	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#317		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#318		18	0	0	18	5	3	1	9	4	1	3	5	45.45%	55.56%	83.33%
#319		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#320		916	0	0	916	216	174	6	520	243	190	53	277	40.56%	53.27%	59.31%
#321		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#322		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#323		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#324		3386	0	0	3386	427	224	8	2727	224	193	31	2503	80.15%	91.79%	92.84%
#325		0	0	3412	3412	520	321	55	2516	339	220	119	2177	74.63%	86.53%	90.82%
#326		15101	0	0	15101	385	979	10	13727	253	198	55	13474	95.85%	98.16%	98.55%
#327		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#328		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#329		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%
#330		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#331		190	0	0	190	35	23	1	131	27	23	4	104	64.20%	79.39%	81.89%
#332		0	2192	0	2192	1076	260	11	845	235	129	106	610	33.61%	72.19%	82.54%
#333		221	0	0	221	75	20	1	125	53	44	9	72	37.70%	57.60%	62.07%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info							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
#334		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#335		59	0	0	59	17	12	1	29	13	8	5	16	39.02%	55.17%	66.67%
#336		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%
#337		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%
#338		706	0	0	706	75	63	13	555	146	124	22	409	67.27%	73.69%	76.74%
#339		135	0	0	135	19	7	2	107	42	31	11	65	56.52%	60.75%	67.71%
#340		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#341		615	0	0	615	99	38	5	473	120	100	20	353	63.95%	74.63%	77.92%
#342		1061	0	0	1061	222	165	14	660	305	241	64	355	43.40%	53.79%	59.56%
#343		45	0	0	45	27	3	0	15	12	10	2	3	7.50%	20.00%	23.08%
#344		1038	0	0	1038	147	39	1	851	46	30	16	805	81.98%	94.59%	96.41%
#345		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%
#346		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%
#347		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%
#348		374	0	0	374	52	44	5	273	85	68	17	188	61.04%	68.86%	73.44%
#349		41	0	0	41	4	5	0	32	12	12	0	20	55.56%	62.50%	62.50%
#350		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#351		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%
#352		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%
#353		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#354		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%
#355		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#356		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%
#357		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%
#358		24	0	0	24	2	9	3	10	8	5	3	2	22.22%	20.00%	28.57%
#359		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%
#360		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#361		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#362		579	0	0	579	39	38	1	501	23	16	7	478	89.68%	95.41%	96.76%
#363		100	0	0	100	22	11	0	67	29	25	4	38	44.71%	56.72%	60.32%
#364		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#365		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#366		0	0	13	13	6	0	0	7	1	1	0	6	46.15%	85.71%	85.71%
#367		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#368		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%
#369		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%
#370		67	0	0	67	8	10	3	46	10	8	2	36	69.23%	78.26%	81.82%

08/24/01

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
#371		2418	0	0	2418	487	266	9	1656	688	566	122	968	47.90%	58.45%	63.10%
#372		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%
#373		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%
#374		136	0	0	136	2	24	4	106	39	12	27	67	82.72%	63.21%	84.81%
#375		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%
#376		46	0	0	46	7	0	0	39	8	7	1	31	68.89%	79.49%	81.58%
#377		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#378		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%
#379		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%
#380		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%
#381		0	0	186	186	62	49	6	69	49	41	8	20	16.26%	28.99%	32.79%
#382		9347	0	0	9347	1178	641	106	7422	1863	1646	217	5559	66.31%	74.90%	77.15%
#383		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#384		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#385		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#386		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#387		71	0	0	71	6	12	2	51	22	18	4	29	54.72%	56.86%	61.70%
#388		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#389		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#390		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#391		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%
#392		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%
#393		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#394		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#395		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#396		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%
#397		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#398		82	0	0	82	51	10	0	21	6	3	3	15	21.74%	71.43%	83.33%
#399		549	0	0	549	55	62	4	428	44	34	10	384	81.18%	89.72%	91.87%
#400		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%
#401		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#402		168	0	0	168	39	10	2	117	47	36	11	70	48.28%	59.83%	66.04%
#403		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#404		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%
#405		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#406		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%
#407		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%

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
#408		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#409		523	0	0	523	77	59	20	367	156	125	31	211	51.09%	57.49%	62.80%
#410		0	560	0	560	109	61	2	388	128	101	27	260	55.32%	67.01%	72.02%
#411		664	0	0	664	108	110	8	438	146	125	21	292	55.62%	66.67%	70.02%
#412		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#413		2229	0	0	2229	116	177	6	1930	153	136	17	1777	87.58%	92.07%	92.89%
#414		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%
#415		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#416		701	0	0	701	43	42	1	615	27	18	9	588	90.60%	95.61%	97.03%
#417		1036	0	0	1036	131	134	8	763	183	167	16	580	66.06%	76.02%	77.64%
#418		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#419		0	0	21	21	9	8	0	4	0	0	0	4	30.77%	100.00%	100.00%
#420		42	0	0	42	4	9	0	29	5	5	0	24	72.73%	82.76%	82.76%
#421		123	0	0	123	22	12	2	87	27	27	0	60	55.05%	68.97%	68.97%
#422		0	152	0	152	52	20	3	77	43	38	5	34	27.42%	44.16%	47.22%
#423		1385	0	0	1385	222	166	35	962	528	448	80	434	39.31%	45.11%	49.21%
#424		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#425		2075	0	0	2075	221	218	25	1611	847	696	151	764	45.45%	47.42%	52.33%
#426		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#427		85	0	0	85	13	12	2	58	26	24	2	32	46.38%	55.17%	57.14%
#428		3281	0	0	3281	325	254	9	2693	164	112	52	2529	85.27%	93.91%	95.76%
#429		226	0	0	226	147	22	7	50	29	21	8	21	11.11%	42.00%	50.00%
#430		207	0	0	207	3	1	4	199	39	36	3	160	80.40%	80.40%	81.63%
#431		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#432		7	0	0	7	1	0	0	6	1	0	1	5	83.33%	83.33%	100.00%
#433		1397	0	0	1397	125	91	8	1173	111	81	30	1062	83.75%	90.54%	92.91%
#434		48	0	0	48	2	6	0	40	12	9	3	28	71.79%	70.00%	75.68%
#435		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#436		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#437		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
#438		608	0	0	608	134	114	15	345	197	150	47	148	34.26%	42.90%	49.66%
LENS Subtotal		215175	0	0	215175	29256	19129	1058	165732	23344	18359	4985	142388	74.94%	85.91%	88.58%
EDI Subtotal		0	61313	0	61313	10966	9731	68	40548	7619	4045	3574	32929	68.69%	81.21%	89.06%
TAG Subtotal		0	0	47859	47859	8042	5284	387	34146	6472	4860	1612	27674	68.20%	81.05%	85.06%
TOTAL INTERFACES		215175	61313	47859	324347	48264	34144	1513	240426	37435	27264	10171	202991	72.88%	84.43%	88.16%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
							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
#1		0	8	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#2		0	34	0	34	1	4	0	29	12	0	12	17	94.44%	58.62%	100.00%
#3		8	0	0	8	2	4	0	2	1	1	0	1	25.00%	50.00%	50.00%
#4		0	4	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
#5		914	0	0	914	107	112	0	695	38	28	10	657	82.95%	94.53%	95.91%
#6		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%
#7		458	0	0	458	56	66	2	334	53	45	8	281	73.56%	84.13%	86.20%
#8		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#9		29	0	0	29	2	7	0	20	14	11	3	6	31.58%	30.00%	35.29%
#10		358	0	0	358	19	28	1	310	25	23	2	285	87.16%	91.94%	92.53%
#11		267	0	0	267	36	26	3	202	61	56	5	141	60.52%	69.80%	71.57%
#12		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%
#13		0	0	4	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#14		196	0	0	196	37	15	2	142	9	8	1	133	74.72%	93.66%	94.33%
#15		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#16		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%
#17		0	8	0	8	0	5	0	3	0	0	0	3	100.00%	100.00%	100.00%
#18		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#19		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%
#20		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%
#21		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#22		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%
#23		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#24		17	0	0	17	0	11	1	5	3	2	1	2	50.00%	40.00%	50.00%
#25		51	0	0	51	12	4	1	34	9	6	3	25	58.14%	73.53%	80.65%
#26		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#27		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%
#28		513	0	0	513	28	25	1	459	28	26	2	431	88.87%	93.90%	94.31%
#29		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#30		0	0	14	14	0	3	1	10	8	1	7	2	66.67%	20.00%	66.67%
#31		673	0	0	673	90	102	5	476	77	58	19	399	72.94%	83.82%	87.31%
#32		17	0	0	17	3	4	0	10	9	6	3	1	10.00%	10.00%	14.29%
#33		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#34		1079	0	0	1079	162	85	5	827	79	64	15	748	76.80%	90.45%	92.12%
#35		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%
#36		6	0	0	6	0	4	0	2	2	2	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
						Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout		Achieved	Base	CLEC Error Excluded
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's								Issued SO's	Flowthrough	Calculation	Calculation
#37		2066	0	0	2066	273	130	9	1654	140	119	21	1514	79.43%	91.54%	92.71%
#38		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%
#39		182	0	0	182	13	15	0	154	8	7	1	146	87.95%	94.81%	95.42%
#40		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#41		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#42		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#43		66	0	0	66	6	6	0	54	18	10	8	36	69.23%	66.67%	78.26%
#44		2	0	0	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#45		49	0	0	49	13	5	1	30	6	5	1	24	57.14%	80.00%	82.76%
#46		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%
#47		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#49		281	0	0	281	31	21	0	229	18	14	4	211	82.42%	92.14%	93.78%
#50		13	0	0	13	3	2	2	6	4	2	2	2	28.57%	33.33%	50.00%
#51		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#52		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#53		83	0	0	83	35	11	1	36	14	12	2	22	31.88%	61.11%	64.71%
#54		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%
#55		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%
#56		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#57		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%
#58		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%
#59		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#60		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%
#61		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%
#62		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#63		998	0	0	998	103	88	2	805	43	32	11	762	84.95%	94.66%	95.97%
#64		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%
#65		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%
#66		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#67		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%
#68		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%
#69		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%
#70		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%
#71		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#72		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						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
#73		214	0	0	214	35	20	0	159	22	18	4	137	72.11%	86.16%	88.39%
#74		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#75		30	0	0	30	2	2	0	26	4	2	2	22	84.62%	84.62%	91.67%
#76		0	7	0	7	2	0	0	5	4	0	4	1	33.33%	20.00%	100.00%
#77		131	0	0	131	10	1	0	120	2	2	0	118	90.77%	98.33%	98.33%
#78		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%
#79		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%
#80		874	0	0	874	80	28	1	765	71	66	5	694	82.62%	90.72%	91.32%
#81		1639	0	0	1639	132	95	4	1408	77	53	24	1331	87.80%	94.53%	96.17%
#82		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%
#83		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#84		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%
#85		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#86		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%
#87		178	0	0	178	18	17	0	143	6	4	2	137	86.16%	95.80%	97.16%
#88		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#89		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%
#90		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#91		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#92		224	0	0	224	28	21	0	175	4	3	1	171	84.65%	97.71%	98.28%
#93		6	0	0	6	2	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		43	0	0	43	1	1	0	41	1	1	0	40	95.24%	97.56%	97.56%
#95		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#96		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%
#97		41	0	0	41	5	5	0	31	13	9	4	18	56.25%	58.06%	66.67%
#98		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#99		948	0	0	948	64	60	0	824	17	14	3	807	91.19%	97.94%	98.29%
#100		777	0	0	777	83	129	1	564	68	60	8	496	77.62%	87.94%	89.21%
#101		31	0	0	31	7	2	0	22	2	1	1	20	71.43%	90.91%	95.24%
#102		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%
#103		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%
#104		321	0	0	321	25	21	0	275	33	32	1	242	80.94%	88.00%	88.32%
#105		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%
#106		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#107		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%
#108		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						CLEC Error
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	Excluded Calculation
#109		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%
#110		406	0	0	406	99	61	0	246	25	12	13	221	66.57%	89.84%	94.85%
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#112		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%
#113		0	0	17	17	3	6	2	6	6	2	4	0	0.00%	0.00%	0.00%
#114		78	0	0	78	4	68	0	6	1	1	0	5	50.00%	83.33%	83.33%
#115		2049	0	0	2049	281	101	6	1661	157	102	55	1504	79.70%	90.55%	93.65%
#116		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%
#117		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%
#118		94	0	0	94	5	15	0	74	4	4	0	70	88.61%	94.59%	94.59%
#119		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#121		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		40	0	0	40	8	12	0	20	8	8	0	12	42.86%	60.00%	60.00%
#123		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%
#124		8	0	0	8	0	2	3	3	3	3	0	0	0.00%	0.00%	0.00%
#125		297	0	0	297	84	33	1	179	69	60	9	110	43.31%	61.45%	64.71%
#126		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#127		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		10	0	0	10	0	3	0	7	6	5	1	1	16.67%	14.29%	16.67%
#129		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%
#130		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#131		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#132		21	0	0	21	4	16	0	1	1	1	0	0	0.00%	0.00%	0.00%
#133		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%
#134		0	0	4027	4027	116	68	15	3828	277	221	56	3551	91.33%	92.76%	94.14%
#135		8802	0	0	8802	658	388	5	7751	278	243	35	7473	89.24%	96.41%	96.85%
#136		0	0	3319	3319	54	448	29	2788	1172	813	359	1616	65.08%	57.96%	66.53%
#137		765	0	0	765	85	29	7	644	41	33	8	603	83.63%	93.63%	94.81%
#138		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%
#140		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#141		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%
#142		27	0	0	27	1	7	2	17	4	0	4	13	92.86%	76.47%	100.00%
#143		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#144		876	0	0	876	91	69	8	708	79	71	8	629	79.52%	88.84%	89.86%

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
#145		11	0	0	11	0	4	0	7	4	3	1	3	50.00%	42.86%	50.00%
#146		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%
#147		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#148		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%
#149		22766	0	0	22766	7149	3128	91	12398	3568	2642	926	8830	47.42%	71.22%	76.97%
#150		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%
#151		0	0	219	219	43	42	1	133	24	22	2	109	62.64%	81.95%	83.21%
#152		230	0	0	230	18	44	1	167	33	30	3	134	73.63%	80.24%	81.71%
#153		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%
#154		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#155		18	0	0	18	4	3	0	11	5	4	1	6	42.86%	54.55%	60.00%
#156		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%
#157		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%
#159		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#160		63	0	0	63	6	1	1	55	13	10	3	42	72.41%	76.36%	80.77%
#161		3064	0	0	3064	225	358	2	2479	102	89	13	2377	88.33%	95.89%	96.39%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#164		0	0	10	10	5	1	0	4	1	1	0	3	33.33%	75.00%	75.00%
#165		8	0	0	8	2	2	0	4	3	2	1	1	20.00%	25.00%	33.33%
#166		0	95	0	95	7	3	0	85	1	1	0	84	91.30%	98.82%	98.82%
#167		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#168		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#169		41	0	0	41	0	4	0	37	1	0	1	36	100.00%	97.30%	100.00%
#170		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%
#171		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#172		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%
#173		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#174		0	0	127	127	24	26	4	73	22	15	7	51	56.67%	69.86%	77.27%
#175		304	0	0	304	19	41	5	239	67	39	28	172	74.78%	71.97%	81.52%
#176		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#177		433	0	0	433	27	24	3	379	43	36	7	336	84.21%	88.65%	90.32%
#178		118	0	0	118	13	10	0	95	6	4	2	89	83.96%	93.68%	95.70%
#179		271	0	0	271	6	20	2	243	100	54	46	143	70.44%	58.85%	72.59%
#180		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							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
#181		268	0	0	268	13	30	0	225	21	20	1	204	86.08%	90.67%	91.07%
#182		34	0	0	34	4	7	1	22	12	7	5	10	47.62%	45.45%	58.82%
#183		18	0	0	18	9	0	0	9	9	9	0	0	0.00%	0.00%	0.00%
#184		6	0	0	6	1	2	0	3	0	0	0	3	75.00%	100.00%	100.00%
#185		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%
#186		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%
#187		8	0	0	8	0	3	0	5	2	1	1	3	75.00%	60.00%	75.00%
#188		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#189		159	0	0	159	51	22	0	86	26	13	13	60	48.39%	69.77%	82.19%
#190		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#191		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#192		3384	0	0	3384	427	224	8	2725	224	193	31	2501	80.13%	91.78%	92.84%
#193		0	0	3355	3355	505	317	54	2479	313	209	104	2166	75.21%	87.37%	91.20%
#194		15096	0	0	15096	383	977	10	13726	253	198	55	13473	95.87%	98.16%	98.55%
#195		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#196		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#197		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%
#198		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		129	0	0	129	15	18	1	95	15	13	2	80	74.07%	84.21%	86.02%
#200		0	152	0	152	22	33	1	96	36	15	21	60	61.86%	62.50%	80.00%
#201		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#202		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%
#203		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%
#204		335	0	0	335	46	27	3	259	44	35	9	215	72.64%	83.01%	86.00%
#205		29	0	0	29	4	2	0	23	7	7	0	16	59.26%	69.57%	69.57%
#206		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#207		125	0	0	125	16	13	2	94	31	22	9	63	62.38%	67.02%	74.12%
#208		32	0	0	32	20	2	0	10	7	5	2	3	10.71%	30.00%	37.50%
#209		1036	0	0	1036	147	39	1	849	46	30	16	803	81.94%	94.58%	96.40%
#210		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%
#211		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%
#212		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%
#213		230	0	0	230	18	17	2	193	30	28	2	163	77.99%	84.46%	85.34%
#214		23	0	0	23	2	3	0	18	3	3	0	15	75.00%	83.33%	83.33%
#215		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%
#216		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							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
#217		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#218		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%
#219		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#220		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%
#221		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#223		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%
#224		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#225		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#226		574	0	0	574	36	38	1	499	23	16	7	476	90.15%	95.39%	96.75%
#227		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#228		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#229		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%
#230		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%
#231		59	0	0	59	8	8	1	42	7	6	1	35	71.43%	83.33%	85.37%
#232		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%
#233		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%
#234		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%
#235		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
#236		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#237		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%
#238		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%
#239		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%
#240		287	0	0	287	46	38	4	199	36	31	5	163	67.92%	81.91%	84.02%
#241		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#242		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#243		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#244		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%
#245		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%
#246		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%
#247		50	0	0	50	32	7	0	11	1	0	1	10	23.81%	90.91%	100.00%
#248		548	0	0	548	54	62	4	428	44	34	10	384	81.36%	89.72%	91.87%
#249		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%
#250		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#251		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#252		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%

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		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#254		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%
#255		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%
#256		30	0	0	30	3	1	1	25	3	2	1	22	81.48%	88.00%	91.67%
#257		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#258		2194	0	0	2194	113	169	6	1906	148	135	13	1758	87.64%	92.24%	92.87%
#259		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%
#260		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#261		693	0	0	693	38	42	1	612	25	17	8	587	91.43%	95.92%	97.19%
#262		1031	0	0	1031	131	134	8	758	179	166	13	579	66.10%	76.39%	77.72%
#263		56	0	0	56	5	7	0	44	8	8	0	36	73.47%	81.82%	81.82%
#264		0	12	0	12	8	1	0	3	1	1	0	2	18.18%	66.67%	66.67%
#265		145	0	0	145	12	9	0	124	21	19	2	103	76.87%	83.06%	84.43%
#266		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%
#267		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#268		49	0	0	49	11	7	2	29	11	10	1	18	46.15%	62.07%	64.29%
#269		3261	0	0	3261	322	254	9	2676	159	110	49	2517	85.35%	94.06%	95.81%
#270		42	0	0	42	2	12	6	22	10	8	2	12	54.55%	54.55%	60.00%
#271		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#272		1395	0	0	1395	125	91	8	1171	109	80	29	1062	83.82%	90.69%	92.99%
#273		36	0	0	36	1	5	0	30	8	5	3	22	78.57%	73.33%	81.48%
#274		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#275		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
LENS Subtotal		166308	0	0	166308	21917	14141	489	129761	12701	9975	2726	117060	78.59%	90.21%	92.15%
EDI Subtotal		0	33014	0	33014	3925	5964	15	23110	2870	1814	1056	20240	77.91%	87.58%	91.77%
TAG Subtotal		0	0	28697	28697	1368	2661	134	24534	2350	1687	663	22184	87.90%	90.42%	92.93%
TOTAL INTERFACES		166308	33014	28697	228019	27210	22766	638	177405	17921	13476	4445	159484	79.67%	89.90%	92.21%

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
#1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		19	0	0	19	0	6	0	13	11	10	1	2	16.67%	15.38%	16.67%
#5		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#6		5	0	0	5	0	1	1	3	2	2	0	1	33.33%	33.33%	33.33%
#7		0	0	10	10	2	0	0	8	3	1	2	5	62.50%	62.50%	83.33%
#8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#9		76	0	0	76	5	15	2	54's	31	28	3	23	41.07%	42.59%	45.10%
#10		0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		0	0	10	10	0	1	0	9	6	4	2	3	42.86%	33.33%	42.86%
#12		0	11	0	11	0	5	0	6	3	3	0	3	50.00%	50.00%	50.00%
#13		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#14		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#15		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#16		5	0	0	5	2	0	0	3	2	2	0	1	20.00%	33.33%	33.33%
#17		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#18		12	0	0	12	1	6	0	5	1	1	0	4	66.67%	80.00%	80.00%
#19		57	0	0	57	8	14	0	35	14	8	6	21	56.76%	60.00%	72.41%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	0	15	15	11	2	0	2	1	0	1	1	8.33%	50.00%	100.00%
#23		34	0	0	34	3	12	1	18	5	3	2	13	68.42%	72.22%	81.25%
#24		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#25		24	0	0	24	3	0	5	16	13	4	9	3	30.00%	18.75%	42.86%
#26		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#27		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#28		28	0	0	28	4	5	0	19	7	4	3	12	60.00%	63.16%	75.00%
#29		10	0	0	10	3	1	0	6	2	2	0	4	44.44%	66.67%	66.67%
#30		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#32		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#33		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#34		17	0	0	17	3	4	0	10	5	3	2	5	45.45%	50.00%	62.50%
#35		6	0	0	6	0	2	1	3	1	1	0	2	66.67%	66.67%	66.67%
#36		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							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
#37		37	0	0	37	5	8	4	20	10	8	2	10	43.48%	50.00%	55.56%
#38		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#39		13	0	0	13	1	6	0	6	1	1	0	5	71.43%	83.33%	83.33%
#40		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#41		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		9	0	0	9	0	2	0	7	3	2	1	4	66.67%	57.14%	66.67%
#44		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#46		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#48		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#49		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#50		7	0	0	7	1	0	1	5	2	0	2	3	75.00%	60.00%	100.00%
#51		27	0	0	27	16	2	0	9	7	6	1	2	8.33%	22.22%	25.00%
#52		18	0	0	18	1	3	0	14	3	3	0	11	73.33%	78.57%	78.57%
#53		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#54		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#55		35	0	0	35	0	4	1	30	12	7	5	18	72.00%	60.00%	72.00%
#56		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#57		6	0	0	6	0	0	0	6	2	0	2	4	100.00%	66.67%	100.00%
#58		12	0	0	12	0	0	0	12	4	4	0	8	66.67%	66.67%	66.67%
#59		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#60		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#61		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#62		70	0	0	70	18	1	4	47	25	22	3	22	35.48%	46.81%	50.00%
#63		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#64		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#65		44	0	0	44	13	8	2	21	12	12	0	9	26.47%	42.86%	42.86%
#66		21	0	0	21	5	6	1	9	4	4	0	5	35.71%	55.56%	55.56%
#67		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#68		8	0	0	8	4	0	0	4	1	1	0	3	37.50%	75.00%	75.00%
#69		0	0	11	11	10	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#70		62	0	0	62	6	8	0	48	12	11	1	36	67.92%	75.00%	76.60%
#71		20	0	0	20	0	4	0	16	6	5	1	10	66.67%	62.50%	66.67%
#72		32	0	0	32	2	4	1	25	11	11	0	14	51.85%	56.00%	56.00%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
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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		28	0	0	28	2	0	0	26	6	5	1	20	74.07%	76.92%	80.00%
#74		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#75		4	0	0	4	0	2	1	1	1	1	0	0	0.00%	0.00%	0.00%
#76		25	0	0	25	11	3	0	11	4	4	0	7	31.82%	63.64%	63.64%
#77		36	0	0	36	8	1	0	27	12	10	2	15	45.45%	55.56%	60.00%
#78		33	0	0	33	7	1	0	25	22	19	3	3	10.34%	12.00%	13.64%
#79		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#82		0	0	22	22	2	6	0	14	10	9	1	4	26.67%	28.57%	30.77%
#83		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		18	0	0	18	7	5	0	6	2	2	0	4	30.77%	66.67%	66.67%
#85		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#86		14	0	0	14	2	2	0	10	2	1	1	8	72.73%	80.00%	88.89%
#87		43	0	0	43	5	7	0	31	7	7	0	24	66.67%	77.42%	77.42%
#88		215	0	0	215	21	32	7	155	71	52	19	84	53.50%	54.19%	61.76%
#89		38	0	0	38	4	10	0	24	14	11	3	10	40.00%	41.67%	47.62%
#90		155	0	0	155	18	40	2	95	57	48	9	38	36.54%	40.00%	44.19%
#91		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		1499	0	0	1499	226	273	17	983	522	393	129	461	42.69%	46.90%	53.98%
#94		0	0	32	32	3	17	0	12	9	7	2	3	23.08%	25.00%	30.00%
#95		117	0	0	117	22	19	0	76	37	33	4	39	41.49%	51.32%	54.17%
#96		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#97		8	0	0	8	4	0	0	4	2	2	0	2	25.00%	50.00%	50.00%
#98		11	0	0	11	0	2	2	7	2	1	1	5	83.33%	71.43%	83.33%
#99		61	0	0	61	20	5	2	34	14	12	2	20	38.46%	58.82%	62.50%
#100		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#101		0	0	7	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
#102		34	0	0	34	8	2	0	24	6	4	2	18	60.00%	75.00%	81.82%
#103		0	0	51	51	25	6	0	20	13	10	3	7	16.67%	35.00%	41.18%
#104		41	0	0	41	4	2	0	35	11	11	0	24	61.54%	68.57%	68.57%
#105		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#106		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#108		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	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
#109		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#110		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#111		13	0	0	13	3	0	1	9	5	3	2	4	40.00%	44.44%	57.14%
#112		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#113		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#114		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#115		0	0	136	136	75	25	3	33	23	19	4	10	9.62%	30.30%	34.48%
#116		384	0	0	384	93	23	10	258	129	102	27	129	39.81%	50.00%	55.84%
#117		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#118		6	0	0	6	4	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#119		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#121		49	0	0	49	4	8	1	36	19	14	5	17	48.57%	47.22%	54.84%
#122		58	0	0	58	12	3	0	43	14	12	2	29	54.72%	67.44%	70.73%
#123		577	0	0	577	63	64	8	442	277	127	150	165	46.48%	37.33%	56.51%
#124		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#125		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#126		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#127		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	11	11	2	4	0	5	1	0	1	4	66.67%	80.00%	100.00%
#129		17	0	0	17	5	0	0	12	6	2	4	6	46.15%	50.00%	75.00%
#130		15	0	0	15	8	0	0	7	6	5	1	1	7.14%	14.29%	16.67%
#131		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#132		10	0	0	10	5	0	1	4	2	0	2	2	28.57%	50.00%	100.00%
#133		571	0	0	571	117	45	5	404	187	151	36	217	44.74%	53.71%	58.97%
#134		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#135		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#136		61	0	0	61	20	5	0	36	12	10	2	24	44.44%	66.67%	70.59%
#137		0	504	0	504	238	88	6	172	59	41	18	113	28.83%	65.70%	73.38%
#138		78	0	0	78	19	8	0	51	16	13	3	35	52.24%	68.63%	72.92%
#139		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#140		57	0	0	57	16	11	1	29	13	8	5	16	40.00%	55.17%	66.67%
#141		367	0	0	367	29	36	8	294	102	89	13	192	61.94%	65.31%	68.33%
#142		106	0	0	106	15	5	2	84	35	24	11	49	55.68%	58.33%	67.12%
#143		22	0	0	22	5	9	1	7	6	5	1	1	9.09%	14.29%	16.67%
#144		861	0	0	861	202	103	10	546	254	201	53	292	42.01%	53.48%	59.23%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors		CLEC				
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
#145		13	0	0	13	7	1	0	5	5	5	0	0	0.00%	0.00%	0.00%
#146		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#147		104	0	0	104	30	10	2	62	37	29	8	25	29.76%	40.32%	46.30%
#148		18	0	0	18	2	2	0	14	9	9	0	5	31.25%	35.71%	35.71%
#149		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#150		22	0	0	22	2	8	3	9	8	5	3	1	12.50%	11.11%	16.67%
#151		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#152		99	0	0	99	22	11	0	66	28	24	4	38	45.24%	57.58%	61.29%
#153		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#154		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#155		8	0	0	8	0	2	2	4	3	2	1	1	33.33%	25.00%	33.33%
#156		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#157		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#158		38	0	0	38	7	0	0	31	6	6	0	25	65.79%	80.65%	80.65%
#159		0	0	92	92	15	30	5	42	40	35	5	2	3.85%	4.76%	5.41%
#160		871	0	0	871	262	113	9	487	239	213	26	248	34.30%	50.92%	53.80%
#161		53	0	0	53	6	3	1	43	16	13	3	27	58.70%	62.79%	67.50%
#162		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#163		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#164		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#165		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#166		29	0	0	29	18	2	0	9	4	2	2	5	20.00%	55.56%	71.43%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		167	0	0	167	39	10	2	116	46	35	11	70	48.61%	60.34%	66.67%
#169		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#170		474	0	0	474	69	55	13	337	148	120	28	189	50.00%	56.08%	61.17%
#171		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#172		58	0	0	58	23	11	1	23	18	14	4	5	11.90%	21.74%	26.32%
#173		35	0	0	35	3	8	0	24	5	1	4	19	82.61%	79.17%	95.00%
#174		8	0	0	8	5	0	0	3	2	1	1	1	14.29%	33.33%	50.00%
#175		5	0	0	5	0	0	0	5	4	1	3	1	50.00%	20.00%	50.00%
#176		0	0	6	6	0	6	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		67	0	0	67	17	5	2	43	19	19	0	24	40.00%	55.81%	55.81%
#179		0	140	0	140	44	19	3	74	42	37	5	32	28.32%	43.24%	46.38%
#180		1139	0	0	1139	204	125	21	789	459	387	72	330	35.83%	41.83%	46.03%

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
#181		44	0	0	44	4	18	2	20	18	18	0	2	8.33%	10.00%	10.00%
#182		35	0	0	35	2	5	0	28	14	13	1	14	48.28%	50.00%	51.85%
#183		20	0	0	20	3	0	0	17	5	2	3	12	70.59%	70.59%	85.71%
#184		184	0	0	184	145	10	1	28	19	13	6	9	5.39%	32.14%	40.91%
#185		6	0	0	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%
#186		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		6	0	0	6	1	0	0	5	1	0	1	4	80.00%	80.00%	100.00%
#188		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#189		12	0	0	12	1	1	0	10	4	4	0	6	54.55%	60.00%	60.00%
#190		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#191		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#192		11	0	0	11	8	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
LENS Subtotal		10449	0	0	10449	2097	1323	166	6863	3354	2604	750	3509	42.74%	51.13%	57.40%
EDI Subtotal		0	672	0	672	293	112	9	258	110	83	27	148	28.24%	57.36%	64.07%
TAG Subtotal		0	0	469	469	162	115	8	184	115	94	21	69	21.23%	37.50%	42.33%
TOTAL INTERFACES		10449	672	469	11590	2552	1550	183	7305	3579	2781	798	3726	41.13%	51.01%	57.26%

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
#1		0	107	0	107	31	28	0	48	22	6	16	26	41.27%	54.17%	81.25%
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%
#3		0	3420	0	3420	569	662	0	2189	1955	151	1804	234	24.53%	10.69%	60.78%
#4		967	0	0	967	69	82	16	800	218	106	112	582	76.88%	72.75%	84.59%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		0	17	0	17	4	2	0	11	4	2	2	7	53.85%	63.64%	77.78%
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#9		1339	0	0	1339	172	116	1	1050	137	116	21	913	76.02%	86.95%	88.73%
#10		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#11		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#12		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#13		2230	0	0	2230	288	278	36	1628	360	244	116	1268	70.44%	77.89%	83.86%
#14		33	0	0	33	15	6	1	11	7	6	1	4	16.00%	36.36%	40.00%
#15		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#16		0	0	1467	1467	207	253	8	999	424	348	76	575	50.88%	57.56%	62.30%
#17		0	0	896	896	130	130	1	635	256	219	37	379	52.06%	59.69%	63.38%
#18		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%
#19		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#20		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#21		0	0	1277	1277	281	245	11	740	339	238	101	401	43.59%	54.19%	62.75%
#22		0	193	0	193	163	13	0	17	17	16	1	0	0.00%	0.00%	0.00%
#23		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%
#24		0	0	778	778	120	155	9	494	221	178	43	273	47.81%	55.26%	60.53%
#25		0	0	551	551	112	104	11	324	135	114	21	189	45.54%	58.33%	62.38%
#26		474	0	0	474	49	48	9	368	106	77	29	262	67.53%	71.20%	77.29%
#27		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%
#28		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#29		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#30		63	0	0	63	8	12	0	43	5	3	2	38	77.55%	88.37%	92.68%
#31		688	0	0	688	173	48	6	461	143	120	23	318	52.05%	68.98%	72.60%
#32		2016	0	0	2016	432	139	6	1439	386	314	72	1053	58.53%	73.18%	77.03%
#33		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#34		4	0	0	4	0	1	1	2	2	2	0	0	0.00%	0.00%	0.00%
#35		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#36		93	0	0	93	5	5	9	74	69	48	21	5	8.62%	6.76%	9.43%

AGGREGATE ORDER TYPES						LSR PROCESSING										FLOWTHROUGH	
Company Info																	
							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
#37		0	0	579	579	92	87	1	399	175	159	16	224	47.16%	56.14%	58.49%
#38		486	0	0	486	44	34	4	404	73	59	14	331	76.27%	81.93%	84.87%
#39		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#40		98	0	0	98	26	15	0	57	16	10	6	41	53.25%	71.93%	80.39%
#41		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#42		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#43		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%
#44		42	0	0	42	4	10	2	26	8	7	1	18	62.07%	69.23%	72.00%
#45		66	0	0	66	12	8	2	44	16	14	2	28	51.85%	63.64%	66.67%
#46		70	0	0	70	14	5	0	51	14	13	1	37	57.81%	72.55%	74.00%
#47		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#48		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#49		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#50		127	0	0	127	18	6	1	102	19	16	3	83	70.94%	81.37%	83.84%
#51		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#52		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#53		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#54		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#55		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#56		35	0	0	35	4	2	0	29	7	4	3	22	73.33%	75.86%	84.62%
#57		186	0	0	186	41	8	5	132	48	32	16	84	53.50%	63.64%	72.41%
#58		0	0	240	240	35	26	1	178	93	66	27	85	45.70%	47.75%	56.29%
#59		226	0	0	226	17	24	7	178	32	10	146	146	78.92%	82.02%	86.90%
#60		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#61		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%
#62		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#63		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#64		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#65		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#66		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#67		35	0	0	35	1	2	0	32	3	2	1	29	90.63%	90.63%	93.55%
#68		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%
#69		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#70		46	0	0	46	7	3	0	36	12	4	8	24	68.57%	66.67%	85.71%
#71		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#72		36	0	0	36	13	9	0	14	14	14	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						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
#73		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#74		0	51	0	51	12	7	0	32	6	3	3	26	63.41%	81.25%	89.66%
#75		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%
#76		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%
#77		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#78		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#79		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%
#80		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#81		96	0	0	96	18	10	0	68	17	10	7	51	64.56%	75.00%	83.61%
#82		0	0	396	396	70	30	4	292	70	61	9	222	62.89%	76.03%	78.45%
#83		928	0	0	928	138	68	9	713	119	98	21	594	71.57%	83.31%	85.84%
#84		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#85		418	0	0	418	201	28	8	181	87	66	21	94	26.04%	51.93%	58.75%
#86		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#87		205	0	0	205	41	22	5	137	46	37	9	91	53.85%	66.42%	71.09%
#88		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#89		0	0	9971	9971	5039	1314	94	3524	1541	1102	439	1983	24.41%	56.27%	64.28%
#90		8294	0	0	8294	437	744	38	7075	722	553	169	6353	86.52%	89.80%	91.99%
#91		45	0	0	45	0	16	1	28	28	11	17	0	0.00%	0.00%	0.00%
#92		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%
#93		15	0	0	15	0	7	0	8	8	2	6	0	0.00%	0.00%	0.00%
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#95		115	0	0	115	51	7	0	57	17	15	2	40	37.74%	70.18%	72.73%
#96		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#98		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#100		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#101		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#102		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#103		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#104		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#105		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#106		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#107		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#108		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info																
								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
#109		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%
#110		4	0	0	4	2	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#111		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#112		0	0	977	977	123	57	15	782	81	42	39	701	80.95%	89.64%	94.35%
#113		401	0	0	401	15	14	0	372	7	6	1	365	94.56%	98.12%	98.38%
#114		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#115		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%
#116		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#117		12	0	0	12	7	4	0	1	1	0	1	0	0.00%	0.00%	0.00%
#118		11	0	0	11	0	2	0	9	8	2	6	1	33.33%	11.11%	33.33%
#119		45	0	0	45	0	0	2	43	43	27	16	0	0.00%	0.00%	0.00%
#120		64	0	0	64	34	8	0	22	15	11	4	7	13.46%	31.82%	38.89%
#121		40	0	0	40	18	8	0	14	14	11	3	0	0.00%	0.00%	0.00%
#122		45	0	0	45	15	19	0	11	11	7	4	0	0.00%	0.00%	0.00%
#123		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#124		10	0	0	10	1	4	0	5	5	5	0	0	0.00%	0.00%	0.00%
#125		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%
#126		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#127		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#129		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#130		0	18665	0	18665	3331	2245	7	13082	1959	1517	442	11123	69.64%	85.03%	88.00%
#131		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#132		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#133		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#134		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#135		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#136		67	0	0	67	23	4	3	37	16	10	6	21	38.89%	56.76%	67.74%
#137		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#138		0	0	4	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139		104	0	0	104	55	41	0	8	8	8	0	0	0.00%	0.00%	0.00%
#140		8	0	0	8	3	0	1	4	4	4	0	0	0.00%	0.00%	0.00%
#141		21	0	0	21	0	4	4	13	13	11	2	0	0.00%	0.00%	0.00%
#142		11	0	0	11	0	8	0	3	3	2	1	0	0.00%	0.00%	0.00%
#143		0	0	14	14	0	0	0	14	4	1	3	10	90.91%	71.43%	90.91%
#144		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info																
						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
#145		5	0	0	5	1	0	2	2	1	1	0	1	33.33%	50.00%	50.00%
#146		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#147		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#148		186	0	0	186	48	107	1	30	30	26	4	0	0.00%	0.00%	0.00%
#149		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#150		0	0	54	54	15	4	1	34	26	11	15	8	23.53%	23.53%	42.11%
#151		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#152		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#153		0	1536	0	1536	816	139	4	577	140	73	67	437	32.96%	75.74%	85.69%
#154		141	0	0	141	56	12	1	72	37	31	6	35	28.69%	48.61%	53.03%
#155		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		4	0	0	4	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#157		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#158		592	0	0	592	94	28	4	466	114	95	19	352	65.06%	75.54%	78.75%
#159		75	0	0	75	4	49	2	20	20	18	2	0	0.00%	0.00%	0.00%
#160		40	0	0	40	4	17	1	18	18	11	7	0	0.00%	0.00%	0.00%
#161		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#162		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#163		2417	0	0	2417	487	266	9	1655	688	566	122	967	47.87%	58.43%	63.08%
#164		133	0	0	133	1	23	4	105	39	12	27	66	83.54%	62.86%	84.62%
#165		0	0	94	94	47	19	1	27	9	6	3	18	25.35%	66.67%	75.00%
#166		8189	0	0	8189	870	490	93	6736	1588	1402	186	5148	69.38%	76.43%	78.60%
#167		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#168		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#169		18	0	0	18	0	9	1	8	6	5	1	2	28.57%	25.00%	28.57%
#170		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#171		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#172		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		19	0	0	19	5	3	6	5	5	3	2	0	0.00%	0.00%	0.00%
#175		0	559	0	559	109	61	2	387	127	101	26	260	55.32%	67.18%	72.02%
#176		606	0	0	606	85	99	7	415	128	111	17	287	59.42%	69.16%	72.11%
#177		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#178		0	0	15	15	9	2	0	4	0	0	0	4	30.77%	100.00%	100.00%
#179		41	0	0	41	4	8	0	29	5	5	0	24	72.73%	82.76%	82.76%
#180		101	0	0	101	6	32	14	49	48	42	6	1	2.04%	2.04%	2.33%

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
#181		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#182		2026	0	0	2026	217	197	23	1589	827	676	151	762	46.04%	47.95%	52.99%
#183		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#184		201	0	0	201	0	1	4	196	38	35	3	158	81.87%	80.61%	81.87%
#185		597	0	0	597	126	114	15	342	194	147	47	148	35.15%	43.27%	50.17%
LENS Subtotal		38418	0	0	38418	5242	3665	403	29108	7289	5780	1509	21819	66.44%	74.96%	79.06%
EDI Subtotal		0	27627	0	27627	6748	3655	44	17180	4639	2148	2491	12541	58.50%	73.00%	85.38%
TAG Subtotal		0	0	18693	18693	6512	2508	245	9428	4007	3079	928	5421	36.11%	57.50%	63.78%
TOTAL INTERFACES		38418	27627	18693	84738	18502	9828	692	55716	15935	11007	4928	39781	57.41%	71.40%	78.33%

08/24/01

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 06/01/2001 - 06/30/2001

	ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE		
REGION ALL SERVICES	54.30%	91.83%

| AGGREGATE ORDER TYPES | | Mechanized Interface Used | | | Manual | Rejects | Validated | Errors | | | | FLOWTHROUGH | | |
| Company Info | | | | | | | | LSR PROCESSING | | | | | | |
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		322	0	322	167	11	144	83	65	18	61	20.82%	42.36%	48.41%
#2		621	0	621	274	57	290	55	31	24	235	43.52%	81.03%	88.35%
#3		0	31	31	17	3	11	10	1	9	1	5.26%	9.09%	50.00%
#4		4	0	4	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#5		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#6		0	1588	1588	633	124	831	302	149	153	529	40.35%	63.66%	78.02%
#7		677	0	677	548	55	74	32	20	12	42	6.89%	56.76%	67.74%
#8		0	41	41	22	5	14	8	4	4	6	18.75%	42.86%	60.00%
#9		0	1496	1496	1418	78	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	174	97	7	70	28	16	12	42	27.10%	60.00%	72.41%
#11		9	0	9	3	2	4	3	2	1	1	16.67%	25.00%	33.33%
#12		0	85	85	27	8	50	11	9	2	39	52.00%	78.00%	81.25%
#13		2046	0	2046	735	156	1155	241	129	112	914	51.41%	79.13%	87.63%
#14		0	217	217	112	23	82	17	11	6	65	34.57%	79.27%	85.53%
#15		2746	0	2746	308	29	2409	103	44	59	2306	86.76%	95.72%	98.13%
#16		94	0	94	68	4	22	7	0	7	15	18.07%	68.18%	100.00%
#17		0	2	2	0	2	0	0	0	0	0	0.00%	0.00%	0.00%
#18		152	0	152	145	0	7	5	0	5	2	1.36%	28.57%	100.00%
#19		4239	0	4239	519	83	3637	230	66	164	3407	85.35%	93.68%	98.10%
#20		0	83	83	40	5	38	13	3	10	25	36.76%	65.79%	89.29%
#21		7	0	7	3	0	4	4	3	1	0	0.00%	0.00%	0.00%
#22		1013	0	1013	636	45	332	116	41	75	216	24.19%	65.06%	84.05%
#23		0	18	18	7	0	11	8	6	2	3	18.75%	27.27%	33.33%
#24		362	0	362	150	17	195	83	64	19	112	34.36%	57.44%	63.64%
#25		13	0	13	1	2	10	0	0	0	10	90.91%	100.00%	100.00%
#26		370	0	370	189	9	172	76	59	17	96	27.91%	55.81%	61.94%
EDI Subtotal		12850	0	12850	3844	477	8529	1066	540	526	7463	62.99%	87.50%	93.25%
TAG Subtotal		0	3561	3561	2276	248	1037	369	183	186	668	21.36%	64.42%	78.50%
TOTAL INTERFACES		12850	3561	16411	6120	725	9566	1435	723	712	8131	54.30%	85.00%	91.83%

Trunk Group Performance - Aggregate

Florida			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
		Average blocking percentage by hour																								
Jul-00	NF	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0025	0.0216	0.0023	0.0018	0.0031	0.0036	0.0043	0.0062	0.0062	0.0038	0.0071	0.0506	0.0417	0.0003	0.0017	0.0001	0.0028	0.0195
		CLEC	0.0187	0.0011	0.0000	0.0025	0.0697	0.0274	0.0000	0.0136	0.0366	0.0653	0.0696	0.0732	0.0517	0.0593	0.1125	0.1642	0.1449	0.0568	0.0510	0.0869	0.1488	0.1304	0.0850	0.0497
		Difference	-0.0187	-0.0011	0.0000	-0.0025	-0.0697	-0.0272	0.0025	0.0079	-0.0343	-0.0635	-0.0665	-0.0696	-0.0474	-0.0531	-0.1063	-0.1604	-0.1378	-0.0062	-0.0093	-0.0866	-0.1471	-0.1303	-0.0822	-0.0302
	SF	BellSouth	0.0003	0.0000	0.0000	0.0014	0.0000	0.0000	0.0020	0.0585	0.0135	0.0010	0.0105	0.0096	0.0248	0.0266	0.0151	0.0122	0.0141	0.0152	0.0044	0.0015	0.0026	0.0432	0.0043	0.0062
		CLEC	0.0073	0.0007	0.0008	0.0048	0.0025	0.0042	0.0469	0.1511	0.2000	0.2013	0.3152	0.3400	0.2127	0.2187	0.1886	0.2476	0.2047	0.1738	0.1517	0.1558	0.2024	0.3215	0.1808	0.0340
		Difference	-0.0070	-0.0007	-0.0008	-0.0034	-0.0025	-0.0042	-0.0449	-0.0927	-0.1865	-0.2003	-0.3046	-0.3304	-0.1879	-0.1920	-0.1734	-0.2354	-0.1907	-0.1586	-0.1473	-0.1543	-0.1998	-0.2783	-0.1765	-0.0277
Aug-00	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0004	0.0025	0.0083	0.0048	0.0071	0.0024	0.0037	0.0066	0.0022	0.0019	0.0025	0.0066	0.0044	0.0054	0.0045	0.0339	0.0247	0.0002	0.0005
		CLEC	0.0164	0.0000	0.0018	0.0000	0.0124	0.0122	0.0000	0.0003	0.0393	0.0457	0.0218	0.0132	0.0341	0.0059	0.0318	0.0655	0.0459	0.0231	0.0386	0.0240	0.0920	0.2015	0.1069	0.0822
		Difference	-0.0164	0.0001	-0.0018	0.0000	-0.0124	-0.0119	0.0025	0.0080	-0.0345	-0.0385	-0.0194	-0.0096	-0.0275	-0.0037	-0.0299	-0.0630	-0.0393	-0.0187	-0.0333	-0.0196	-0.0581	-0.1768	-0.1067	-0.0816
	SF	BellSouth	0.0013	0.0000	0.0002	0.0000	0.0002	0.0006	0.0001	0.0239	0.0145	0.0012	0.0097	0.0106	0.0135	0.0123	0.0086	0.0116	0.0185	0.0170	0.0039	0.0065	0.0347	0.0665	0.0012	0.0004
		CLEC	0.0108	0.0004	0.0003	0.0019	0.0000	0.0044	0.0581	0.2398	0.2208	0.2456	0.2711	0.2607	0.2203	0.2116	0.2854	0.2503	0.2351	0.2436	0.2346	0.2725	0.3310	0.4332	0.2157	0.0524
		Difference	-0.0095	-0.0004	0.0000	-0.0019	0.0002	-0.0038	-0.0581	-0.2158	-0.2063	-0.2444	-0.2614	-0.2501	-0.2068	-0.1993	-0.2768	-0.2387	-0.2166	-0.2265	-0.2308	-0.2670	-0.2964	-0.3666	-0.2146	-0.0520
Sep-00	NF	BellSouth	0.0000	0.0000	0.0021	0.0000	0.0000	0.0004	0.0005	0.0020	0.0023	0.0153	0.0106	0.0309	0.0404	0.0022	0.0044	0.0010	0.0016	0.0210	0.0006	0.0019	0.0506	0.0374	0.0001	0.0000
		CLEC	0.0104	0.0002	0.0224	0.0000	0.0221	0.0014	0.0008	0.0053	0.0137	0.0472	0.0471	0.0205	0.0058	0.0021	0.0603	0.0037	0.0043	0.0065	0.0088	0.1071	0.1115	0.2683	0.0656	0.0090
		Difference	-0.0104	-0.0002	-0.0203	0.0000	-0.0221	-0.0010	-0.0002	-0.0033	-0.0115	-0.0320	-0.0365	0.0105	0.0346	0.0001	-0.0559	-0.0026	-0.0027	0.0145	-0.0082	-0.1051	-0.0610	-0.2309	-0.0655	-0.0090
	SF	BellSouth	0.0003	0.0039	0.0011	0.0011	0.0000	0.0002	0.0038	0.2963	0.0645	0.0095	0.0245	0.0241	0.0375	0.0592	0.0464	0.0493	0.0481	0.1003	0.0467	0.0467	0.0910	0.1364	0.0132	0.0032
		CLEC	0.1401	0.0070	0.0124	0.0068	0.0000	0.0011	0.0346	0.2650	0.1887	0.0884	0.1032	0.1029	0.0872	0.0977	0.0918	0.1204	0.1906	0.2477	0.1692	0.1639	0.2998	0.3763	0.1803	0.2295
		Difference	-0.1398	-0.0031	-0.0113	-0.0057	0.0000	-0.0009	-0.0308	0.0313	-0.1241	-0.0789	-0.0787	-0.0788	-0.0497	-0.0385	-0.0453	-0.0711	-0.1424	-0.1474	-0.1224	-0.1172	-0.2088	-0.2399	-0.1671	-0.2263
Oct-00	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0001	0.0005	0.0058	0.0023	0.0004	0.0015	0.0013	0.0201	0.0058	0.0017	0.0260	0.0178	0.0120	0.0005	0.0389	0.0692	0.0021	0.0000	0.0000
		CLEC	0.0000	0.0003	0.0000	0.0075	0.0116	0.0124	0.0246	0.0267	0.0227	0.0308	0.0374	0.0431	0.0426	0.0518	0.0462	0.0456	0.1250	0.0964	0.0256	0.1483	0.1996	0.1181	0.0422	0.0024
		Difference	0.0000	-0.0002	0.0000	-0.0075	-0.0116	-0.0122	-0.0241	-0.0208	-0.0204	-0.0305	-0.0359	-0.0418	-0.0225	-0.0460	-0.0445	-0.0196	-0.1072	-0.0844	-0.0251	-0.1093	-0.1304	-0.1160	-0.0422	-0.0024
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0007	0.0001	0.0048	1.0465	0.0611	0.1227	0.1306	0.1554	0.0797	0.0908	0.1474	0.1861	0.1597	0.0782	0.1886	0.1202	0.1576	0.0847	0.0162	0.0023
		CLEC	0.0064	0.0015	0.0009	0.0302	0.0042	0.0146	0.0135	1.0447	0.1032	0.2424	0.4760	0.6243	0.3367	0.2816	0.3334	0.6773	0.4516	0.5186	0.6668	0.5562	0.8152	0.4979	0.0688	0.0267
		Difference	-0.0063	-0.0015	-0.0009	-0.0302	-0.0035	-0.0145	-0.0088	0.0018	-0.0420	-0.1197	-0.3455	-0.4689	-0.2570	-0.1907	-0.1860	-0.4912	-0.2919	-0.4404	-0.4782	-0.4360	-0.6576	-0.4132	-0.0526	-0.0244
Nov-00	NF	BellSouth	0.0000	0.0048	0.0000	0.0000	0.0004	0.0001	0.0188	0.0076	0.0044	0.0036	0.0136	0.0043	0.0202	0.0347	0.0095	0.0026	0.0093	0.0068	0.0022	0.0487	0.0534	0.0008	0.0006	0.0003
		CLEC	0.0002	0.0015	0.0000	0.0020	0.0158	0.0016	0.0101	0.0169	0.0153	0.0195	0.0295	0.0388	0.0275	0.0194	0.0195	0.0235	0.0572	0.0388	0.0743	0.3211	0.3956	0.3121	0.1101	0.0175
		Difference	-0.0002	0.0033	0.0000	-0.0020	-0.0154	-0.0015	0.0088	-0.0093	-0.0109	-0.0159	-0.0159	-0.0345	-0.0072	0.0153	-0.0100	-0.0209	-0.0478	-0.0320	-0.0721	-0.2724	-0.3422	-0.3113	-0.1095	-0.0172
	SF	BellSouth	0.0001	0.0003	0.0000	0.0001	0.0000	0.0005	0.0024	0.0769	0.0067	0.0198	0.0429	0.0166	0.0103	0.0269	0.0741	0.0531	0.0620	0.0328	0.0173	0.2856	0.0830	0.0093	0.0087	0.1080
		CLEC	0.0043	0.0007	0.0141	0.0030	0.0508	0.0009	0.0168	0.2590	0.0570	0.0561	0.1436	0.0904	0.1293	0.2250	0.1318	0.1112	0.1385	0.2163	0.1705	0.3610	0.2158	0.2098	0.1247	0.1014
		Difference	-0.0042	-0.0005	-0.0141	-0.0029	-0.0508	-0.0004	-0.0144	-0.1821	-0.0503	-0.0363	-0.1006	-0.0739	-0.1190	-0.1982	-0.0578	-0.0581	-0.0765	-0.1835	-0.1533	-0.0754	-0.1328	-0.2005	-0.1159	0.0067
Dec-00	NF	BellSouth	0.0000	0.0002	0.0002	0.0000	0.0000	0.0001	0.0167	0.0186	0.0108	0.0071	0.0053	0.0143	0.0133	0.0157	0.0124	0.0094	0.0130	0.0096	0.0019	0.0605	0.0592	0.0074	0.0000	0.0000
		CLEC	0.0009	0.0001	0.0014	0.0010	0.0192	0.0060	0.0005	0.0263	0.0750	0.0487	0.0487	0.0470	0.0049	0.0034	0.0086	0.0141	0.0170	0.0102	0.0179	0.0997	0.1077	0.0870	0.0274	0.0085
		Difference	-0.0009	0.0001	-0.0013	-0.0010	-0.0192	-0.0058	0.0163	-0.0076	-0.0643	-0.0417	-0.0434	-0.0327	0.0084	0.0123	0.0038	-0.0047	-0.0040	-0.0006	-0.0160	-0.0393	-0.0485	-0.0796	-0.0274	-0.0085
	SF	BellSouth	0.0025	0.0026	0.0004	0.0006	0.0000	0.0010	0.0281	0.1194	0.0723	0.1712	0.1686	0.1635	0.1162	0.0818	0.0875	0.0712	0.0682	0.0945	0.0688	0.0629	0.0792	0.0423	0.0019	0.0058
		CLEC	0.0004	0.0000	0.0008	0.0006	0.0052	0.0247	0.1208	0.2535	0.1887	0.1567	0.0928	0.0999	0.1097	0.0860	0.0841	0.0893	0.1284	0.2646	0.1315	0.0940	0.0877	0.1025	0.0156	0.0049
		Difference	0.0021	0.0025	-0.0004	0.0000	-0.0052	-0.0238	-0.0927	-0.1341	-0.1164	0.0146	0.0758	0.0636	0.0065	-0.0042	0.0034	-0.0180	-0.0602	-0.1701	-0.0627	-0.0311	-0.0085	-0.0602	-0.0137	0.0009
Jan-01	NF	BellSouth	0.0000	0.0000	0.0005	0.0000	0.0000	0.0000	0.0027	0.0056	0.0012	0.0007	0.0039	0.0037	0.0037	0.0012	0.0012	0.0104	0.0379	0.0110	0.0061	0.1843	0.3420	0.0163	0.0000	0.0000
		CLEC	0.0027	0.0001	0.0004	0.0001	0.0000	0.0009	0.0003	0.0006	0.0024	0.0178	0.0153	0.0085	0.0042	0.0066	0.0132	0.0315	0.0687	0.0247	0.0566	0.4227	0.6889	0.2345	0.0272	0.0015
		Difference	-0.0027	-0.0001	0.0001	-0.0001	0.0000	-0.0009	0.0024	0.0050	-0.0012	-0.0171	-0.0114	-0.0048	-0.0005	-0.0053	-0.0120	-0.0211	-0.0308	-0.0137	-0.0505	-0.2383	-0.3469	-0.2182	-0.0272	-0.0015
	SF	BellSouth	0.0030	0.0000	0.0001	0.0000	0.0000	0.0001	0.0053	0.0129	0.0380	0.0056	0.0193	0.0146	0.0085	0.0253	0.0241	0.0688	0.0727	0.0388	0.0102	0.0301	0.0499	0.0064	0.0039	0.0013
		CLEC	0.0286	0.0010	0.0045	0.0000	0.0261	0.0954	0.0272	0.1394	0.0829	0.0397	0.1624	0.2275	0.0997	0.0409	0.0643	0.1242	0.2107	0.3766	0.1524	0.2638	0.4444	0.3759	0.0241	0.0259
		Difference	-0.0255	-0.0010	-0.0045	0.0000	-0.0261	-0.0954	-0.0219	-0.1266	-0.0449	-0.0341	-0.1431	-0.2130	-0.0913	-0.0156	-0.0402	-0.0554	-0.1380	-0.3378	-0.1422	-0.2337	-0.3945	-0.3695	-0.0202	-0.0246
Feb-01	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0040	0.0003	0.0002	0.0062	0.0130	0.0074	0.0206	0.0155	0.0095	0.0131	0.0078	0.0089	0.0714	0.2478	0.0310	0.0288	0.0010
		CLEC	0.0003	0.0002	0.0002	0.0002	0.0779	0.0292	0.0000	0.0003	0.0259	0.0946	0.1271	0.1021	0.0528	0.0373	0.0836	0.0983	0.0864	0.0218	0.0664	0.4999	0.9690	0.4856	0.0288	0.0018
		Difference	-0.0003	-0.0001	-0.0002	-0.0002	-0.0779	-0.0292	0.0000	0.0038	-0.0256	-0.0945	-0.1209	-0.0891	-0.0454	-0.0167	-0.0681	-0.0888	-0.0733	-0.0141	-0.0576	-0.4285	-0.7213	-0.4546	-0.0288	-0.0008
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0006	0.0089	0.0102	0.0161	0.0214	0.0167	0.0230	0.0131	0.0273	0.0216	0.0378	0.0575	0.0595	0.0034	0.0342	0.0330	0.0250	0.0002	0.0009
		CLEC	0.0006	0.0062	0.0169	0.0032	0.0217	0.0007	0.0195	0.1158	0.1720	0.0820	0.3548	0.4414	0.0604	0.0497	0.1393	0.3564	0.3487	0.4954	0.1330	0.1577	0.3080	0.3467	0.0211	0.0017
		Difference	-0.0005	-0.0062	-0.0169	-0.0032	-0.0217	-0.0001	-0.0106	-0.1055	-0.1559	-0.0606	-0.3381	-0.4184	-0.0473	-0.0224	-0.1177	-0.3186	-0.2911	-0.4359	-0.1296	-0.1235	-0.2750	-0.3217	-0.0210	-0.0008
Mar-01	FL	BellSouth	0.0001	0.0000	0.0004	0.0000	0.0000	0.0001	0.0027	0.0582	0.0131	0.0193	0.0211	0.0294	0.0060	0.0097	0.0122	0.0227	0.0332	0.0260	0.0143	0.0461	0.0735	0.0068	0.0001	0.0047
		CLEC	0.4914	0.0066	0.0053	0.0072	0.0008	0.0070	0.0170	0.1675	0.0418	0.0329	0.0980	0.1293	0.0504	0.0292	0.0502	0.1276	0.2120	0.2847	0.1275	0.1480	0.2645	0.1083	0.0055	0.0256
		Difference	-0.4913	-0.0066	-0.0049	-0.0072	-0.0008	-0.0069	-0.0144	-0.1093	-0.0287	-0.0137	-0.0769	-0.0999	-0.0444	-0.0195	-0.0380	-0.1049	-0.1788	-0.2587	-0.1131	-0.1019	-0.1910	-0.1015	-0.0054	-0.0209
Apr-01	FL	BellSouth	0.0008	0.0001	0.0000	0.0053	0.0000	0.0003	0.0011	0.0082	0.0234	0.0025	0.0326	0.0352	0.0134	0.0286	0.0297	0.0487	0.0449	0.0114	0.0008	0.0034	0.0104	0.0100	0.0002	0.0004
		CLEC	0.0010	0.0028	0.0007	0.0293	0.0002	0.0011	0.0150	0.0501	0.0764	0.0290	0.0283	0.0420	0.0298	0.0284	0.0494	0.0977	0.2310	0.3232	0.0929	0.0422	0.0870	0.1428	0.0381	0.0047
		Difference	-0.0003	-0.0027	-0.0007	-0.0240	-0.0002	-0.0007	-0.0139	-0.0419	-0.0529	-0.0265	0.0043	-0.0068	-0.0163	0.0002	-0.0197	-0.0490	-0.1861	-0.3118	-0.0921	-0.0388	-0.0767	-0.1329	-0.0379	-0.0043
May-01	FL	BellSouth	0.0001	0.0000	0.0094	0.0000	0.0000	0.0040	0.0029	0.1190	0.0675	0.0055	0.0151	0.0720	0.0076	0.1039	0.0984	0.0566	0.0560	0.0174	0.0047	0.0039	0.0060	0.0023	0.0003	0.0002
		CLEC	0.0031	0.0428	0.0027	0.0109	0.0218	0.0075	0.0183	0.1856	0.1221	0.0255	0.0315	0.0603	0.0154	0.0335	0.0518	0.1592	0.2027	0.3416	0.0852	0.0391	0.0845	0.1109	0.0386	0.0024
		Difference	-0.0030	-0.0428	0.0068	-0.0109	-0.0218	-0.0035	-0.0153	-0.0666	-0.0546	-0.0200	-0.0163	0.0116	-0.0078	0.0705	0.0466	-0.1026	-0.1467	-0.3241	-0.0805	-0.0352	-0.0785	-0.1086	-0.0383	-0.0021
Jun-01	FL	BellSouth	0.0002	0.0000	0.0000	0.0000	0.0001	0.0004	0.0021	0.0506	0.0686	0.0047	0.0128	0.0172	0.0109	0.0104	0.0071	0.0033	0.0057	0.0117	0.0016	0.0025	0.0132	0.0334	0.0145	0.0005
		CLEC	0.1139	0.0374	0.0890	0.0669	0.0777	0.0678	0.0278	0.0296	0.0405	0.0946	0.0848	0.0846	0.0413	0.0292	0.0667	0.0916	0.0699	0.0725	0.0627	0.1410	0.3694	0.3193	0.1157	0.0525
		Difference	-0.1137	-0.0374	-0.0890	-0.0669	-0.0777	-0.0674	-0.0257	0.0210	0.0281	-0.0899	-0.0720	-0.0674	-0.0303	-0.0188	-0.0596	-0.0883	-0.0643	-0.0608	-0.0611	-0.1385	-0.3562	-0.2859	-0.1012	-0.0521