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November 5, 2001

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

Re: **960786-B-TL** (Section 271)

Dear Ms. Bayó:

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

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

Sincerely,

Lisa S. Foshee

Lisa S. Foshee (KA)

Enclosures

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

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth Telecommunications, Inc. ' s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996.	)	Docket No. 960786-B-TL
	)	Filed: November 5, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.9 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 August 2001. The Affidavit and the accompanying attachments describe the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 5th day of November 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.

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CERTIFICATE OF SERVICE
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Lisa S. Foshee (LA)
(+) Signed Protective Agreement

Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

November 1, 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 August 2001. Exhibit August PM Data and Attachments 1 C though 3C that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

BellSouth is currently producing state level results based on the January 12, 2001, Georgia Order from Docket 7892-U. While there are some differences from the interim Service Quality Measurement (SQM) Version 3.0 approved by this Commission on July 3, 2001, they are minor and should not cause any difficulty in determining BellSouth's overall performance level.

Attachment 1C is the Monthly State Summary (MSS) for Florida for August 2001. The MSS contains 2,249 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1C, there were 750 sub-metrics for which there was CLEC activity in August 2001 that was compared to either benchmarks or retail analogues. BellSouth met or exceeded the criteria for 622 of these 750 sub-metrics, or 83% for which there were both established benchmarks/retail analogues and CLEC activity. The remainder (1,499) of the sub-metrics were either diagnostic (916), had no CLEC activity (454), were parity by design (IO), are still under development (2) or are excluded (117) due to data calculation deficiencies. All measures and sub-metrics are included in these calculations except three measures that are currently under investigation that have known deficiencies in their

calculations. They are Average Jeopardy Notice Interval, FOC & Reject Completeness, and LNP Disconnect Timeliness. Even though these measures are included in the MSS and in the total number of measurements calculation (2,249), they are excluded from the "Made/Total" percentage calculations (622/750).

During the three-month period of June through August 2001, there were a total of 547 sub-metrics that had CLEC activity for all three months and that were compared with either a benchmark or retail analogue. Of those 547 sub-metrics, 452 or 83% satisfied the comparison criteria for a minimum of two of the three months.

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

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

The second issue arises in situations where BellSouth provides very high quality service to both BellSouth's retail units and the CLECs, where there are very large universe sizes, and the difference between the means is very small. This scenario can cause an apparent missed condition from a quantitative viewpoint. For example, in August 2001, the % Missed Installation Appointments (%MIA), for Residence / Non-Dispatch / < 70 Circuits (A.2.11 .1 .1 .2) showed that BellSouth retail had 0.04% missed appointments for the 692,958 scheduled orders. The CLEC %MIA for the same period is 0.09% missed appointments for 47,062 scheduled orders. While there is very little difference in the results, only five one hundredths of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria, but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, greater than 99.9%. From a practical point of view, the CLECs' ability to compete has

not been hindered, even though the statistical result does not technically meet the retail analogue.

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

Each sub-metric designated as having not satisfied the benchmark or BellSouth retail analogue requirement for June, July and/or August 2001 is included in this Exhibit. Each sub-metric discussed is labeled as being missed in any one or more of the months (June/July/August) included in this filing.

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

B. CHECKLIST ITEM 1 -INTERCONNECTION

1. Collocation

BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed Section E in Attachment 1 C, Items E.l .1.1 through E.1.3.3, provides these results. BellSouth met the approved benchmarks for all 10 of the 10 sub-metrics in June, all 8 of the 8 sub-metrics in July and all 8 of the 8 sub-metrics in August 2001 with CLEC activity.

For the three-month period, June through August 2001, there were 4 sub-metrics for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. All 4 of these sub-metrics met the retail analogue/benchmark comparisons in all three months.

2. local Interconnection Trunking

Trunking Reports

Attachment 1 C, Section C, Items C.l .1 to C.4.2 of the MSS contains data for ordering, provisioning, maintenance and repair, and billing associated with Local Interconnection Trunks.

In June 2001, BellSouth met 18 of 22 sub-metrics or 82% and in July, met 21 of 22 sub-metrics or 96% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. In August, BellSouth met 12 of 18 sub-metrics or 67% of the benchmarks/retail analogues having CLEC activity. The sub-metrics that did not meet the benchmarks/retail analogues for June, July and August 2001 are as follows:

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

BellSouth is currently investigating the cause for the differences in completion times for the orders in this sub-metric.

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

BellSouth missed 4 of the 47 scheduled appointments for this sub-metric in June and 1 of the 34 scheduled appointments in August 2001. Detailed analyses of the four missed appointments for June did not reveal any systemic issues. In August, the one missed appointment was due to an order being twice rescheduled at the customer's request. BellSouth met the benchmark for this sub-metric in July 2001.

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Dispatch (C.2.11.2.1) (July/August)

BellSouth met the standard for 16 of the 17 orders reviewed in this sub-metric for July and 6 of the 7 orders reviewed for August 2001. The 95% benchmark set a requirement of all 17 orders for July and all 7 orders for August based on the quantity of orders for this sub-metric. With a universe size of 17 or 7 orders and a 95% benchmark, a miss on only one order causes a miss for the entire sub-metric. Although BellSouth is within one order of the benchmark

for this measure, BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / local Interconnection Trunks / >= 10 Circuits / Non-Dispatch (C.2.11.2.2) (June/August)

BellSouth met the standard for 31 of the 33 orders reviewed in this sub-metric for June and 22 of the 24 orders reviewed in August 2001. The 95% benchmark set a requirement of 32 orders for June and 23 orders in August based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in July 2001. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Customer Trouble Report Rate / Local Interconnection Trunks / Non-Dispatch (C.3.2.2) (August)

BellSouth provided over 99.8% trouble free service for both retail and the CLECs for this sub-metric for the month of August. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high

level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch (C.3.3.2) (June)

There were a total of 16 trouble reports that averaged 1.52 hours per completion for this sub-metric in June 2001. One of the reports was a translation problem that required 22 hours to repair. The other 15 reports required an average of less than 8 minutes per report to fix. The retail analogue comparison averaged just over 28 minutes per report for June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Invoice Accuracy – Interconnection (C.4.1) (June/August)

The CLECs experienced Local Interconnection invoice accuracy rates that were less than the invoices BellSouth sends to its customers during June and August 2001 (98.46% accuracy for BellSouth versus 94.29% for the CLEC invoices for June and 98.30% accuracy for BellSouth versus 51.41% for the CLEC invoices in August). The difference in June performance was the result of two adjustments issued to two CLECs in Florida. The first adjustment resulted from usage that was being investigated for possible error conditions.

A keying error was made and the usage was included on the wrong account, which was subsequently adjusted for the customer. The second situation involved a keying mistake on a billing transaction causing an inaccurate amount to be included on a bill for a customer and subsequently corrected. The difference in August performance was the result of two CLEC customers being charged incorrect rates. These rates have now been corrected. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Trunk Blockage

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group Performance Report (TGP), Attachment 3C, displays trunk blocking in a manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic, and provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The analogue/benchmark for the Trunk Group Performance measure is any consecutive two-hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-metric in June, July and August 2001.

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

This section addresses the measures associated with UNEs under checklist item 2. Attachment 1C, Sections B1 – B3, provides data that is divided into Ordering, Provisioning and Maintenance & Repair operations. The Ordering function is disaggregated into 17 sub-metrics. The Provisioning function has 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair function. All Ordering measures will be included in this checklist item because of the overall relationship of the mechanized, partially mechanized and manual processing of Local Service Requests (LSRs). The Provisioning and Maintenance & Repair measures for the following products are included in the checklist item as shown below:

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

2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
Digital Loop c DS1	#4 – Unbundled Local Loops
Digital Loop => DS1	#4 – Unbundled Local Loops
Local Interoffice Transport	#5 – Unbundled Local Transport
Switch Potts	#6 – Unbundled Local Switching
I N P Standalone	#1 1 – Local Number Portability
LNP Standalone	#1 1 – Local Number Portability

An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance & Repair and Billing indicates that BellSouth met the benchmark/analogue for 74%, 84% and 83% of the sub-metrics during the months of June, July and August 2001, respectively.

For the three-month period, June through August 2001, there were 268 sub-metrics in the UNE measurements for which there was CLEC activity in all three months and that were compared to retail analogues or benchmarks. Of those 268 sub-metrics, 210 sub-metrics (78%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. UNE Ordering Measures

Items 8.1 .1 – 6.1 .1 9 in Attachment 1C show data for Percent Rejected Service Requests, Reject Interval, FOC Timeliness and FOC & Reject

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

Reject Interval

Items B.1.4 - B.l.8 in Attachment 1C examine the Reject Interval for the month of August 2001. For orders submitted electronically, the benchmark is 97% within one hour. In June 2001, 95% of the rejected service requests were delivered within the one-hour benchmark. In July 2001, 97% of all rejected service requests were delivered within the one-hour benchmark interval. In August 2001, 95% of all rejected service requests were delivered within the one-hour benchmark interval. (See the write-up below for Items B. 1.4.2 – B.1.4.17 for further discussion concerning electronically submitted orders.)

For partially mechanized orders, which are LSRs submitted electronically and requiring service representative intervention, the benchmark for June and July was 85% within 18 hours. Beginning with August 2001 data, the benchmark changed to 85% within 10 hours. BellSouth exceeded these benchmarks in June, July and August 2001, with over 93%, 96% and 92%, respectively, of partially mechanized rejects being returned to the CLECs within the benchmark interval.

For manual orders, the current benchmark is 85% within 24 hours. BellSouth also exceeded this requirement, with 97% of the LSRs submitted manually being returned to the CLECs within the 24-hour time period in June, 98% in July and 95% in August 2001.

The following sub-metrics did not meet the established benchmarks in June, July and/or August 2001:

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

Reject Interval / Combo (Loop & Port) / Electronic (B.l.4.3) (June/July/August)

Reiect Interval / 2w Analog Loop Design / Electronic (B.1.4.8) (June/August)

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

Reiect Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12) (June/July/August)

Reiect Interval / 2w Analog Loop w/LNP Non-Desian / Electronic (B.1.4.13) (June/July)

Reiect Interval / Other Design / Electronic (B.1.4.14) (June/July/August)

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

Reject Interval / INP (Standalone) / Electronic (B.1.4.16) (August)

Reiect Interval / LNP (Standalone) / Electronic (B.1.4.17) (June)

The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth is conducting a detailed root cause analysis of the process for

electronic rejects, This analysis addresses the ordering systems (EDI, JAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:OO p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because certain of the back-end legacy systems are not in service. LSRs submitted during these periods should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs. An analysis of the July 2001 rejected LSRs for this sub-metric revealed that 42% of the rejects missing the benchmark interval were processed during this period. Excluding these rejects from the total, this sub-metric would have met the benchmark, with 97.64% of the remaining rejects meeting the one-hour interval.

With the May 2001, data month, BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). However, with this change, BellSouth is currently unable to identify multiple issues of the same version of LSRs that have been rejected (fatal rejects). These rejected LSRs should be excluded from the measurement. If there are multiple issues of the same

version, the measure currently calculates the interval from the initial issue to the final issue of the LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

In the June update, the data for the UNE Loop & Port Combination was included in the UNE Other Non-Design sub-metric. This condition was corrected in the July data.

Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.6.9/B.1.7.9) (July)

BellSouth met the benchmark for 124 of the 150 LSRs rejected in this sub-metric for July 2001. This sub-metric missed the overall benchmark by less than 3% for the month. No systemic issues were uncovered for the items that missed the benchmark for this sub-metric. BellSouth met the new IO-hour benchmark for this sub-metric in August 2001.

Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.6.12) (June)

BellSouth met the benchmark for 276 of the 352 LSRs rejected in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this

sub-metric met very few of the LSRs that were rejected in 18 hours and almost all for the last 20 days. BellSouth met the 18-hour benchmark for this sub-metric in July and the new IO-hour benchmark in August 2001.

Reiect Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic (B.1.6.13/B.1.7.13) (August)

BellSouth met the new lo-hour period for 791 (84.5%) of the 936 LSRs rejected for this sub-metric in August 2001. This was only 5 LSRs short (0.5%) of the number required to meet the benchmark for the overall sub-metric for the month. BellSouth met the 18-hour benchmark for this sub-metric in June and July 2001.

Reiect Interval / Other Design / Pattiallv Electronic (B.1.6.14/B.1.7.14) (July)

BellSouth met the benchmark for 18 of the 22 LSRs rejected in this sub-metric for July 2001. This sub-metric missed the overall benchmark by less than 4% for the month. No systemic issues were uncovered for the items that missed the benchmark for this sub-metric. BellSouth met the 18-hour benchmark for this sub-metric in June and the 10-hour benchmark in August 2001.

Reiect Interval / LNP (Standalone) / Partially Electronic (B.1.6.17/B.1.7.17) (June)

BellSouth met the benchmark for 812 of the 982 LSRs rejected in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were rejected in 18 hours and almost all for the last 20 days. BellSouth met the 18-hour benchmark for this sub-metric in July and the IO-hour benchmark in August 2001.

Reiect Interval / 2w Analoa Loop Design / Manual (B.1.8.8) (July)

There were only five rejected LSRs for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in June and August 2001.

Reiect Interval / 2w Analog Loop w/INP Design / Manual (B.1.8.10) (July)

There was only one rejected LSR for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in June and August 2001.

Reiect Interval / Other Design / Manual (B.1.8.141 (July)

BellSouth met the benchmark for 9 of the 14 LSRs rejected in this sub-metric for July 2001. No systemic issues were uncovered for the items that missed

the benchmark for this sub-metric. BellSouth met the benchmark for this sub-metric in June and August 2001.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. BellSouth met the benchmark interval for 95%, 98% and 98% of the electronically submitted LSRs in June, July and August 2001, respectively. For partially mechanized LSRs, the benchmark for June and July 2001 was 85% returned within 18 hours. Beginning with August 2001 data, the benchmark changed to 85% within 10 hours. BellSouth met the 18-hour and 10-hour benchmarks for 93%, 99% and 95% of partially electronic FOCs in June, July and August 2001, respectively. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. BellSouth met the benchmark interval for 97%, 98% and 99% of the manual LSRs submitted in June, July and August 2001, respectively. The sub-metrics that did not meet the benchmark in June, July and/or August 2001 are as follows:

FOC Timeliness / xDSL / Electronic (B.1.9.5) (June/July/August)

BellSouth met the benchmark for 264 of the 287 LSRs that received a FOC in June, for 393 of 485 FOCs for this sub-metric in July and for 644 of 774 FOCs in August 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy

applications, such as SOCS, that are accessed by the ordering systems. For further information, see the explanation included with the electronic reject interval measurement.

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

BellSouth met the benchmark for 57 of the 79 LSRs in June and for 50 of the 53 LSRs in August that received a FOC for this sub-metric. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information, see the explanation included with the electronic reject interval measurement, item B.1.4.x. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / LNP (Standalone) / Electronic (B.1.9.17) (June)

BellSouth met the benchmark for 2,687 of the 3,173 LSRs confirmed in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were confirmed in 18 hours and almost all for the last 20 days. BellSouth met the benchmark for this sub-metric in July and August 2001.

FOC Timeliness / xDSL / Partially Electronic (8.1 .1 1.5/B.1.12.5) (June/August)

BellSouth met the 18-hour benchmark for 4 of the 5 FOCs returned for this sub-metric in June and for 39 of the 47 FOCs returned in August 2001. In both June and August 2001, BellSouth fell just one order short of satisfying the overall benchmark for the sub-metric. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / ISDN Loops / Partially Electronic (B.1 .11.6/B.1 .1 2.6) (June)

There were only four orders in June 2001 for this sub-metric with BellSouth meeting the benchmark for three of them. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met the 18-hour benchmark for this sub-metric in July and the l O-hour benchmark in August 2001.

FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.11.12) (June)

BellSouth met the benchmark for 556 of the 703 LSRs confirmed in this sub-metric for June 2001, On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were confirmed in 18 hours and

almost all for the last 20 days. BellSouth met the 18-hour benchmark for this sub-metric in July and the 1 O-hour benchmark in August 2001.

FOC & Reject Response Completeness

BellSouth is in the process of rewriting the program code for developing the source data for the FOC & Reject Response Completeness measurements In this sub-metric, BellSouth did not meet the benchmark in June, July and/or August 2001 for the FOC and Reject Response Completeness metrics listed below:

FOC & Reject Response Completeness / Local Interoffice Transport / Electronic (B. 1. 14.2) (June)

FOC & Reiect Response Completeness / Combo (Loop & Port) / Electronic (B.1.14.3) (June/July)

FOC & Reject Response Completeness / xDSL / Electronic (B.I .14.5) (June/July/August)

FOC & Reiect Response Completeness / ISDN Loop / Electronic (B.1.14.6) (August)

FOC & Reiect Response Completeness / Line Sharing / Electronic (B.I .14.7) (July)

FOC & Reject Response Completeness / 2w Analoa Loop Desian / Electronic (B.I. 14.8) (July)

FOC & Reiect Response Completeness / 2w Analog Loop Non Design / Electronic (B.l .1 4.9) (June/July/August)

FOC & Reiect Response Compteteness / Other Design / Electronic (B.1.14.14) (June/July)

FOC & Reiect Response Completeness / Other Non-Design / Electronic (B.1.14.15) (June)

FOC & Reiect Response Completeness / xDSL / Partial Electronic (B. 1.15.5) (July/August)

FOC & Reiect Response Completeness / Switch Ports / Manual (B.1.16.1) (August)

FOC & Reiect Response Completeness / Local Interoff ice Transport / Manual (B.1.16.2) (August)

FOC & Reiect Response Completeness / xDSL / Manual (B.l .16.5) (July/August)

FOC & Reject Response Completeness / Line Sharina / Manual (B.1.16.7) (June/August)

FOC & Reiect Response Completeness / 2w Analog Loop Design / Manual (B.1.16.8) (June/August)

FOC & Reiect Response Completeness / 2w Analog Loop Non-Design / Manual (B.1.16.9) (June/July/August)

FOC & Reiect Response Completeness / 2w Analog Loop w/INP Design / Manual (B.l. 16. 10) (July/August)

FOC & Reiect Response Completeness / Other Design / Manual (B.1.16.14) (August)

FOC & Reject Response Completeness (Multiple Responses) / Line Sharing / Electronic (B.1.17.7) (August)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop Design / Electronic (8.1 .1 7.8) (August)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop Non-Design / Electronic (B. 1. 17.9) (August)

FOC & Reject Response Completeness (Multiple Responses) / Other Design / Electronic (B. 1.17.14) (August]

FOC & Reject Response Completeness (Multiple Responses) / Local Interoffice Transport / Partial Electronic (B.l .1 8.2) (June)

FOC & Reiect Response Completeness (Multiple Responses) / Combo (Loop & Port) / Partial Electronic (B.l .I 8.3) (June/July/August)

FOC & Reiect Response Completeness (Multiple Responses) / xDSL / Partial Electronic (B. 1.18.5) (July/August)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop Design / Partial Electronic (B.1 .1 8.8) (July/August)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop Non-Design / Partial Electronic (B.l .18.9) (June/July/August)

FOC & Reiect Response Completeness (Multiple Responses) / Other Desian / Partial Electronic (B.l .18.14) (June/July/August)

FOC & Reiect Response Completeness (Multiple Responses) / Other Non-Desion / Partial Electronic (B.1 .18.15) (June)

FOC & Reiect Response Completeness (Multiple Responses) / Local Interoff ice Transport / Manual (B. 1.19.2) (June/July/August)

FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop&Port) / Manual (B.l .1 9.3) (July)

FOC & Reject Response Completeness (Multiple Responses) / xDSL / Manual (B.l.19.5) (June/August)

FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop / Manual (B.l .19.6) (June/August)

FOC & Reiect Response Completeness (Multiple Responses) / Line Sharina / Manual (B.l .19.7) (June)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop Desion / Manual (B.1.19.8) (June/July/August)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop Non Desian / Manual (B.1.19.9) (June/July/August)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop w/INP Desian / Manual (B.l .19.10) (June/August)

FOC & Reiect Response Completeness (Multiple Responses) / Other Desion / Manual (B. 1. 19.14) (June/July/August)

BellSouth has determined that the coding for the FOC and Reject Completeness measures failed to include rejections that were classified as "auto clarifications." The code for this measurement is being rewritten will

impact all FOC and Reject Completeness measures that include auto clarification rejects. BellSouth continues to review this measurement in order to improve results to meet the benchmark.

Flow-Through

Attachment 1 C, Items F.I .1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. Detailed flow-through results for individual CLECs are included in Attachment 2C. The following table shows the Regional Flow-Through results for June, July and August 2001 as compared with the Interim SQM benchmarks.

% Flow-through Service Reauests (F.1 .1 .1 – F.1.3.41

Customer Type	June 2001	July 2001	August 2001	Benchmark
Residence	92.21%	87.09%	91.21%	95%
Business	57.26%	69.92%	80.72%	90%
UNE	78.33%	90.00%	93.13%	85%
LNP	91.83%	86.36%	84.40%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. The Business flow-through rate is well below the 90% objective but has improved significantly over the June through August period. Business LSRs are more complex than the typical LSRs and, as a result, there is a

greater probability for error. For example, an LSR requesting 10 lines with series completion bunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is being done to determine trends and identify flow-through problems. To date, fifteen system enhancements have been identified and are targeted for Encore releases. Three of the enhancements were implemented in August. The remainder of the enhancements are scheduled for release between October 2001 and January 2002.

2. UNE Provisioning Measures

BellSouth met 73% of the overall UNE Provisioning measurements in the month of June, 84% of these measurements in July and 86 % in August 2001.

The following sub-metrics did not meet the applicable retail analogues in the months of June, July and/or August 2001:

Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.1.3.1.2) (June)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. A temporary fix was installed at the end of June, until the final update can be added. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

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

There were only a total of five orders completed in this sub-metric in June and five orders completed in July 2001. The small universe of orders for these months does not provide a statistically conclusive comparison with the retail analogue. In August 2001, the average OCI for this sub-metric was 3.79 days for CLECs compared to 0.82 days for the retail analogue. Ten of the orders in August should have received an "L" code due to customer requested extended intervals or customer caused missed installation appointments.

Also, the "standard" offered completion interval for this sub-metric is longer than for the retail analogue it is compared to.

Order Completion Interval / Other Non-Design / >= 10 Circuits / Dispatch (8.2.1 .15.2.1) (August)

There were only a total of four orders completed in this sub-metric in August 2001. This small universe of orders does not provide a statistically conclusive comparison with the retail analogue.

Held Orders / Other Design / < 10 Circuits / facilities (B.2.3.14.1.1) (July)

There was only one order associated with this sub-metric in July 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

% Jeopardies / Other Non-Design (B.2.5.15) (July/August)

There were a total of 4 jeopardies issued for the 26 orders that were scheduled for this sub-metric in July and 29 jeopardies issued for the 916 orders scheduled for August 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 1 of the orders which were placed in jeopardy in July and all but 11 jeopardy orders in August were actually worked on time. There were no held orders in July and

only one held order in August associated with these jeopardies. BellSouth South met the retail analogue for this sub-metric in June 2001 .

% Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < IO Circuits (5.2.10.3) (June/July/August)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) was implemented in a September 2001 system update. The October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.18.3.1.2) (June/July/August)

BellSouth missed 28 of the 10,251 scheduled appointments in this sub-metric for June, missed 23 of the 10,347 appointments for July and missed 38 of the 12,462 appointments for August 2001. BellSouth met over 99% of the scheduled appointments for both retail and the CLECs in this sub-metric for all three months. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail

operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth faited to meet the benchmark/analogue.

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

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed 23 of the 5,556 appointments in this sub-metric scheduled in July and missed 38 of the 6,812 appointments scheduled in August 2001. BellSouth completed over 99.4% of the appointments as scheduled in both July and August.

% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits / Dispatch (B.2.18.3.2.1) (June)

BellSouth missed 3 of the 14 appointments for this sub-metric in June 2001. The detailed analysis did not indicate any systemic problems with the three missed appointments for this sub-metric in June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits / Non-Disoatch (B.2.18.3.2.2) (August)

There were only seven orders scheduled for this sub-metric in August 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits / Dispatch In (B.2.18.3.2.4) (August)

There were only three orders scheduled for this sub-metric in August 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

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

BellSouth missed 2 of the 12 appointments for this sub-metric in June 2001. The detailed analysis did not indicate any systemic problems with the two missed appointments for this sub-metric in June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Provisioning Troubles w/i 30 Days / Combo (LOOP & Port) / >= 10 Circuits / Dispatch (B.2.1 9.3.2.1) (July)

There were three troubles reported for the fifteen orders that completed in the 30 days prior to July 2001 for this sub-metric. No systemic problems were identified for this small number of orders in July. BellSouth met or exceeded the retail analogue for this sub-metric in June and August 2001.

% Provisioning Troubles w/i 30 Davs / Other Design / < 10 Circuits / Dispatch (B.2.19.14.1.1) (June/August)

There were 7 troubles reported for the 34 orders that completed in the 30 days prior to June and 13 troubles reported for the 192 orders that completed in the 30 days prior to August 2001 for this sub-metric. Three of the August trouble reports were closed as "no trouble found," and four troubles were for the same installation. No systemic problems were identified for any of the remaining orders for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits / Dispatch (B.2.21.3.1 .1) (June)

Averaae Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.21.3.1.2) (June)

Averaae Completion Notice Interval / Combo (LOOP & Port) / >= 10 Circuits / Dispatch (B.2.21.3.2.1) (June)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the

provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results. BellSouth met the retail analogue comparison for all these sub-metrics in July and August 2001.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (B.2.34.1 .1 .1) (July/August)

BellSouth met the standard for 38 of the 61 orders reviewed in this sub-metric for July and 86 of 108 orders reviewed in August 2001. The 95% benchmark set a requirement of 58 orders for July and 103 orders for August based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch (B.2.34.1 .1.2) (June/July/August)

BellSouth met the standard for 40 of the 48 orders reviewed in this sub-metric for June, for 59 of the 98 orders reviewed in July and for 88 of 127 orders reviewed in August 2001. The 95% benchmark set a requirement of 46 orders for June, for 93 orders for July and for 121 orders in August based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracv / Design (Specials) / >= 10 Circuits / Non-Dispatch (B.2.34.1.2.2) (July/August)

There were only two orders reviewed for this sub-metric in July and two orders reviewed in August 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark,

Service Order Accuracv / Loops Non-Design / < 10 Circuits / Dispatch (B.2.34.2.1.1) (July/August)

There were only 4 orders reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. In August 2001, BellSouth met the standard for 14 of the 20 orders reviewed for this sub-metric. The 95% benchmark sets a requirement of 19 orders based on the quantity of orders in the sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet

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

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch (B.2.34.2.1.2) (July/August)

BellSouth met the standard for 31 of the 51 orders reviewed in this sub-metric for July and for 228 of the 293 orders reviewed in August 2001. The 95% benchmark set a requirement of 49 orders for July and for 279 orders for August based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch (8.2.34.2.2-l) (August)

There were only three orders reviewed in this sub-metric for August 2001. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch (B.2.34.2.2.2) (June/July/August)

There were only 17 orders reviewed for this sub-metric in June, 2 orders reviewed in July and 9 orders reviewed in August 2001. The small universe of orders for this sub-metric combined with the 95% benchmark required that all orders reviewed in each month be trouble free. A problem with any order would cause a miss for the entire sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

3. UNE Maintenance and Repair (M&F?) Measures

BellSouth met the applicable performance standard for 75% in June, 81% in July and 74% in August 2001 of the overall UNE M&R measurements. The sub-metrics that did not meet the fixed critical value for this checklist item in June, July and/or August are as follows:

% Missed Repair Appointments / Other Design / Dispatch (B.3.1 .10.1) (June/August)

BellSouth missed 19 of the 269 repair appointments scheduled for this sub-metric in June and 2 of the 21 appointments scheduled in August 2001. No systemic problems were identified for the 19 appointments missed in June or the 2 appointments missed in August. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Other Design / Non-Dispatch (B.3.1 .1 0.2) (June/August)

BellSouth missed 5 of the 118 repair appointments scheduled for this sub-metric in June and 1 of the 17 repair appointments scheduled in August 2001. No systemic problems were identified for the 5 appointments missed in June or the 1 appointment missed in August. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Other Non-Design / Non-Dispatch (B.3.1 .11.2) (August)

BellSouth missed 4 of the 74 repair appointments scheduled for this sub-metric in August 2001. No systemic problems were identified for the four appointments missed in August. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1) (June/July/August)

The difference between the retail analogue and the CLEC aggregate was less than 3% for this sub-metric in June and less than 1% in both July and August 2001. Both the CLECs and BellSouth retail had greater than 97% trouble free service for all in service lines in this sub-metric in all three months. In August, 48% of the trouble reports for this sub-metric were closed as "no trouble found." From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Customer Trouble Report Rate / Other Design / Non-Dispatch (B.3.2.10.2) (June/August)

The difference between the retail analogue and the CLEC aggregate was less than 1% for this sub-metric in both June and August 2001. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric in June and August. In August, 7 of the 17 troubles reported for this sub-metric were associated with a conversion project for one CLEC. No patterns or systemic issues were identified for the remaining reports. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / Other Non-Design / Dispatch (B.3.2.11.1) (June/July/August)

There were a total of 58 trouble reports for the 697 in service lines for this sub-metric in June, 46 trouble reports for the 708 lines in service in July and 71 trouble reports for the 702 lines in service in August 2001. A preliminary analysis indicated that 17% of the troubles were closed out as found OK in June and 19% found OK in July. In August, 16% of the troubles were either caused by damaged cable facilities or were closed as "no trouble found." Further analysis is underway to determine if any systemic issues exist with this sub-metric.

Customer Trouble Report Rate / Other Non Design / Non-Dispatch (B.3.2.11.2) (June/July/August)

There were a total of 57 troubles reports for the 697 in service lines for this sub-metric in June, 41 troubles reported for the 708 lines in service in July and 71 troubles reported for the 702 lines in service in August 2001. An analysis of July orders revealed that 28 of the 41 trouble reports (68%) for July and 42 of the 71 reports (59%) for August were closed out as found OK, or over half of the troubles reported had minimal impact on the end-user customer. Further analysis is underway to determine any systemic issues with this sub-metric.

% Repeat Troubles within 30 Days / Combo (Loop & Port) / Non-Dispatch (8.3.4.3.2)

In June, there were a total of 938 trouble reports of which 231 were repeats. A detailed analysis has identified 108 of the 231 repeats to be from the third party test CLEC. Also, 189 of the 231 repeat reports were closed as Test OK / Found OK or approximately 82% of the troubles had minimal impact on the end-user customer. The exclusion of the third party tests reports from this sub-metric would meet or exceed the retail analogue for June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Repeat Troubles within 30 Days / Combo Other / Dispatch (B.3.4.4.1) (July/August)

There were 5 repeat trouble reports for this sub-metric in July and 11 repeat reports in August 2001. BellSouth is currently investigating this sub-metric to determine if all orders shown as repeats actually had trouble reports within the previous 30 days. Three of the August reports were for the same customer due to an intermittent trouble. The other reports revealed no patterns or systemic issues.

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

19 of the 269 repair appointments scheduled for this sub-metric in June 2001 were out of service longer than 24 hours. No systemic problems were identified for the 19 appointments in June. In August 2001, only 2 repair orders were out of service longer than 24 hours of the 21 total repair orders for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

There were 5 of the 118 repair appointments scheduled for this sub-metric in June 2001 that were out of service longer than 24 hours. In August, only 1 of the 17 repair orders scheduled were out of service longer than 24 hours. No systemic problems were identified for any of these repair orders.. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

11 of the 25 repair appointments scheduled for this sub-metric in July 2001 were out of service longer than 24 hours. No systemic problems were identified for the 11 appointments in July. BellSouth met the retail analogue comparison for this sub-metric for June and August 2001.

Billing:

Invoice Accuracy – UNE (B.4.1) (June)

The CLECs experienced UNE invoice accuracy rates that were slightly lower than the invoices BellSouth sends to its customers during June 2001 (98.46% accuracy for BellSouth versus 89.32% for the CLEC invoices). The difference in performance was the result of a single adjustment for one CLEC caused by an inaccurate rate being used for one type of unbundled switch port. The incorrect rate has been changed and the problem has been resolved. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering measurements. All measures met the established benchmarks for August

2001. The sub-metrics that did not meet the benchmarks in June and July 2001 are as follows:

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

BellSouth met 129 of the 136 inquiries within the 3 business day benchmark in June 2001 or 94.85%. Normal rounding would indicate that this quantity met the 95% benchmark. BellSouth met the benchmark for this sub-metric in July and August 2001.

Service Inquiry with Firm Order / xDSL (F.3.1.1) (June/July)

BellSouth met 218 of the 234 inquiries within the 5 business day benchmark in June and met 271 of the 298 inquiries within the 5-day period in July 2001. The 95% benchmark for this quantity of orders required 222 to be met in June and 283 to be met in July. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met the benchmark for this sub-metric in August 2001.

The remainder of the UNE measurements for which BellSouth did not meet the applicable analogue or benchmark in June, July and/or August 2001 is as follows:

Operations Support Systems

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in May, June and/or July 2001 were:

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS ~D.1.3.5.1) (June/July)

Averaae Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS jD.l.3.5.2) (June/July)

Detailed analysis has identified a problem in the LENS software that deals with response times from HAL/CRIS. This was corrected in an update on July 28, 2001. BellSouth met the retail analogue comparison for these sub-metrics in August 2001.

Average Response Interval – CLEC (TAG) / HAL / CRIS / Reaion / RNS (D.1.4.7.1) (July)

Averaae Response Interval – CLEC (TAG) / HAL / CRIS / Reaion / ROS (D.1.4.7.2) (July)

There was basically, one tenth of one percent difference for this measure between the CLEC and BellSouth retail results. BellSouth met the retail analogue comparison for these sub-metrics in August 2001.

Average Response Interval / CRIS / Region (D.2.4.1 .1) (June/July/August)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to

in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. Fdr the 4-second interval, there was only approximately 1% difference between the CLEC responses as compared with the retail analogue in all three months. For the less than 10 second response interval, the CLECs received over 99% of their responses while the retail analogue received slightly less than 99%. Similarly, for the greater than 10 seconds interval measure, the CLECs received less than 1% of responses in the longer interval while the BellSouth retail analogue received just over 1% of responses in over 10 seconds. These very small differences in response intervals indicate virtually equivalent service levels for the CLECs and BellSouth retail.

Average Response Interval / DLETH / <= 4 sec / Region (D.2.4.2.1) (June)

The average response interval for this sub-metric is measured in three separate intervals. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In June 2001, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Average Response Interval / LMOS / Region (D.2.4.4.1, D.2.4.4.2, D.2.4.4.3) (July/August)

The average response intervals for these sub-metrics are measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For all three measurements, the results are virtually identical, with the less than 4 seconds measure having a difference of 0.2%, the less than 10 seconds interval and the greater than 10 second interval having differences of only 0.03%. These results indicate equivalent service levels for both the CLECs and BellSouth retail in each of the three months.

Average Response Interval / LMOSupd / <= 4 sec. / Region (D.2.4.5.1/ D.2.4.5.2/ D.2.4.5.3) (June/July/August)

The average response interval for these sub-metrics is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For each of the three sub-metrics, there was less than a 1% difference in the responses received by the CLECs and BellSouth retail in each month. The one percent difference for all of these intervals indicates virtually equivalent service levels for both the CLECs and BellSouth retail.

Averaae Response Interval / LNP / <= 4 sec. / Reqion (D.2.4.6.1) (June/July/August)

There was less than 1.75% difference between the percentages of responses received within the target intervals for both the CLEC aggregate and the BellSouth retail analogue for each of the three months, with the difference being only 0.34% in August. Differences of these magnitudes do not significantly impact the CLECs ability to compete.

Averaae Response Interval / MARCH / Reqion (D.2.4.7.1/ D.2.4.7.2/ D.2.4.7.3) (August)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. BellSouth is currently investigating the cause or causes for the missed criteria in these sub-metrics. Each of these sub-metrics met the retail analogue comparison for June and July 2001.

Averaae Response Interval / OSPCM / Reqion (D.2.4.8.1/ D.2.4.8.2/ D.2.4.8.3) (July/August)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In both July and August 2001, the average response interval for the CLEC

requests did not meet the retail analogue intervals for the less than 4-second disaggregation but met the standard for both the less than 10 and greater than 10 seconds responses. In July and August, the CLEC response intervals were 34.75% and 35.16% within 4 seconds as compared to 45.00% and 43.74%, respectively, for the retail analogue. For the less than 10 second response interval, the CLECs received 96.61%and 93.75% of their responses and the retail analogue received 97.54% and 97.38% in July and August, respectively. With activity levels of only 118 and 128 requests from this system for the month, only 12 and 11 additional responses in July and August, respectively, within 4 seconds would have brought the sub-metric into parity with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June 2001.

Average Response Interval / OSPCM / Region (D.2.4.11.1) (August)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In August, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 77.81% within 4 seconds as compared with 79.85% for the retail analogue. For the less than 10 second responses, the CLECs received 99.61% of their responses and the retail .analogue received

99.53%. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

General – Billing

Usaae Data Delivery Timeliness / Region (F.9.2) (July/August)

This measure tracks the percentage of usage data delivered within six days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during July and August 2001 (98.95% for BellSouth versus 96.62% for CLECs in July and 98.80% compared to 98.30% for CLECs in August). The difference in performance each month was the result of some input files being left out of the ADUF job before the files were recovered and processed. It is important to point out that the CLEC results of 96.62% and 98.30% still provide the CLECs a meaningful opportunity to compete. BellSouth has developed a fix that should prevent this type of error from occurring in the future. The fix was implemented on September 1, 2001. BellSouth met the retail analogue comparison for this sub-metric in June 2001,

Mean Time to Deliver Usage (F.9.4) (July/August)

This measure compares the average number of days to deliver usage to CLECs with the BellSouth retail analogue. In July 2001, the BellSouth result was 3.37 days compared to the CLEC result of 3.83 days. In August 2001,

the BellSouth result was 3.37 days compared to the CLEC result of 3.60 days. The difference in the performance for both months was the result of input files being left out of the ADUF job before the files were recovered and processed. While the CLEC measurement is slightly greater than the BellSouth results, the CLECs are provided with substantially the same opportunity to bill end users as is BellSouth. BellSouth exceeded the retail analogue comparison for this sub-metric in June 2001.

Recurring Charae Completeness / UNE (F.9.5.2) (July)

In July 2001, the result for this measure was 56.41% against a benchmark of 90%. This result was negatively impacted by service orders issued to move billed amounts from one billing account to another connected with CLECs which have filed for bankruptcy. These orders were backdated several months to the date of the bankruptcy. None of these orders impacted the CLECs' total billed amounts but were issued to separate pre-bankruptcy billed amounts from post-bankruptcy amounts. The CLECs are provided with a meaningful opportunity to compete as these issues do not impede the ability to serve end users. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

Recurring Charge Completeness / Interconnection (F.9.5.3) (July/August)

This measure tracks the ability of the ordering and billing systems to begin billing an CLEC recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been set as the level of performance to meet. In July 2001, BellSouth's performance was 82.27%. This measure was missed because of problems encountered in correcting service order errors in a timely manner. In August 2001, the result for this measure was 48.13% against a benchmark of 90%. This result was negatively impacted by service orders issued to move billed amounts from one billing account to another connected with CLECs which have filed for bankruptcy. These orders were backdated several months to the date of the bankruptcy. None of these orders impacted the CLECs' total billed amounts but were issued to separate pre-bankruptcy billed amounts from post-bankruptcy amounts. The CLECs are provided with a meaningful opportunity to compete as these issues do not impede the ability to serve end users.

Non-Recurring Charge Completeness / Interconnection (F.9.6.3) (June/July/August)

This measure tracks the ability of the ordering and billing systems to begin billing a CLEC non-recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been set as the level of performance to meet. In July 2001, BellSouth's performance was 86.94%. In August 2001, BellSouth's performance was

58.53%. This measure was missed in both July and August because of problems encountered in correcting service order errors in a timely manner.

General - Change Management

% Change Manaaement Documentation Sent On Time (F.10.3) (July/August)

Average Documentation Release Delay Davs (F.10.5) (July/August)

Two of the four change management documentation letters issued in July and one of the three letters issued in August 2001 were released with less than the 30-day benchmark window. All of these letters were, however, primarily dealing with clarifications and information on existing documentation and/or business rules and did not require CLEC coding changes.

General – New Business Requests

% Quotes Provided in 10 Business Days (F.11.2.1) (June/July)

There were only two requests processed in June and three requests in July 2001 in sub-metric F.11.2.1. Such a small universe does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in August 2001.

General - Ordering

% Acknowledgement Message Timeliness / EDI (F.12.1 .1) (August)

In August 2001, BellSouth returned almost 81,000 acknowledgement messages within the 30-minute benchmark period. With a 95% benchmark,

almost 82,000 messages would need to meet the criteria. BellSouth is currently investigating this measure to determine the cause or causes for this shortfall. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

% Acknowledgement Message Completeness / EDI (F.12.2.1) (June/July/August)

A Stability Plan to improve EDI availability has put into effect. This plan includes implementing both a manual application monitoring schedule (24 / 7) and increased mechanized application alarms to more adequately monitor and react to application outages. The database parameters have also been adjusted to allow for maximum processing in the EDI system. In July 2001, problems occurred on only 39 (0.05%) of the total 78,663 messages returned in this sub-metric. BellSouth failed to satisfy the completeness criteria for only 302 of the 86,217 messages returned in August 2001.

% Acknowledgement Message Completeness / TAG (F.12.2.2) (June/July/August)

BellSouth failed to deliver only 51 of the 127,390 messages in June, 485 of the 194,073 messages in July and 20 of the 199,829 messages in August 2001 for this sub-metric. Analysis continues to identify any issues in this process. However, such a small number of failed records have not revealed any systemic process problems.

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

As discussed in Checklist Item 2, Sections 8.2 and B.3 of Attachment 1C provide data for provisioning and maintenance & repair measures for unbundled local loops.

For purposes of discussion in this checklist item, the local loop sub-metrics have been separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital loop sub-metrics.

xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for June, July and/or August 2001 are as follows:

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

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics.

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

There were only two orders associated with this sub-metric in July 2001. Such a small universe does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

% Jeopardies – Mechanized / UNE ISDN (B.2.5.6) (June/July)

There were 88 jeopardies issued for the 250 orders issued in this sub-metric in June and 15 jeopardies for the 70 orders issued in July 2001. All of these were resolved prior to the due date and the scheduled installations were

completed on time. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

% Jeopardy Notice >= 48 Hours / xDSL (B.2.10.5) (August)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) was implemented in a September 2001 system update. The October data month will be the first fuli month that the change will be in effect.

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Dispatch (B.2.18.7.1 .1) (July)

There were only seven orders for this sub-metric in July 2001. Such a small universe does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

% Missed Installation Appointments / Line Sharina / < 10 Circuits / Non-Dispatch (B.2.18.7.1.2) (June/August)

There was only one missed appointment for the 57 scheduled orders in this sub-metric in June and one missed appointment for the one hundred twenty-four scheduled orders in August 2001. There was no systemic problem identified for the one missed appointment in either month. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisionina Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch (8.2.19.6.1 .1) (June/July)

There were a total of 55 troubles reported for this sub-metric for the orders that completed in the 30 days prior to June and 40 troubles reported for orders that completed in the 30 days prior to July 2001. No systemic installation issues were identified for any of these trouble reports. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.1 9.7.1.2) (July)

There were 9 troubles reported for this sub-metric for the 69 orders completed in the 30 days prior to July 2001. An analysis of these reports did not reveal any distinct patterns or systemic installation problems. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

2. Maintenance & Repair Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for June, July and/or August 2001 are as follows:

% Missed Repair Appointments / UNE ISDN / Dispatch (B.3.1.6.1) (July/August)

BellSouth missed 14 of the 118 scheduled repair appointments in July and 17 of the 149 appointment scheduled for August 2001. Factors contributing to the missed appointments in both months included access issues, problems in coordination of cooperative testing with CLECs, cable and facilities problems, etc. In August, 7 of the 17 trouble reports were due to a flooded remote terminal site that could not be restored until flood water receded. Analysis of the other orders did not reveal distinctive patterns or systemic issues.

% Missed Repair Appointments / ISDN Loops / Non-Dispatch (B.3.1.6.2) (June/August)

BellSouth missed three of the twenty-nine scheduled appointments for this sub-metric in June and four of the ninety-six scheduled appointments in June 2001. There was no systemic problem found for the missed appointments in either June or August. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Line Sharing / Dispatch (B.3.1.7.1) (June)

There were only two scheduled appointments for this sub-metric in June 2001. Such a small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2) (June/July/August)

BellSouth missed seven of the twenty-eight scheduled appointments for this sub-metric in June, six of thirty-seven appointments scheduled in July and eight of forty-seven appointments scheduled in August 2001. An action plan is being developed to cover central office technicians on proper handling of Line Sharing troubles.

Customer Trouble Report Rate / xDSL Loops / Dispatch (B.3.2.5.1) (June/July/August)

A total of 84 troubles were reported for the 5,674 in service lines for this sub-metric in June, 67 troubles for the 5,902 in service lines in July and 76 troubles for the 5,685 in service lines in August 2001. Both the CLECs and BellSouth retail had 98% trouble free service for all in service lines in this sub-metric in June, July and August. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Customer Trouble Report Rate / xDSL / Non-Dispatch (B.3.2.5.2) (June/August)

A total of 23 troubles were reported for the 5,674 in service lines for this sub-metric in June and 21 troubles for the 5,685 lines in service in August 2001. Both the CLECs and BellSouth retail had 99% trouble free service for all in

service lines in this sub-metric in both June and August. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1) (June/July/August)

Both the CLECs and BellSouth retail had 98% trouble free service for all in service lines in this sub-metric in June and July and 97% trouble free service in August 2001. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth is developing an action plan to improve circuit testing and turn-up documentation.

Customer Trouble Report Rate / Line Sharing / Dispatch (B.3.2.7.1) (July/August)

There were a total of 10 troubles reported for the 884 in service lines for this sub-metric in July and 14 troubles reported for the 1,007 lines in service in August 2001. Of the 10 troubles reported in July, 5 were closed as "no trouble found." With the exclusion of these reports, this sub-metric would have met the retail analogue comparison for July. Of the 14 August trouble reports, 4 (29%) were closed as "no trouble found." There were no distinctive

trends or systemic problems identified for any of the troubles reported for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in June 2001.

Customer Trouble Report Rate / Line Sharing / Non-Disoatch (B.3.2.7.2) (June/July/August)

There were a total of 28 troubles reported for the 807 in service lines for this sub-metric in June, 37 troubles for the 884 in service lines in July and 47 troubles for the 1,007 in service lines in August 2001. Both the CLECs and BellSouth retail had greater than 97% trouble free service for all in service lines in this sub-metric in June. An analysis of the July 2001 troubles for this sub-metric revealed that 27 of the 37 troubles (73%) were closed as "no trouble found." With the exclusion of these reports, 98.8% trouble free service was provided for the in service lines in this sub-metric. In August, 30 of the 47 troubles (64%) were closed as "no trouble found." Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Maintenance Averaae Duration / UNE ISDN / Dispatch (B.3.3.6.1) (July/August)

BellSouth missed this sub-metric for July 2001 with an average duration of 11.22 days as compared to 8.03 days for the retail analogue. In August 2001,

BellSouth again missed the retail analogue comparison, but the average durations were reduced to 10.92 days for CLECs compared to 7.49 days for the retail analogue. Factors contributing to the longer interval maintenance orders in both months included access issues, problems in coordination of cooperative testing with CLECs, cable and facilities problems, etc. In August, 7 of the orders had longer durations due to flooded remote terminal facilities. Restoration work on those facilities could not begin until flood water receded and the facilities dried. Analysis of the remaining orders did not reveal distinctive patterns or systemic issues. BellSouth is placing additional focus on ISDN orders in scheduling and prioritizing maintenance activities.

Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (June/July)

There were a total of 29 troubles reported for this sub-metric in June 2001. BellSouth missed this sub-metric for July 2001 with an average duration of 5.59 days as compared to 3.48 days for the retail analogue. Two orders in July had significantly longer durations than the other orders, which increased the average for the entire sub-metric. BellSouth is placing additional focus on ISDN orders in scheduling and prioritizing maintenance activities. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

% Repeat Troubles within 30 Days / UNE ISDN / Non-Dispatch (B.3.4.6.2) (July)

In July 2001, 29 of the 76 trouble reports were repeat reports. No systemic problems were identified for any of these reports. BellSouth met or exceeded the retail analogue for this sub-metric in June and August 2001.

% Repeat Troubles within 30 Davs / Line Sharing / Dispatch (B.3.4.7.1) (July/August)

There were only ten trouble reports for this sub-metric in July and fourteen reports in August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Repeat Troubles within 30 Davs / Line Sharing / Non-Dispatch (B.3.4.7.2) (June/July/August)

Sixteen of the twenty-eight reports filed in this sub-metric in June, fifteen of the thirty-seven reports for July and twenty-three of the forty-seven reports for August 2001 were repeat reports, In July, eleven of the fifteen repeat reports (73%) were closed as "TOWFOK." In August, all 23 of the trouble reports were from one CLEC, and 19 of the 23 reports (83%) were closed as "TOWFOK." With the exclusion of these reports, BellSouth would have met the retail analogue comparison for this sub-metric in both July and August.

% Out of Service > 24 hours / UNE ISDN / Dispatch (B.3.5.6.1) (July/August)

Factors contributing to the longer interval maintenance orders in both July and August 2001 included access issues, problems in coordination of

cooperative testing with CLECs, cable and facilities problems, etc. In August, 7 of the 17 long duration troubles were due to flooding of remote terminal facilities. Restoral of service could not begin until flood water receded and the remote terminals dried. Analysis of the remainder of the orders did not reveal distinctive patterns or systemic issues.

% Out of Service > 24 hours / UNE ISDN / Non-Dispatch (B.3.5.6.2) (June/August)

In June, there were three troubles out of the twenty-nine reports that were out of service greater than 24 hours. In August 2001, four out of ninety-six total trouble reports were out of service longer than 24 hours. No systemic maintenance problems were identified for the small number of orders out of service in this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

SL1/SL2/Digital Loop Group

1. Provisioning Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for June, July and August 2001 are as follows:

Order Completion Interval (OCI)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an I" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.1.8.1.1) (June/August)

There were a total of 340 completed orders in this sub-metric in June and 175 orders completed in August 2001. A detailed analysis indicated that 37 of the 340 orders for June and 17 of the 175 orders for August had intervals that were longer than the due date calculator system would have assigned and should have been given an "L Code" for extended interval. When an LSR is received, the due date calculator determines what the current available interval for that product is, based on the available resources from Network. If the CLEC requests a longer interval ("extended interval"), the order is given an "L Code" and excluded from the OCI measurement. BellSouth continues

to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

There were only seven orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in June 2001 . BellSouth met the retail analogue comparison for this sub-metric in August 2001.

Order Completion Interval / 2w Analog Loop w/INP Non-Design / < 10 Circuits / Dispatch In (B.2.1 .11 .1 .4) (July)

There were only two orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.1 .12.1 .1) (June/July/August)

There were a total of 236 orders that completed for this sub-metric in June, 223 completed in July and 255 orders completed in August 2007. A detailed analysis indicated a significant number of orders with customer requested extended intervals were not "L coded" and should have been excluded from the measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for orders in this sub-metric is four days as indicated by the interval for the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / < IO Circuits /

There were a total of 7 78 orders that completed for this sub-metric in June 2001. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four days as is indicated by the interval for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / < 7 0 Circuits / Dispatch In (B.2.1 .13.1.4) (June)

BellSouth was offering a 0 to Z-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. BellSouth applied a temporary fix at the end

of June to correct this issue, There was no CLEC activity for this sub-metric in either July or August 2001.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / >= 10 Circuits / Dispatch In (B.2.1.13.2.4) (June)

There were only two orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. There was no CLEC activity for this sub-metric in either July or August 2001.

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

Held Orders / 2w Analog Loop Design / < 10 Circuits / Facility (B.2.3.8.1 .1) (June)

There were a total of three held orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Held Orders / 2w Analog Loop w/LNP Design / < 10 Circuits / Facility (B.2.3.12.1. 1) (June)

There were a total of two held orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Held Orders / 2w Analog Loop w/LNP Design / >= IO Circuits / Facility (B.2.3.12.2.1) (August)

There was only one order associated with this sub-metric in August 2001 . The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Held Orders / Digital Loop >= DS1 / <. 10 Circuits / Facility (B.2.3.19.1.1) (August)

There was only one order associated with this sub-metric in August 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Jeopardies / 2w Analog Loop Design (B.2.5.8) (June/July/August)

In June 2001, there were a total of 108 jeopardies issued for the 383 orders that were scheduled for this sub-metric. All but 26 of the orders were worked as scheduled, with only 2 resulting in held orders that were resolved within an average of less than 28 days. In July 2001, there were a total of 29 jeopardies issued for the 128 orders that were scheduled for this sub-metric. All but 3 of the jeopardies were resolved and the orders were worked as scheduled. None of the 3 missed appointments in this sub-metric resulted in a held order in July. In August 2001 , there were a total of 37 jeopardies issued for the 291 orders that were scheduled for this sub-metric. All but 10 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. None of these jeopardies or missed appointments resulted in held orders in August.

% Jeopardies / 2w Analoa Loop Non-Design (B.2.5.9) (June/July/August)

There were a total of 61 jeopardies issued for the 332 orders that were scheduled for this sub-metric in June 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 10 of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there were only 10 missed installation appointments for this sub-metric in June 2001. None of the 10 missed appointments in this sub-metric resulted in a held order in June. In July 2001, there were a total of 44 jeopardies issued for the 431 orders that were scheduled for this sub-metric. All but 21 of the jeopardies were resolved and

the orders were worked as scheduled. Only 1 of the 21 missed appointments in this sub-metric resulted in a held order that was resolved and completed in 7 days. In August 2001, there were a total of 49 jeopardies issued for the 620 orders that were scheduled for this sub-metric. All but 16 of the jeopardies were resolved and the orders were worked as scheduled. Only 3 of the 16 missed appointments in this sub-metric resulted in held orders that were resolved and completed in an average of 3.33 days.

% Jeopardies / 2w Analog Loop w/INP Non-Design (B.2.5.11) (June)

There was only one order placed in jeopardy out of the seven installation appointments in this sub-metric scheduled for June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. There was no activity for this sub-metric in July 2001. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

% Jeopardies / Digital Loop >= DS1 (B.2.5.19) (July/August)

There were a total of 60 jeopardies issued for the 88 installation appointments that were scheduled for this sub-metric in July and 65 jeopardies for the 157 appointments scheduled for August 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 19 of the orders that were placed in jeopardy in July and all but 17 of the jeopardy orders in August were actually worked on time. Of the 19 missed appointments in July, only 3 resulted in held orders. All of the 3 orders were

completed within an average of less than 13 days. Of the 17 missed appointments in August, only 1 resulted in a held order that was completed within IO days. BellSouth met the retail analogue comparison for this sub-metric in June 2001.

% Jeopardv Notices issued >= 48 Hours / 2w Analoa Loop Non-Design (B.2.10.9) (July/August)

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Design (B.2.10.12) (July/August)

% Jeopardv Notices issued >= 48 Hours / 2w Analog Loop w/LNP Non Design (B.2.10.13) (June/July/August)

% Jeopardy Notices issued >= 48 Hours / Digital Loop < DS1 (B.2.10.18) (August)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) was implemented in a September 2001 system update. The October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / 2w Analoa Loop Non-Desian / >= IO Circuits / Dispatch (B.2.18.9.2.1) (July)

There were only eight orders associated with this sub-metric in July 2001. The small universe size for this sub-metric, does not provide a statistically

conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

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

In August 2001, there were 21 troubles reported for the 224 orders completed in the prior 30 days. Five of the twenty-one troubles were closed as "no trouble found." An analysis of the remainder of the troubles revealed no specific patterns or trends.

% Provisioning Troubles w/i 30 Davs / 2w Analog Loop Design / >= 10 Circuits / Dispatch (B.2.19.8.2.1) (June)

There were only three troubles reported for the nineteen orders that completed in the previous 30 days to June 2001 for this sub-metric. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Provisioning Troubles w/I 30 Davs / 2w Analog Loop w/LNP Desian / c 10 Circuits / Dispatch (B.2.19.12.1 .1) (May/June)

There were a total of 176 trouble reports for the 1,776 orders that completed in the 30 days prior to May 2001. A detailed analysis indicated that 78 of the reports were closed with no trouble found, which had minimal impact on the

end-user customer. In June 2001, there were a total of 153 trouble reports for the 1,548 orders that completed in the 30 days prior to June 2001. A detailed analysis indicated that 49 of the reports were closed with no trouble found, which had minimal impact on the end-user customer. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / >= 10 Circuits / Dispatch (B.2.19.12.2.1) (June)

There were a total of 3 trouble reports for the 16 orders that completed in the 30 days prior to June 2001. No systemic issues have been found for the reports in this sub-metric in June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

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

There were a total of 55 troubles reported for this sub-metric for the 527 orders that completed in the 30 days prior to June, 59 troubles reported for the 813 orders that completed in the 30 days prior to July and 47 troubles reported for the 901 orders that completed in the 30 days prior to August 2001. Analysis of the trouble reports indicates that a significant portion were closed as "no trouble found." BellSouth is currently investigating this sub-metric, There are no troubles indicated for the retail analogue for this sub-

metric in either June or July and less than 1% for August, which is also being reviewed.

% Provisioning Troubles within 30 Days / Digital Loops >= DS1 / < 7 0 Circuits / Dispatch (B.2.19.19.1 .1) (June/July/August)

There were a total of 57 troubles reported for this sub-metric for the 770 orders that completed in the 30 days prior to June, 26 troubles reported for the 222 orders that completed in the 30 days prior to July and 19 troubles reported for the 236 orders that completed in the 30 days prior to August 2007. BellSouth is currently investigating this sub-metric. There are no troubles indicated for the retail analogue for this sub-metric in June, July or August, which is also being reviewed.

Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.21.8.1.1) (June/July/August)

Average Completion Notice Interval / 2w Analog Loop Design / >= 10 Circuits / Dispatch (B.2.21.8.2.1) (June/July)

Average Completion Notice Interval / 2w Analog LOOP w/LNP Design / < 10 Circuits / Dispatch (B.2.21.7 2.7 .1) (June/July/August)

Average Completion Notice Interval / 2w Analoa LOOP w/LNP Non-Desian / < 10 Circuits / Dispatch (B.2.21 .1 3.1.1) (June/July/August)

Average Completion Notice Interval / 2w Analog LOOP w/LNP Non-Design / >= 10 Circuits / Dispatch (B.2.21 .1 3.2.1) (June/July)

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

2. Maintenance & Repair Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for June, July and/or August 2001 are as follows:

% Missed Repair Appointments / 2W Analog Loop Non Design / Dispatch (B.3.1.9.1) (August)

There were a total of 128 missed appointments out of the 842 scheduled for this sub-metric in August 2001. A significant cause for the missed appointments in August was found to be wet or damaged cable facilities. BellSouth is refocusing on its existing cable damage prevention plan. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Repeat Reports w/i 30 Days / 2W Analog Loop Design / Non-Dispatch (B.3.4.8.2) (July)

There were a total of 299 trouble reports of which 79 were repeats in this sub-metric for July 2001. Eighteen of the repeat reports were closed as "no trouble found." With the exclusion of these reports, this sub-metric would have met the retail analogue comparison for July. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

% Repeat Reports w/i 30 Davs / 2W Analog Loop Non-Design / Non-Dispatch (B.3.4.9.2) (June)

In June 2001, there were a total of 96 troubles for this sub-metric, with 69 of them being repeat reports. A detailed analysis has identified 63 of the 67 repeats to be from the third party test CLEC. The exclusion of the third party tests reports from this sub-metric would meet or exceed the retail analogue

for June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Out of Service > 24 hours / 2w Analog Loop Non-Design / Non-Dispatch (B.3.5.9.2) (June)

There were a total of 30 out of service troubles reported for this sub-metric in June 2001 with 5 being longer than 24 hours. No systemic issues were identified for these 5 reports in June. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

The sub-metrics that did not meet the retail analogue in June, July and August 2001 associated with Checklist Item 5 are as follows:

% Provisioning Troubles w/i 30 Davs / Local Interoffice Transport / < 10 Circuits / Dispatch (B.2.1 9.2.1 .1) (August)

There was only 1 trouble reported for this sub-metric for orders that were completed in the 30 days prior to August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

Maintenance Average Duration / Local Interoffice Transport / Non-Dispatch (B.3.3.2.2) (June/July/August)

There were only three troubles reported in this sub-metric for June, eight troubles reported in July and four troubles reported in August 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue.

% Repeat Troubles w/i 30 Davs / Local Interoffice Transport / Non-Dispatch (B-3.4.2.2) (June)

There were only three troubles reported for this sub-metric for June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 6 for June, July and August 2001.

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

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

As indicated in Attachment 1C, Sections F.6, F.7 and F.8, BellSouth met the benchmark/analogue requirements of Checklist Items 7a and 7b in June, July

and August 2001. Even though BellSouth tracks and reports these measures, the processes used in providing these services are designed to provide parity for all users.

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

BellSouth made all four of the four sub-metrics associated with this checklist item in June, two of the four sub-metrics in July and two of four in August 2001. See items F.13.2.1 through F.13.3 in Attachment 1 C for further details. The items that did not meet the appropriate benchmark in July and/or August 2001 are as follows:

% Update Accuracy / LIDB (F.13.2.1) (July)

The results in this sub-metric are based on a statistical sample of LSRs and service orders which are manually checked for the accuracy of information that impacts the LIDB database. The July 2001 results were based on a sample size of 59 orders, of which 9 orders were found to contain errors. BellSouth has refocused its effort on all LSRs processed in the partial mechanized and manual categories to eliminate basic errors made by the representatives that should meet the benchmark for this sub-metric. BellSouth met the benchmark for this sub-metric in June and August 2001.

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

The measure indicated that in July, 152 of the 153 NXXs were loaded by their effective date for the entire BellSouth region, and in August 23 of 24 NXXs were loaded by their effective dates. Neither of the NXX load date misses in July and August were associated with Florida activity. BellSouth met the benchmark for this sub-metric in June 2001.

J. CHECKLIST ITEM 11 – NUMBER PORTABILITY

All the measurements in this Checklist Item were met or exceeded for June, July and/or August 2001 except for the following:

Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Non-Dispatch (B.2.1.17.1.2) (June)

The unadjusted order completion interval was 1.58 days compared to the retail analogue of 0.85 days in June 2001. A root cause analysis for OCI for non-dispatched orders revealed that BellSouth was offering the same interval as "dispatched" orders. An interim solution for this problem, a modification to the due date calculation process was installed at the end of June. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are

excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Order Completion Interval / LNP (Standalone)) / >=1 0 Circuits / Non-Dispatch (B.2.1.17.2.2) (June)

In June 2001, there were only seven orders in this sub-metric. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Missed Installation Appointments / LNP (Standalone) / < IO Circuits / Non-Dispatch (B.2.18.17.1.2) (June/July)

BellSouth missed only 16 of the 7,615 scheduled appointments in this sub-metric for June, missed only 6 of the 2,569 scheduled appointments in July and missed only 9 of the 1,71 5 appointments scheduled in August 2001. BellSouth met over 99% of the scheduled appointments for both retail and the CLECs in this sub-metric for June, July and August. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual

performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Average Completion Notice Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch (B.2.21 .1 7.1.2) (June/July/August)

Average Completion Notice Interval / LNP(Standalone) / >= 10 Circuits / Dispatch (B.2.21 .1 7.2.1) (July)

Average Completion Notice Interval / LNP(Standalone) / >= 10 Circuits / Non-Dispatch (B.2.21 .1 7.2.2) (August)

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

average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results.

Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1) (June)

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

On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation This ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked.

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

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 89% of the 174 resale metrics for the month of June, for 88% of the 201 metrics in July and for 87% of the 191 metrics in August 2001. The details are delineated in Attachment 1 C, Items A.1 .1 .l through A.4.2.

For the three-month period, June through August 2001, there were 147 sub-metrics in the Resale measurements for which there was CLEC activity in all

three months and were compared to retail analogues or benchmarks. Of those 147 sub-metrics, 137 sub-metrics (93%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. Resale Ordering Measures

Reject Interval

During the month of June 2001, there were 11,226 rejected LSRs, either mechanically or manually processed, with 94% meeting the benchmark. The benchmark for electronic rejects is 97% within 1 hour. 52% of all orders were processed electronically, and 96% met the 1 -hour benchmark. In July 2001, there was a total of 12,088 resale LSRs rejected, with 97% meeting the relevant benchmark or retail analogue. Of the 12, 088 rejected LSRs, 52% were processed electronically with 96% of them meeting the 1 -hour benchmark interval. In August 2001, there was a total of 16,628 resale LSRs rejected, with 94% meeting the relevant benchmark or retail analogue. Of the 16,628 rejected LSRs, 61% were processed electronically with 92% of them meeting the l-hour benchmark interval. See Attachment 1C, Items A.l.4 through A.l.8 for further details.

FOC Timeliness

For the month of June 2001, BellSouth processed approximately 45,530 Resale LSRs in Florida and met the relevant benchmark on 96% of all FOCs. Of the 45,530 LSRs, 32,724 were fully mechanized with 98% meeting the 3-

hour benchmark, clearly exceeding the 95% target. In July, BellSouth issued FOCs for 45,994 resale LSRs and met the relevant benchmark for 98% of them. Of the 45,995 FOCs returned, 32,639 were fully mechanized with 99% meeting the 3-hour benchmark interval. In August, BellSouth issued FOCs for 53,972 resale LSRs and met the relevant benchmark for 98% of them. Of the 53,972 FOCs returned, 41,729 were fully mechanized with 98% meeting the 3-hour benchmark interval. See Attachment 1 C, Sections A.1.9 through A.1 .1 3 for further details.

The Ordering sub-metrics for which BellSouth did not meet the benchmarks/analogues for June, July and/or August 2001 were:

Reject Interval / Residence / Electronic (A.l.4.1) (June/July/August)

The current benchmark for this sub-metric is >= 97% within one hour. In June 2001, there were 5,285 LSRs rejected for this sub-metric with 5,037 or 95% meeting the one-hour benchmark. In July, BellSouth met the one-hour benchmark for 96% of the 5,799 rejected LSRs in this sub-metric. In August 2001, there were 8,815 of the 9,536 total rejected LSRs that met the benchmark interval. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 1 1:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because some of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs. An analysis of the July 2001 rejected LSRs for this sub-metric revealed that 66% of the rejects missing the benchmark interval were processed during this period. Excluding these rejects from the total, this sub-metric would have met the benchmark, with 98.64% of the remaining rejects meeting the one-hour interval.

With the implementation of May data BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was unable to identify multiple issues of the same version of the LSRs that may be rejected (fatal rejects), which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the interval from the initial issue to the final issue of the LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

Reject Interval / Business / Electronic (A.f.4.2) (August)

The current benchmark for this sub-metric is >= 97% within one hour. There were 643 LSRs rejected in this sub-metric in August 2001 with 596 or 93% meeting the one hour benchmark. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item A.1 .4.1. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

Reiect Interval / PBX / Electronic (A.l.4.4) (August)

There was only one LSR rejected for this sub-metric in August 2001. The small universe size for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in either June or July 2001.

Reiect Interval / PBX / Partially Electronic (A.1.6.4/A.1.7.4) (August)

There were only two LSRs rejected for this sub-metric in August 2001. The small universe size for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in either June or July 2001.

Reject Interval / Centrex / Manual (A.l.8.5) (June)

There were only two orders in this sub-metric for June 2001 with BellSouth meeting the benchmark for one of them. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in July and August 2001.

FOC Timeliness / PBX / Partial Electronic (A.1 .11.4/A.1 .12.4) (July/August)

There were only four orders for which FOCs were returned in this sub-metric in July and only one such order in August 2001. Such a small universe does not provide a conclusive benchmark comparison.

FOC Reiect & Response Completeness / Residence / Electronic (A.1 .14.1) (July)

FOC Reiect & Response Completeness / Business / Electronic (A.1 .14.2) (June/July)

FOC Reject & Response Completeness / PBX / Electronic (A.1 .14.4) (June/July)

FOC Reiect & Response Completeness / PBX / Partial Electronic (A.1 .15.4) (August)

FOC Reiect & Response Completeness / Residence / Manual (A.1 .16.1) (June/July/August)

FOC Reiect & Response Completeness / Business / Manual (A.1 .16.2) (June/August)

FOC Reject & Response Completeness / Design (Specials) / Manual (A.1 .16.3) (June/August)

FOC Reject & Response Completeness / PBX / Manual (A.1 .16.4) (June/July/August)

FOC Reiect & Response Completeness / PBX / Manual (A.1 .16.6) (June)

FOC Reiect & Response Completeness (Multiple Responses) / Residence / Pattiatlv Electronic (A.1 .1 8.1) (August)

FOC Reject & Response Completeness (Multiple Responses) / Business / Partiallv Electronic (A.l.18.2) (June/July/August)

FOC Reiect & Response Completeness (Multiple Responses) / PBX / Partially Electronic (A.1 .1 8.4) (June/August)

FOC Reject & Response Completeness (Multiple Responses) / Residence / Manual (A.1 .19.1) (June/July/August)

FOC Reject & Response Completeness (Multiple Responses) / Business / Manual (A. 1.19.2) (June/July/August)

FOC Reiect & Response Completeness (Multiple Responses) / Desian (Specials) / Manual (A.1 .1 9.3) (August)

FOC Reject & Response Completeness (Multiple Responses) / Centrex / Manual (A.l.19.5) (August)

FOC Reiect & Response Completeness (Multiple Responses) / ISDN / Manual (A.1 .1 9.6) (August)

As indicated in Checklist Item 2, BellSouth has determined that the coding for the FOC and Reject Completeness measures failed to include rejections that were classified as "auto clarifications." This coding change will impact all FOC and Reject Completeness measures that include auto clarification rejects. BellSouth continues to review this measurement in order to improve results to meet the benchmark.

2. Resale Provisioning Measures

For the months of June, July and August 2001, BellSouth met or exceeded the benchmark or retail analogue for 84%, 87% and 86% of all resale provisioning measures. The details supporting the August percentage are delineated in Items A.2.1 .1 .1 .1 through A.2.25.3.2.2 of Attachment 1 C.

Order Completion Interval

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. A temporary fix was installed at the end of July, until the final update can be added. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which

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

The following are the measures for which BellSouth did not meet the retail analogue in June, July and/or August 2001.

Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch (A.2.1.1.1.2) (June)

In June 2001, the unadjusted order completion interval was 1.08 days compared to the retail analogue of 0.81 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1) (June/July)

In June 2001, the unadjusted order completion interval was 3.70 days compared to the retail analogue of 3.02 days. In July, the unadjusted order completion interval for this sub-metric was 3.97 days compared to the retail analogue of 3.13 days. OCI is adversely affected by LSRs for which CLECs

request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

Order Completion Interval / Design (Specials) / >= 10 Circuits / Non-Dispatch (A.2.1.3.2.2) (June)

The unadjusted order completion interval was 8.74 days compared to the retail analogue of 3.61 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. There was no CLEC activity for this sub-metric in either July or August 2001 .

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

In June 2001, the unadjusted order completion interval was 2.48 days compared to the retail analogue of 1.51 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Other resale provisioning sub-metrics for which BellSouth did not meet the benchmark/retail analogue were:

Held Orders / Residence / < 10 Circuits / Other (A.2.2.1. 1.3) (August)

There was only one held order for this sub-metric in August 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

Held Orders / Business / < 10 Circuits / Facilitv (A.2.2.2.1.1) (July)

There were only four held orders for this sub-metric in July 2001. The small universe for this sub-metric does not proved a statistically conclusive comparison to the retail analogue. Bel lSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Held Orders / Business / >= 10 Circuits / Facilitv (A.2.2.2.2.1) (August)

There was only one held order for this sub-metric in August 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Held Orders / PBX / < 10 Circuits / Facility (A.2.2.4.1 .1) (August)

There was only one held order for this sub-metric in August 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail anatogue. There was no CLEC activity for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1) (June/July/August)

% Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2) (June/July)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) was implemented in a September 2001 system update. The October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / Residence / < 10 Circuits / Non-Dispatch (A.2.11.1.1.2) (June/July/August)

BellSouth missed 53 of the' 33,424 scheduled appointments for this sub-metric in June, missed 47 of the 33,535 appointments scheduled in July and missed 37 of the 41,062 appointments scheduled in August 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in June, July and August.

% Missed Installation Appointments / Business / < 10 Circuits / Dispatch (A.2.11.2.1.1) (June/July/August)

There were a total of 23 missed appointments out of the 435 appointments scheduled for this sub-metric in June, 15 missed appointments of the 429 appointments scheduled in July and 23 missed appointments of the 572 appointments scheduled for August 2001. Both BellSouth retail and the CLECs had at least 95% of all scheduled appointments completed on time in June, July and August.

% Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch (A.2.11.2.1.2) (July/August)

BellSouth missed 19 of the 2,462 scheduled appointments for this sub-metric in July and missed 6 of the 2,700 appointments scheduled for August 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in both July and August 2001. BellSouth met the retail analogue comparison for this sub-metric in June 2001.

% Missed Installation Appointments / Desian (Specials) / c 10 Circuits / Dispatch (A.2.11.3.1.1) (July)

BellSouth missed 10 of the 131 scheduled appointments for this sub-metric in July 2001. Both the CLECs and BellSouth retail had over 92% of all orders completed as scheduled in July. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

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

BellSouth missed 3 of the 78 scheduled appointments for this sub-metric in August 2001. Both the CLECs and BellSouth retail had over 96% of all orders completed as scheduled in August. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

% Provisioning Troubles w/i 30 davs / Residence / c 10 Circuits / Non-Dispatch (A.2.12.1.1.2) (June/July/August)

In June 2001, there were 1,993 troubles reported for the 48,383 orders that completed for this sub-metric in the prior 30 days. 1216 of the troubles were reported by one CLEC with 535 of the 1216 closed as "TOWFOK." In July 2001, there were 1,538 troubles reported for the 33,424 orders that completed in the prior 30 days. 50% of the troubles reported in July for this sub-metric were reported by one CLEC, and 44% of those troubles were closed as TOWFOK. In August 2001, there were 1,388 troubles reported for the 33,535 orders that completed in the prior 30 days. 1,321 (95%) of the August trouble reports for this sub-metric were from one CLEC. Thirty-two percent of the reported troubles were closed as "TOWFOK," Without these "no trouble found" reports, this sub-metric would have met the retail analogue comparison for August. BellSouth is conducting an analysis of the

provisioning situation with this particular CLEC and will conduct joint sessions to determine how to avoid the no trouble found reports.

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch (A.2.12.2.1 .1) (June/August)

There were 38 troubles reported for the 569 orders that completed for this sub-metric in the 30 days prior to June 2001. 12 of the 39 were closed as TOWFOK with minimal impact on the end-user customer. In August 2001, there were 29 troubles reported for the 429 orders that completed in the prior 30 days. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Non-Dispatch (A.2.12.2.1.2) (August)

There were 141 troubles reported for the 2,462 orders that completed for this sub-metric in the 30 days prior to August 2001. Of the total August trouble reports for this sub-metric, 56% were closed as "TOWFOK." For two CLECs, 50% or more of their trouble reports for the month were closed as "TOK.FOK." Without these "no trouble found" reports, this sub-metric would have met the retail analogue comparison for August. BellSouth is conducting an analysis of the provisioning situation with these particular CLECs and will conduct joint sessions to determine how to avoid the no trouble found reports.

BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

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

There were 8 troubles reported for the 592 orders that completed in the 30 days prior to July 2001 for this sub-metric. Both the CLECs and BellSouth retail had over 98% of all orders completed as scheduled in July. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

% Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Non-Dispatch (A.2.12.4.1.2) (June)

There were only three troubles reported for the 34 orders that completed in the 30 days prior to June 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Provisionina Troubles w/i 30 davs / Centrex / < 10 Circuits / Dispatch (A.2.12.5.1 .1) (July)

There was only one trouble reported for the 5 orders that completed in the 30 days prior to July 2001 for this sub-metric. The small universe for this

measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

% Provisioning Troubles w/i 30 days / Centrex / >= 10 Circuits / Dispatch (A.2.12.5.2.1) (June)

There was only one order that completed in the 30 days prior to June 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001. There was no CLEC activity for this sub-metric in August 2001.

Average Completion Notice Interval / Residence / < 10 Circuits / Non-Dispatch / Electronic (A.2.14.1.1.2) (June)

Averaae Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch / Electronic (A.2.14.2.1.2) (June)

Averaae Completion Notice Interval / PBX / >= 10 Circuits / Non-Dispatch / Electronic (A.2.14.4.2.2) (July)

The root cause analysis of this measure indicated that the only differences between the BellSouth retail and CLEC data are the mismatches found when the orders are compared with the original LSRs. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final

completion notice can be sent. The start of the interval is the point at which the technician completes the order and the interval ends when the completion notice is sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLEC orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results.

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

BellSouth met the standard for 724 of the 7 31 orders reviewed in this sub-metric for June 2001. The 95% benchmark set a requirement of 125 based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in July and August 2001.

Service Order Accuracy / Residence / >= 10 Circuits / Non-Dispatch (A.2.25.7.2.2) (July)

There was only one order reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark

comparison. There was no CLEC activity for this sub-metric in either June or August 2001.

Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1) (July/August)

There were only eleven orders reviewed for this sub-metric in July and six orders reviewed in August 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in June 2001.

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

BellSouth met the standard for 101 of the 121 orders reviewed in this sub-metric for June, for 165 of the 193 orders reviewed in July and for 159 of the 182 orders reviewed in August 2001. The 95% benchmark set requirements of 115 orders for June, 184 orders for July and 173 orders in August based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark..

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

There was only one order reviewed for this sub-metric in July and five orders reviewed in August 2001. The small universe for this sub-metric does not

provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in June 2001.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1) (July)

There were only four orders reviewed for this sub-metric in July 2001. This small universe size does not provide a conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in June and August 2001.

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

There were only three orders for this sub-metric in June 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. There were no service orders reviewed for this sub-metric in either July or August 2001.

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

BellSouth met the relevant retail analogues for 85%, 96% and 89% of all the Resale Maintenance & Repair measurements in May, June and July, respectively. The sub-metrics for which BellSouth did not meet the retail analogues were:

Missed Repair Appointments / Design (Specials) / Dispatch (A.3.1.3.1) (July)

BellSouth completed 17 of the 19 repair appointments scheduled in July 2001. The 2 missed appointments did not reveal any systemic repair' process issues. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

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

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Missed Repair Appointments / ISDN / Non-Dispatch (A.3.1.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1 .l) (August)

There were 3,633 troubles reported for the approximately 145,000 in service lines for this sub-metric in August 2001. Both the CLECs and BellSouth retail had no trouble reports for over 97% of the in service lines in August. There

was less than 0.1% difference in the report rates between retail and resale results for this sub-metric in August. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were 1,118 troubles reported for the approximately 57,000 in service lines for this sub-metric in August 2001. Both the CLECs and BellSouth retail had no trouble reports for 98% of the in service lines in August. There was less than a quarter of one percent difference in the report rates between retail and resale results for this sub-metric in August. Of the 1,118 trouble reports in August, 22% were closed as "TOK/FOK." Without these reports, BellSouth would have met the retail analogue comparison for August. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were only 24 trouble reports for the 4,278 in service lines for this sub-metric in June 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month of June. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the

fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

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

There were only five orders for this sub-metric in August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and July 2001.

Maintenance Average Duration / ISDN / Non-Dispatch (A.3.3.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and August 2001.

% Repeat Troubles within 30 Davs / PBX / Dispatch (A-3.4.4.1) (August)

There were only eight orders for this sub-metric in August 2001. The small universe for this sub-metric does not provide a statistically conclusive

comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and July 2001.

% Repeat Troubles within 30 Davs / PBX / Non-Dispatch (A.3.4.4.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and August 2001.

% Repeat Troubles within 30 Davs / Centrex / Non-Dispatch (A.3.4.5.2) (June)

There were a total of 8 troubles reported with three of them being repeat reports for this sub-metric in June 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in July and August 2001.

Out of Service > 24 Hours / Design (Specials) / Dispatch (A.3.5.3.1) (July)

Of the 19 trouble reports for this sub-metric in July 2001, 2 of the troubles caused out of service conditions longer than 24 hours. These 2 situations did not reveal any systemic maintenance issues. BellSouth met the retail analogue for this sub-metric in June and August 2001.

Out of Service > 24 Hours / PBX / Non-Dispatch (A.3.5.4.2) (August)

There were only three trouble reports for this sub-metric in August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and July 2001.

Out of Service > 24 Hours / Centrex / Non-Dispatch (A.3.5.5.2) (August)

There were only three orders for this sub-metric in August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and July 2001.

Out of Service > 24 Hours / ISDN / Non-Dispatch (A.3.5.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in June and August 2001.

II. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 517 of the 637 sub-metrics

(81%) for which there was CLEC activity in June, for 522 of 739 sub-metrics (84%) in July and for 622 of 750 sub-metrics (83%) in August 2001.

During the three-month period of June through August 2001, there were a total of 547 sub-metrics that had CLEC activity for all three months and that were compared with either a benchmark or retail analogue. Of those 547 sub-metrics, 452 or 83% satisfied the comparison criteria for a minimum of two of the three months.

BellSouth Monthly State Summary

Florida, *August 2001*

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering											
	% Rejected Service Requests - Mechanized											
A.1.1.1	O-7	Residence/FL(%)		Diagnostic			19.27%	49,251				Diagnostic
A.I.I.2	O-7	Business/FL(%)		Diagnostic			23.43%	2,731				Diagnostic
A.I.I.3	O-7	Design (Specials)/FL(%)		Diagnwtk								Diagnostic
A.I.I.4	O-7	PBX/FL(%)		Diagnostic								Diagnostic
A.I.1.5	O-7	Centrex/FL(%)		Diagnostic								Diagnostic
A.I.I.6	O-7	ISDN/FL(%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized											
A.1.2.1	O-7	Residence/FL(%)		Diagnostic			33.22%	13,259				Diagnostic
A.1.2.2	O-7	Business/FL(%)		Diagnostic			40.90%	2,193				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)		Diagnostic								Diagnostic
A. 1.2.4	O-7	PBX/FL(%)		Diagnostic			50.00%	2				Diagnostic
A.I.2.5	O-7	Centrex/FL(%)		Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized											
A.I.3.1	O-7	Residence/FL(%)		Diagnostic			47.96%	907				Diagnostic
A.I.3.2	O-7	Business/FL(%)		Diagnostic			45.42%	1,070				Diagnostic
A.I.3.3	O-7	Design (Specials)/FL(%)		Diagnostic			28.85%	156				Diagnostic
A.1.3.4	O-7	PBX/FL(%)		Diagnostic			44.83%	29				Diagnostic
A.I.3.5	O-7	Centrex/FL(%)		Diagnostic			66.67%	6				Diagnostic
A.I.3.6	O-7	ISDN/FL(%)		Diagnostic			58.97%	39				Diagnostic
	Reject Interval - Mechanized											
A.1.4.1	O-8	Residence/FL(%)		>= 97% win 1 hr			92.44%	9,536				NO
A. 1.4.2	o-0	Business/FL(%)		>= 97% w in 1 hr			92.69%	643				NO
A.I.4.3	O-8	Design (Specials)/FL(%)		>=97% w in 1 hr								
A.1.4.4	O-8	PBX/FL(%)		>= 97% win 1 hr								
A.1.4.5	O-8	Centrex/FL(%)		>=97% w in 1 hr			0.00%	1				NO
A.I.4.6	O-8	ISDN/FL(%)		>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours											
A.1.7.1	O-8	Residence/FL(%)		>= 85% w In 10 hrs			97.36%	4,513				YES
A.I.7.2	O-8	Business/FL(%)		>= 85% win 10 hrs			95.97%	917				YES
A.I.7.3	D-8	Design (Specials)/FL(%)		>= 85% win 10 hrs								
A.I.7.4	O-8	PBX/FL(%)		>= 85% w in 10 hrs								
A.I.7.5	O-8	Centrex/FL(%)		>= 85% w In 10 hrs			0.00%	2				NO
A.I.7.6	O-8	ISDN/FL(%)		>= 85% win 10 hrs								
	Reject Interval - Non-Mechanized											
A.1.8.1	O-8	Residence/FL(%)		>= 85% w in 24 hrs			99.08%	436				YES
A.I.6.2	O-8	Business/FL(%)		>= 85% w in 24 hrs			99.59%	493				YES
A.1.8.3	o-8	Design (Specials)/FL(%)		>= 85% w in 24 hrs			93.48%	46				YES
A.I.6.4	o-8	PBX/FL(%)		>= 85% w in 24 hrs			92.31%	13				YES
A.I.6.5	O-8	Centrex/FL(%)		>= 85% w in 24 hrs			100.00%	4				YES
A.I.8.6	O-8	ISDN/FL(%)		>= 85% w in 24 hrs			100.00%	24				YES
	FOC Timeliness - Mechanized											
A.1 9.1	O-9	Residence/FL(%)		>= 95% win 3 hrs			98.39%	39,676				YES
A.1.9.2	O-9	Business/FL(%)		>= 95% w In 3 hrs			98.49%	2,053				YES
A.1 9.3	O-9	Design (Specials)/FL(%)		>= 95% w in 3 hrs								
A.1 9.4	O-9	PBX/FL(%)		>= 95% w in 3 hrs								
A.I.9.5	O-9	Centrex/FL(%)		>= 95% w in 3 hrs								
A.1 9.6	O-9	ISDN/FL(%)		>= 95% w in 3 hrs								
	FOC ***Timeliness - Partially Mechanized - 10 hours***											
A.1.12.1	O-9	Residence/FL(%)		>= 85% w in 10 hrs			97.03%	9,670				YES
A.1.12.2	O-9	Business/FL(%)		>= 85% w in IO hrs			96.01%	1,454				YES

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			Benchmark / An	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w0 hrs								
A.1.12.4	O-9	PBX/FL(%)	>= 85% w0 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w0 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w0 hrs								
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/FL(%)	>= 85% w6 hrs			99.07%	430				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w6 hrs			99.46%	551				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w6 hrs			96.15%	104				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w6 hrs			100.00%	16				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w6 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w6 hrs			100.00%	15				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1	O-11	Residence/FL(%)	>%			99.23%	49,251				YES
A.1.14.2	O-11	Business/FL(%)	>%			97.47%	2,731				YES
A.1.14.3	O-11	Design (Specials)/FL(%)	>%								
A.1.14.4	O-11	PBX/FL(%)	>%								
A.1.14.5	O-11	Centrex/FL(%)	>%								
A.1.14.6	O-11	ISDN/FL(%)	>%								
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1	O-11	Residence/FL(%)	>=			99.80%	13,259				YES
A.1.15.2	O-11	Business/FL(%)	>=			99.27%	2,193				YES
A.1.15.3	O-11	Design (Specials)/FL(%)	>=								
A.1.15.4	O-11	PBX/FL(%)	>=			50.00%	2				NO
A.1.15.5	O-11	Centrex/FL(%)	>=								
A.1.15.6	O-11	ISDN/FL(%)	>=								
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/FL(%)	>=			92.28%	907				NO
A.1.16.2	O-11	Business/FL(%)	>=			94.02%	1,070				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>=			92.31%	156				NO
A.1.16.4	O-11	PBX/FL(%)	>=			93.10%	29				NO
A.1.16.5	O-11	Centrex/FL(%)	>=			100.00%	6				YES
A.1.16.6	O-11	ISDN/FL(%)	>=			97.44%	39				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1	O-11	Residence/FL(%)	>=			98.14%	48,873				YES
A.1.17.2	O-11	Business/FL(%)	>=			96.92%	2,662				YES
A.1.17.3	O-11	Design (Specials)/FL(%)	>=								
A.1.17.4	O-11	PBX/FL(%)	>=								
A.1.17.5	O-11	Centrex/FL(%)	>=								
A.1.17.6	O-11	ISDN/FL(%)	>=								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1	O-11	Residence/FL(%)	>=			91.61%	13,233				NO
A.1.18.2	O-11	Business/FL(%)	>=			88.33%	2,177				NO
A.1.18.3	O-11	Design (Specials)/FL(%)	>=								
A.1.18.4	O-11	PBX/FL(%)	>=			0.00%	1				NO
A.1.18.5	O-11	Centrex/FL(%)	>=								
A.1.18.6	O-11	ISDN/FL(%)	>=								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/FL(%)	>=			90.08%	837				NO
A.1.19.2	O-11	Business/FL(%)	>=			92.05%	1,006				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>=			93.75%	144				NO
A.1.19.4	O-11	PBX/FL(%)	>=			96.30%	27				YES
A.1.19.5	O-11	Centrex/FL(%)	>=			83.33%	6				NO
A.1.19.6	O-11	ISDN/FL(%)	>=			92.11%	38				NO
		Resale - Provisioning									

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.60	57,194	4.47	2,149	7.185	0.15787	0.8326	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.77	649,192	0.60	37,396	3.052	0.01623	10.6719	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	5.17	109			3.991			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res	0.33	2			0.000			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	3.21	36,512	3.40	341	6.895	0.37512	-0.5068	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	BUS	1.44	47,893	0.77	2,045	3.460	0.07813	8.4983	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	10.31	277	8.71	7	13.479	5.15836	0.3101	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	BUS	17.60	15	5.44	3	25.407	16.06886	0.7565	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	277.54	2,073	6.00	5	40.994	16.35508	1.1733	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	12.60	61	9.00	1	20.677	20.84549	0.1625	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	18.43	7			7.458			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	23.08	73	4.46	7	26.623	10.53376	1.7659	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	3.60	361	2.03	53	6.398	0.94109	1.6652	YES.
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	2.11	56	2.83	6	4.014	1.72439	-0.4220	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	7.16	849			8.557			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.51	1,455	0.96	16	2.281	0.57348	0.9692	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	12.19	59			11.824			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	4.19	108	1.32	31	9.064	1.84684	1.5528	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	42.95	1,064	7.06	6	42.016	17.20105	2.0869	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	4.07	758	8.70	9	11.754	3.94112	-1.1761	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	4.80	5	3.00	1	3.834	4.20005	0.4286	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	4.02	96	4.00	1	7.979	8.02045	0.0021	YES
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	9.88	509	5.17	12	12.890	3.76448	1.2521	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	17.80	66	109.00	1	29.919	30.14481	-3.0253	NO
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	BUS	9.54	93	12.25	4	11.457	5.85060	-0.4636	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	17.00	9	0.00	0	22.804			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	0.00	0	10.00	1				NO
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	1.00	1	0.00	0	0.000			YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	17.67	3	0.00	0	13.013			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	22.50	4	0.00	0	23.671			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	1.00	1				NO
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	17.00	3	0.00	0	24.331			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	ISDN	1.00	1	0.00	0	0.000			YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	18.20	5	0.00	0	19.690			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)		43.00	1	0.00	0	0.000			YES

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			Benchmark / Analog	EST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL days	ISDN	4.00	3	nnn	n	0 nnn			YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/FL(%)	Res	0.76%	765,836	0.49%	43,585		0.00043	6.3127	YES
A.2.4.2	P-2	Business/FL(%)	Bus	2.11%	87,143	1.28%	3,286		0.00256	3.2654	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	13.29%	2,874	0.00%	22		0.07265	1.8294	YES
A.2.4.4	P-2	PBX/FL(%)	PBX	6.02%	548	1.35%	74		0.02946	1.5853	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	5.96%	2,585	0.00%	84		0.02624	2.2702	YES
A.2.4.6	P - 2	ISDN/FL(%)	ISDN	11.55%	2,164	0.00%	27		0.06190	1.8663	YES
		% Jeopardies - Non-Mechanized									
A.251	P-2	Residence/FL(%)	Diagnostic			62.50%	8				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostk			60.00%	5				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			50.00%	2				Diagnostic
A.254	P-2	PBX/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.255	P-2	Centrex/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.6	P - 2	ISDN/FL(%)	Diagnostic			50.00%	2				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/FL(hours)	>= 40 hrs			220.15	185				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			225.00	32				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs			72.00	1				YES
A.2.7.5	P-2	Centrex/FL(hours)	>= 46 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								
		Average ***Jeopardy Notice Interval - Non-Mechanized***									
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			150.00	8				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			180.00	6				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			192.00	1				Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostk								Diagnostic
A.2.8.6	P - 2	ISDN/FL(hours)	Diagnostic			24.00	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			94.59%	185				NO
A.2.9.2	P-2	Business/FL(%)	95% >= 40 hrs			100.00%	32				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 46 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.5	P-2	Centrex/FL(%)	95% >= 40 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			87.50%	8				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostk			83.33%	6				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnwtk			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/FL(%)	Diagnostk								Diagnostic
A.2.10.5	P-2	Centrex/FL(%)	Diagnostk								Diagnostic
A.2.10.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5.17%	69,683	4.21%	2,683		0.00436	2.2010	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.04%	692,958	0.09%	41,062		0.00011	-4.0177	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	4.51%	133						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	2						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	2.11%	37,505	4.02%	572		0.00605	-3.1584	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.09%	48,444	0.22%	2,700		0.00061	-2.0896	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	9.12%	329	0.00%	12		0.08460	1.0778	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	18	0.00%	4		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	4.99%	2,126	0.00%	23		0.04563	1.0927	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	3.17%	63	0.00%	1		0.17671	0.1797	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	9						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	5.81%	86	7.69%	13		0.06963	-0.2697	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.29%	387	3.85%	78		0.01402	-1.8223	NO
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	33.33%	3	0.00%	1		0.54433	0.6124	YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	68	0.00%	7		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	7.26%	882	20.00%	5		0.11634	-1.0954	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,482	0.00%	64		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	6.36%	63						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	144	0.00%	103		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	5.15%	1,088	0.00%	22		0.04758	1.0817	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.91%	784	0.00%	20		0.03102	0.6168	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	5	0.00%	1		0.00000		YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	1.00%	100	0.00%	5		0.04560	0.2193	YES
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.74%	47,778	8.08%	2,130		0.00592	-0.5627	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.79%	607,521	4.14%	33,535		0.00107	-3.2734	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	8.43%	83	0.00%	3		0.16332	0.5164	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	3.35%	33,647	6.76%	429		0.00874	-3.9012	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	BUS	4.73%	45,845	5.73%	2,462		0.00439	-2.2784	NO
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7.08%	353	0.00%	3		0.14873	0.4762	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	10.53%	19	0.00%	2		0.22814	0.4614	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	4.17%	4,001	0.00%	131		0.01776	2.3506	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	3.57%	56	0.00%	2		0.13355	0.2674	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	1						
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	2.74%	73	0.00%	21		0.04042	0.6778	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	334	0.00%	63		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	4	0.00%	1		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	101	0.00%	18		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.56%	639	0.00%	13		0.03477	0.4501	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,296	0.00%	21		0.00000		YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	2.50%	40						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.94%	106	0.00%	2		0.06900	0.1367	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	3.65%	850	0.00%	9		0.06282	0.5806	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.95%	841	0.00%	72		0.01192	0.7981	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	5						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	62	0.00%	3		0.00000		YES
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5.68	54,588	0.91	2,201	24.227	0.52672	9.0429	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.40	575,582	0.68	33,233	7.319	0.04129	17.5187	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	7.05	111			25.080			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res	1.34	2			0.410			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	6.63	11,510	1.29	420	28.523	1.41695	3.7683	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	BUS	1.88	40,745	0.67	1,784	14.424	0.34889	3.4445	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	14.82	213	0.15	4	58.979	29.76486	0.4929	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	6.73	12			20.708			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	188.96	1,484			495.739			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	79.14	55			103.535			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	30.80	8			85.709			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	87.70	54	3.12	3	149.873	88.90008	0.9514	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	8.85	278	0.02	1	47.364	47.44911	0.1862	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	12.30	2			16.122			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	1.46	56			3.870			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	12.43	681			58.127			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	3.68	1,237			22.845			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	8.64	37			25.434			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	8.96	127			50.971			

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A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	618.36	649			1076.511			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	11.90	607	0.39	2	82.530	58.45344	0.1970	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	3.12	2			4.364			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	1.65	84			9.816			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			21.19	105				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.70	212				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			24.26	60				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			16.05	368				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15.76	5				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.40	2				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Dtagnostk			68.50	4				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostk			56.68	1				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.35	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			25.12	22				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			34.05	1				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	6				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			29.25	2				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			20.86	7				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			63.20	4				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			88.24	9				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic			32.52	1				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	3				Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.98	1,669				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.89	25,323				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								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)	Diagnwtk			3.70	159				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.08	786				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.50	2				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)	Diagnostk								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Dtagnostk								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)	Diagnwtk								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total ***Service*** Order ***Cycle Time - Partially Mechanized***									
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	232				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.43	5,677				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			4.32	87				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.53	596				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								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			5.35	63				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.07	166				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			7.61	28				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.85	272				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			13.00	2				Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.00	1				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								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			12.67	3				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.35	17				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.20	5				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.00	1				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.25	4				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.87	1,517				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.06	15,970				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								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			3.70	159				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	681				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.50	2				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

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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									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.68	221				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.35	4,738				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								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			4.40	84				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.45	506				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								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								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								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								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								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			5.35	63				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.78	136				Diagnostic
A.2h1.2.1	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			6.64	25				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.90	232				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			13.00	2				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.00	1				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diignostk			12.67	3				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.62	13				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.67	3				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			4.00	1				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.00	1				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.00	3				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Oiagnostii			8.00	1				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostk			100.00%	2,149				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			100.00%	37,396				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diannostk			100.00%	348				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			100.00%	2,048				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			100.00%	5				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			100.00%	1				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%	60				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			100.00%	47				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			100.00%	8				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			100.00%	10				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	2				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.97%	132				YES
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%			50.00%	6				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			87.36%	182				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%								
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			80.00%	5				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	4				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	9				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%								
		Resale - Maintenance and **Repair**									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	12.02%	109,877	6.22%	3,636		0.00548	10.5926	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	1.82%	58,942	2.02%	1,538		0.00345	-0.5600	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	BUS	13.78%	22,032	8.32%	1,118		0.01057	5.1684	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	BUS	3.02%	12,267	0.82%	489		0.00790	2.7938	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	2.83%	2,867	8.33%	12		0.04793	-1.1492	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.87%	2,750	0.00%	15		0.02408	0.3624	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	24.39%	328	12.50%	8		0.15367	0.7738	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	5.24%	191	0.00%	5		0.10091	0.5188	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	17.34%	1,615	6.25%	16		0.09511	1.1657	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	4.50%	999	0.00%	3		0.11992	0.3756	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	5.49%	455	0.00%	9		0.07671	0.7163	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.84%	595	0.00%	7		0.03470	0.2421	YES
		Customer Trouble Report Rate									
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	2.44%	4,509,346	2.51%	144,737		0.00042	-1.8111	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.31%	4,509,346	1.06%	144,737		0.00031	8.0082	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	BUS	1.75%	1,259,406	1.96%	57,055		0.00057	-3.7114	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.97%	1,259,406	0.86%	57,055		0.00042	2.7688	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.36%	790,507	0.09%	12,661		0.00054	4.9659	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.35%	790,507	0.12%	12,661		0.00053	4.3418	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.24%	138,032	0.20%	4,028		0.00078	0.5007	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.14%	138,032	0.12%	4,028		0.00059	0.2395	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.69%	234,976	0.69%	2,310		0.00173	-0.0308	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.43%	234,976	0.13%	2,310		0.00136	2.1659	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	1.21%	37,637	0.63%	1,433		0.00296	1.9628	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	1.58%	37,637	0.49%	1,433		0.00338	3.2281	YES
		Maintenance Average Duration									

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)		Res	23.30	109,877	19.45	3,636	22.862	0.38536	9.9779	YES
A.331 .2	M&R-3	Residence/Non-Dispatch/FL(hours)		Res	8.48	58,942	5.64	1,538	12.125	0.31319	9.0874	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)		Bus	16.52	22,032	15.80	1,118	18.911	0.57975	1.2341	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)		Bus	5.62	12,267	3.81	489	10.413	0.48018	3.7629	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)		Design	5.88	2,867	7.55	12	38.726	11.20246	-0.1492	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)		Design	2.31	2,750	3.22	15	17.932	4.64268	-0.1965	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)		PBX	25.17	328	15.12	8	32.211	11.52639	0.8717	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)		PBX	3.65	191	10.48	5	7.013	3.17687	-2.1486	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)		Centrex	17.21	1,615	13.66	16	18.348	4.60962	0.7705	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)		Centrex	5.04	999	10.41	3	8.277	4.78578	-1.1223	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)		ISDN	7.26	455	8.08	9	8.765	2.95049	-0.2768	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)		ISDN	2.91	595	3.71	7	6.560	2.49388	-0.3208	YES
		% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)		Res	21.43%	109,877	17.79%	3,636		0.00692	5.2520	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)		Res	19.31%	58,942	17.43%	1,538		0.01020	1.8475	YES
A-3.4.2.1	M&R-4	Business/Dispatch/FL(%)		Bus	18.18%	22,032	15.21%	1,118		0.01182	2.5140	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)		Bus	17.69%	12,267	15.95%	489		0.01760	0.9882	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)		Design	41.12%	2,867	41.67%	12		0.14234	-0.0382	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)		Design	39.96%	2,750	33.33%	15		0.12682	0.5228	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)		PBX	15.85%	328	37.50%	8		0.13070	-1.6562	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)		PBX	9.95%	191	0.00%	5		0.13559	0.7336	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)		Cenlrex	16.97%	1,615	18.75%	16		0.09430	-0.1892	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)		Cenlrex	17.92%	999	33.33%	3		0.22175	-0.6952	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)		ISDN	33.63%	455	33.33%	9		0.15903	0.0184	YES
A-3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)		ISDN	29.41%	595	28.57%	7		0.17323	0.0485	YES
		Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)		Res	26.34%	75,867	20.93%	2,742		0.00856	6.3149	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)		Res	9.85%	18,094	5.42%	627		0.01211	3.6602	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)		Bus	17.11%	14,314	15.13%	760		0.01402	1.4107	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)		Bus	4.06%	5,068	4.40%	250		0.01279	-0.2621	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)		Design	2.83%	2,867	8.33%	12		0.04793	-1.1492	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)		Design	0.87%	2,750	0.00%	15		0.02408	0.3624	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)		PBX	23.65%	203	20.00%	5		0.19235	0.1895	YES
A.3.5.42	M&R-5	PBX/Non-Dispatch/FL(%)		PBX	4.50%	111	33.33%	3		0.12135	-2.3756	NO
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)		Centrex	19.37%	1,151	18.18%	11		0.11973	0.0996	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)		Centrex	3.25%	431	33.33%	3		0.10271	-2.9292	NO
A-3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)		ISDN	5.71%	455	0.00%	9		0.07813	0.7314	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)		ISDN	0.84%	595	0.00%	7		0.03470	0.2421	YES
		Resale - Billing										
		Invoice Accuracy										
A.4.1	B-1	FL(%)		BST - *state*	98.30%	$504,635,360	99.78%	$11,545,262		0.00004	-383.8949	YES
		Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	1	BST - Region	3.96	1	3.56	1,601				YES

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			Benchmark / Analog	ST Measure	ST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostk								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostk								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			20.12%	10,482				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			14.94%	656				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	4				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			69.23%	13				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			24.68%	1,341				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			31.03%	464				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			19.18%	73				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			56.90%	116				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			37.62%	101				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostk			8.55%	912				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostk			37.51%	5,766				Diagnostic
B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			0.00%	130				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			50.00%	2				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			31.58%	646				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			25.17%	727				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Dfagnostk			0.00%	1				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			38.09%	911				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			31.48%	1,207				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			38.46%	104				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostk								Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			31.97%	1,051				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostk								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			42.86%	7				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			51.88%	133				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic			61.20%	3,652				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic								Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			17.69%	746				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			11.50%	913				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			25.73%	241				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			42.71%	288				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			39.83%	1,682				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			57.14%	7				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic								Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			50.18%	271				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			20.27%	750				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			35.57%	402				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			36.40%	1,541				Diagnostic
	Reject Interval - Mechanized					35.60%	1,469				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% win 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			96.35%	2,112				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%	98				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			100.00%	9				YES
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			87.01%	331				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w In 1 hr			91.16%	147				NO
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			88.16%	76				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			97.28%	147				YES
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			69.23%	39				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr								
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			100.00%	125				YES
		Reject Interval - Partially Mechanized - 10 hours									
B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w In 10 hrs			98.16%	2,233				YES
B.1.7.4	O-8	Combo Other/FL(%)	>= 65% w In 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs								
B.I.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% win 10 hrs			100.00%	1				YES
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% win 10 hrs			89.81%	206				YES
B.t.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			86.70%	188				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% win 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% win 10 hrs			85.19%	682				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% win 10 hrs			84.51%	936				NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			93.02%	43				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			91.42%	583				YES
		Reject Interval - Non-Mechanized									
6.1.8.1	O-8	Switch Ports/FL(%)	>= 85% win 24 hrs			100.00%	3				YES
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			97.10%	69				YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% win 24 hrs			99.84%	1,672				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
6.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w In 24 hrs			92.00%	275				YES
8.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w In 24 hrs			98.11%	106				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w In 24 hrs			100.00%	64				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			99.22%	128				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w In 24 hrs			99.56%	680				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% win 24 hrs			85.71%	7				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			88.30%	171				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			89.69%	194				YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% win 24 hrs			98.66%	149				YES
B.I .8.15	O-8	Other Non-Design/FL(%)	>= 85% win 24 hrs								
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			94.71%	1,001				YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			92.19%	602				YES
		FOC Timeliness - Mechanized									
B.I .9.1	0 - 9	Stitch Ports/FL(%)	>= 95% w in 3 hrs								
B.1.9.2	0 - 9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs								
B.t.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			98.54%	8,204				YES
B.1.9.4	D-0	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			83.20%	774				NO

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			Benchmark / Analog	EST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			100.00%	4				YES
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.12%	1,026				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			98.02%	303				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			94.34%	53				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	72				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			98.48%	66				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs								
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			99.49%	778				YES
		FOC Timeliness - Partially Mechanized - 10 hours									
B.1.12.1	O-9	Switch Ports/FL(%)	>= 65% win 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 65% win 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			95.14%	4,240				YES
B.1.12.4	O-9	Combo Other/FL(%)	>= 85% win 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			82.98%	47				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% win 10 hrs			100.00%	2				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% win 10 hrs			100.00%	1				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			94.07%	472				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			97.57%	618				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			91.51%	695				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 65% win 10 hrs			98.08%	1,043				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			89.74%	78				YES
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			94.48%	888				YES
		FOC Timeliness - Non-Mechanized									
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96.72%	61				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.77%	1,750				YES
0.1.13.4	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			99.70%	670				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			100.00%	811				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	176				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	159				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.54%	877				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			94.12%	17				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			93.94%	132				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			98.42%	571				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			100.00%	263				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs								
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			96.52%	824				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%								
B.1.14.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			98.10%	10,482				YES
B.1.14.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			90.08%	353				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			75.00%	4				NO
B.1.14.7	O-11	Line Sharing/FL(%)	>= 95%			100.00%	13				YES
B.1.14.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			98.58%	1,341				YES
B.1.14.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			94.40%	464				NO
B.1.14.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								

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			Benchmark / Analog	8ST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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%	374				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	408				YES
B.1.14.14	O-11	Other Design/FL(%)	>= 95%			98.02%	101				YES
B.1.14.15	O-11	Other Non-Design/FL(%)	>= 95%								
B.1.14.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	359				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%								
B.1.15.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			99.62%	5,766				YES
B.1.15.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			36.23%	69				NO
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			100.00%	2				YES
B.1.15.7	O-11	Line Sharing/FL(%)	>= 95%			100.00%	2				YES
B.1.15.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			98.76%	646				YES
B.1.15.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			99.17%	727				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%	629				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	1,013				YES
B.1.15.14	O-11	Other Design/FL(%)	>= 95%			100.00%	104				YES
B.1.15.15	O-11	Other Non-Design/FL(%)	>= 95%								
B.1.15.16	O-11	INP Standalone/FL(%)	>= 95%								
B1.15.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	1,667				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%			71.43%	7				NO
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			93.98%	133				NO
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			98.69%	3,652				YES
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			80.65%	868				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			96.17%	913				YES
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			92.12%	241				NO
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			94.44%	288				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			88.17%	1,682				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			73.62%	163				NO
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%			99.44%	177				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	705				YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			93.28%	402				NO
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%								
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	1,104				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/FL(%)	>= 95%								
B.1.17.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			95.18%	10,283				YES
B.1.17.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			95.28%	318				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%			53.85%	13				NO
B.1.17.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			75.49%	1,322				NO
B.1.17.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			82.19%	438				NO
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%	374				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	408				YES
B.1.17.14	O-11	Other Design/FL(%)	>= 95%			68.69%	99				NO
B.1.17.15	O-11	Other Non-Design/FL(%)	>= 95%								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.17.16	O-I 1	INP Standalone/FL(%)	>= 95%								
B.1.17.17	O-I 1	LNP Standalone/FL(%)	>= 95%			100.00%	359				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/FL(%)	>= 95%								
B.1.18.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			90.88%	5,744				NO
B.1.18.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			92.00%	25				NO
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			100.00%	2				YES
B.1.18.7	O-11	Line Sharing/FL(%)	>= 95%			100.00%	2				YES
B.1.18.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			88.87%	638				NO
B.1.18.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			87.38%	721				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%	629				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	1,013				YES
B.1.18.14	O-11	Other Design/FL(%)	>= 95%			75.96%	104				NO
B.1.18.15	O-11	Other Non-Design/FL(%)	>= 95%								
B.1.18.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	1,667				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%			100.00%	5				YES
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.00%	125				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			95.59%	3,604				YES
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			93.43%	700				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.08%	878				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			95.05%	222				YES
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			92.65%	272				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			90.76%	1,483				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			90.83%	120				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%								
B.I.IS.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	176				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	705				YES
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			90.93%	375				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%								
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			100.00%	1,104				YES
		Unbundled Network Elements - Provisioning									
		Order Completion Interval									
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.06	93,706			7.106			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.82	697,085			3.087			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.86	388			11.836			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	15.57	17			24.448			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	18.45	2,174	11.56	18	19.903	4.71052	1.4637	YES
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	4.08	94,509	1.76	305	7.124	0.40859	5.6821	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.82	699,268	0.60	7,997	3.085	0.03470	6.4392	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.34	438,100	0.34	5,529	1.597	0.02161	0.0189	YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.63	261,192	1.18	2,468	4.490	0.09080	4.9694	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.30	445	2.43	13	11.875	3.34127	2.0550	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	4.48	180	1.66	5	10.845	4.91702	0.5724	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.34	64	0.33	4	0.084	0.04319	0.2424	YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	7.16	118	7.00	1	12.973	13.02735	0.0119	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	5.02	97,741			11.487			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
5.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D . Disp								
5.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D . Disp	9.30	455			11.741			
5.2.1.4.2.4	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	6.20	1,772	4.94	264	13.144	0.64013	1.5950	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	2.99	472			1.666			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	1			0.000			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
5.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	1			0.000			
5.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN . BRI	16.76	464	11.12	329	12.662	0.66190	6.6437	YES
8.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN . BRI	2.89	496			5.912			
5.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN . BRI	10.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN BRI	2.60	1			0.000			
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								
8.2.1.7.3-I	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	6.26	1,772	6.67	6	13.144	5.37509	-0.0726	YES
5.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	2.99	472	3.52	67	1.666	0.22033	-2.4055	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	1			0.000			
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	3.66	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL lo Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B . Disp	4.08	94,509	5.15	175	7.124	0.53904	-1.9871	NO
5.2.1.6.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B . Disp	4.08	94,509			7.124			
5.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B . Disp	9.30	445	8.50	2	11.875	8.41567	0.0952	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B . Disp	9.30	445			11.875			
5.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	4.06	93,683	4.13	320	7.106	0.39789	-0.1683	YES
5.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.63	259,939	2.85	13	4.496	1.24686	-0.9781	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.75	384	4.78	9	11.836	3.99130	0.9952	YES
3.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&5 (POTS) excl SB Or	23.07	14	4.00	1	26.831	27.77272	0.6867	YES
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B . Disp	4.08	94,509	6.00	1	7.124	7.12434	-0.2691	YES
5.2.1.10.t.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B . Disp	4.08	94,509			7.124			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B . Disp	9.30	445			11.875			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B . Disp	9.30	445			11.875			
B.2.t.II.I.I	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	4.06	93,683	4.00	5	7.106	3.17781	0.0192	YES
5.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&5 (POTS) excl SB Or	1.63	259,939	3.00	1	4.496	4.49551	-0.3055	YES
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	8.75	384			11.836			
5.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	23.07	14			26.831			
5.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B Disp	4.08	94,509	5.89	255	7.124	0.44674	-4.0445	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B . Disp	4.08	94,509			7.124			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B . Disp	9.30	445	8.80	5	11.875	5.34037	0.0938	YES
8.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B . Dtsp	9.30	445			11.875			
8.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	4.06	93,683	4.17	344	7.106	0.38381	-0.2836	YES
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	1.63	259,939			4.496			
5.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.75	384	6.29	7	11.836	4.51418	0.5449	YES
5.2.1.1X2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	23.07	14			26.831			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	32.32	3,256	6.44	219	41.452	2.89372	8.9435	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	8.75	452			14.539			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.75	12	8.50	2	9.216	7.03868	0.6038	YES
8.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	4.27	97			8.333			
5.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	4.08	94,509	3.87	252	7.124	0.44939	0.4648	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.82	699,268	3.79	119	3.085	0.28283	-10.5118	NO
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.30	445	24.00	4	11.875	5.96408	-2.4646	NO
8.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	4.48	180	1.00	1	10.845	10.87528	0.3198	YES
8.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.06	93,706			7.106			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.82	697,085	0.67	2	3.087	2.18256	0.0697	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.86	386			11.836			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	15.57	17			24.448			
8.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.06	93,706	0.50	4	7.106	3.55288	1.0024	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.82	697,085	0.63	1,632	3.087	0.07649	2.4469	YES
5.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.86	386			11.836			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	15.57	17	1.25	41	24.448	7.05258	2.0301	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	15.83	822	8.26	606	12.521	0.67037	11.2815	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	10.53	795			16.064			
8.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1								
8.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1								
8.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	18.02	88	6.15	117	20.808	2.93611	4.0422	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	6.15	73			5.926			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= OS1								
		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)	14days			10.50	4				YES
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.86	280				YES
		Held Orders									
8.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	9.83	602			12.670			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	17.71	75			29.027			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	1.00	1			0.000			
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	34.67	3	0.00	0	23.029			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - interoffice	25.00	1	0.00	0	0.000			YES
8.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	10.44	9	0.00	0	9.838			YES
0.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 . Interoffice								
8.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ OS3 - 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	9.86	605	3.00	2	12.726	9.01329	0.7614	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	17.71	75	0.00	0	29.027			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	1.00	2	0.00	0	0.000			YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	9.95	610			12.831			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
6.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D Oisp	18.69	78			28.866			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D . Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Oisp	2.50	4			1.732			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	35.44	694	22.00	1	41.684	41.71412	0.3222	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	6.54	26	0.00	0	6.719			YES
8.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	18.20	5	14.00	10	19.690	10.78471	0.3894	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0						
8.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	AOSL to Retail	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	35.44	694	0.00	0	41.684			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
6.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	6.54	26	0.00	0	6.719			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	AOSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
8.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0						
8.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.86	605	0.00	0	12.726			YES
8.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	17.71	75	0.00	0	29.166			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B Disp	0.00	0	0.00	0				YES
B-2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B Disp	0.00	0	0.00	0				YES

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			Benchmark / Analog	BST Measure	BST volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B Disp	1.00	2	0.00	0	0.000			YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.83	602	3.33	3	12.670	7.33300	0.8856	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	17.71	75	0.00	0	29.027			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	1.00	1	0.00	0	0.000			YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B • Disp	9.86	605	0.00	0	12.726			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B ▪ Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B ▲ Disp	17.71	75	0.00	0	29.166			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B ▲ Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B ▪ Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B • Disp	1.00	2			0.000			
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	9.83	602	0.00	0	12.670			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) exci SB Or	17.71	75	0.00	0	29.027			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) exci SB Or	1.00	1	0.00	0	0.000			YES
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B ▪ Disp	9.86	605	3.00	1	12.726	12.73621	0.5388	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B ▪ Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B ▲ Disp	17.71	75	0.00	0	29.166			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B ▪ Disp	0.00	0	50.00	1				NO
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B ▪ Disp	1.00	2	0.00	0	0.000			YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) exci SB Or	9.83	602	8.00	1	12.670	12.68012	0.1441	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) exci SB Or	17.71	75	0.00	0	29.027			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) exci SB Or	0.00	0	0.00	0				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	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) exci SB Or	1.00	1	0.00	0	0.000			YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	18.00	8	3.67	3	16.432	11.12431	1.2885	YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	26.60	5	0.00	0	22.457			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	4.00	2	0.00	0	0.000			YES
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	9.86	605	1.00	1	12.726	12.73621	0.6959	YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
6.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	17.71	75	0.00	0	29.027			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	1.00	2	0.00	0	0.000			YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.83	602	0.00	0	12.670			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	17.71	75	0.00	0	29.027			YES
0.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0						
8.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	1.00	1			0.000			
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.83	602	0.00	0	12.670			YES
8.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
8.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	17.71	75	0.00	0	29.027			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0	0.00	0		-		YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	Digital Loop < DS1	1.00	1	0.00	0	0.000			YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	37.80	5	14.00	10	50.919	27.88927	0.8534	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	3.00	1	0.00	0	0.000			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)									

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	10.00	1				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1								
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)	0.90%	852,979						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	44.55%	2,680	0.00%	19		0.11443	3.8935	YES
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.91%	856,325	0.18%	13,093		0.00084	8.6815	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	7.26%	116,616						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	20.02%	18,078	2.54%	473		0.01864	9.3798	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	16.19%	1,050	3.81%	289		0.02447	5.0611	YES
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	20.02%	18,078	0.00%	132		0.03495	5.7271	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.91%	856,325	12.71%	291		0.00556	-21.2193	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excf SB Or	1.84%	415,246	7.90%	620		0.00540	-11.2155	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.91%	856,325	0.00%	3		0.05479	0.1659	YES
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.84%	415,246	0.00%	11		0.04054	0.4543	YES
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.91%	856,325	0.00%	5,701		0.00126	7.2068	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	RIB (POTS) excl SB Or	1.84%	415,246	0.00%	10,501		0.00133	13.8637	YES
6.2.5.14	P-2	Other Design/FL(%)	Design	14.22%	4,825	7.25%	676		0.01434	4.8592	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.91%	856,325	3.17%	916		0.00314	-7.1951	NO
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.90%	852,979	0.00%	2		0.06666	0.1345	YES
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.90%	852,979	0.00%	2,383		0.00193	4.6371	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	17.04%	1,737	2.93%	752		0.01641	8.6002	YES
8.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	27.22%	180	41.40%	157		0.04861	-2.9171	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostk								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			60.00%	5				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostk								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			49.06%	53				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			56.45%	124				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostk								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			38.71%	31				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			46.67%	30				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			9.00%	1,199				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			5.00%	3,926				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			38.10%	42				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostk			33.33%	18				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	1,719				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostk			54.07%	172				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			51.69%	118				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)	>= 46 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			169.85	13				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			87.40	840				YES
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			189.00	8				YES
0.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			214.08	25				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			205.09	11				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			292.40	4				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			121.16	12				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			269.30	145				YES
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			247.45	58				YES
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			195.79	19				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			271.50	48				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
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			158.40	5				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			50.74	125				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			266.67	72				Diagnostic
B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			462.86	7				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			154.00	12				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								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			65.69	107				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			70.07	182				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			196.04	89				Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			172.00	12				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			237.22	95				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			199.16	57				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			84.62%	13				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			0.00%	840				NO
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100.00%	8				YES
B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			96.00%	25				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			90.91%	11				NO
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			0.00%	4				NO
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			0.00%	12				NO
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs			98.62%	145				YES
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			96.55%	58				YES
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			94.74%	19				NO
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	48				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	5				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			91.67%	125				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			91.67%	72				Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	7				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			83.33%	12				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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			0.00%	107				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			0.00%	182				Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			95.51%	89				Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic			83.33%	12				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			91.58%	95				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			92.98%	57				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% win 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% win 15 min			99.59%	4,845				YES
		% Hot ***Cuts > 15 minutes Early***									
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			1.17%	512				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	472				YES
8.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%					YES
B.2.13.4	P-7A	Nan-Time Specific SL2/FL(%)	<= 5%			0.00%	373				YES
		Hot ***Cut Timeliness***									
B.2.14.1	P-7A	Time-Specific	>= 95% w in 15 min			97.27%	512				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			98.94%	472				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	27				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99.46%	373				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			1.56%	512				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			1.06%	472				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	27				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.54%	373				YES
		Average Recovery Time - CCC									
B.2.16.1	P-78	Loops with INP/FL(time units)	Diagnostk								Diagnostic
B.2.16.2	P-78	Loops with LNP/FL(time units)	Diagnostic			113.12	10				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.62%	2,772				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%			0.90%	1,674				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.00%	1,360				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.10%	107,188						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	741,402						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	7.79%	462						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	20						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	2.48%	2,174	0.00%	23		0.03262	0.7614	YES
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	4.12%	108,029	5.23%	612		0.00806	-1.3707	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	743,630	0.30%	12,462		0.00020	-12.7879	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	438,455	0.00%	5,650		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.12%	305,200	0.56%	6,812		0.00043	-10.2853	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	7.77%	528	14.29%	21		0.05955	-1.0950	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	231	14.29%	7		0.00000		NO
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	68	0.00%	4		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.61%	165	33.33%	3		0.04522	-7.2380	NO
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D, Disp	4.15%	111,345						
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								
8.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D, Disp	7.41%	540						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail								
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.73%	16,999	4.54%	507		0.01272	3.2963	YES
				0.00%	729						

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B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	16.67%	18						
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	9.57%	491	6.80%	397		0.01986	1.3956	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.98%	503						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI	0.00%	1						
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	8.73%	16,999	12.50%	8		0.09982	-0.3777	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	729	0.81%	124		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	16.67%	18						
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 - Dtsp	4.12%	108,029	2.98%	302		0.01146	0.9982	YES
8.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B Dtsp	4.12%	108,029						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.77%	528	16.67%	6		0.10988	-0.8101	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Dtsp	7.77%	528						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	4.10%	107,164	2.22%	632		0.00791	2.3801	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	0.12%	303,908	0.00%	19		0.00787	0.1497	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	7.61%	460	10.00%	20		0.06056	-0.3949	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	5.88%	17	0.00%	1		0.24212	0.2430	YES
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Dtsp	4.12%	108,029	0.00%	3		0.11480	0.3592	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B Disp	4.12%	108,029						
8.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.77%	528						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	7.77%	528						
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	4.10%	107,164	0.00%	9		0.06608	0.6201	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	0.12%	303,908	0.00%	3		0.01980	0.0595	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	7.61%	460	0.00%	1		0.26543	0.2867	YES
8.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	5.88%	17						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	4.12%	108,029	1.75%	858		0.00682	3.4832	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.12%	108,029						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.77%	528	0.00%	16		0.06791	1.1434	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B Disp	7.77%	528						
8.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	4.10%	107,164	1.63%	737		0.00733	3.3676	YES
8.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.12%	303,908						
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	7.61%	460	4.35%	23		0.05665	0.5752	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	5.88%	17						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	5.09%	3,341	2.07%	725		0.00900	3.3534	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.46%	488						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	14	0.00%	10		0.00000		YES
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.99%	101						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	4.12%	108,029	1.82%	548		0.00852	2.6998	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	743,630	0.00%	375		0.00114	0.4290	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	7.77%	528	4.17%	24		0.05586	0.6442	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	231	0.00%	5		0.00000		YES
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.10%	107,188						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	741,402	0.00%	2		0.01547	0.0310	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	7.79%	462						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	20						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	4.10%	107,188	0.00%	5		0.08867	0.4623	YES
8.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	741,402	0.52%	1,715		0.00053	-8.9268	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	7.79%	462						
8.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	20	0.00%	122		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.01%	849	5.38%	893		0.01301	2.0246	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.12%	815						
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	7.45%	94	6.77%	251		0.03175	0.2123	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	2.74%	73						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1								
8.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1								
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.93%	81,425						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.86%	653,366						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	7.34%	436						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	9.52%	21						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.38%	2,129	7.69%	13		0.01712	-4.2721	NO
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	5.90%	82,059	6.09%	394		0.01190	-0.1634	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.85%	655,410	2.74%	10,347		0.00191	5.8379	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	4.06%	315,963	2.53%	4,791		0.00287	5.3392	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.68%	282,459	2.92%	5,556		0.00255	3.0095	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	6.90%	478	0.00%	9		0.08530	0.8094	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.32%	227	0.00%	5		0.05163	0.2560	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	58	0.00%	1		0.00000		YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	1.78%	169	0.00%	4		0.06680	0.2657	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D . Disp	5.79%	86,953						
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	6.79%	486						
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	10.15%	16,850	4.53%	508		0.01360	4.1368	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	10.25%	683						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	7						
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	5.51%	454	5.69%	422		0.01542	-0.1171	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN . BRI	1.32%	530						
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	10.15%	16,850	0.00%	7		0.11419	0.8893	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	10.25%	683	1.98%	101		0.03233	2.5574	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	7						
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	5.90%	82,059	9.38%	224		0.01576	-2.2067	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B . Disp	5.90%	82,059						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.90%	478	0.00%	4		0.12729	0.5424	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B . Disp	6.90%	478						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.93%	81,390	0.00%	560		0.01001	5.9189	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	3.70%	281,331	0.00%	10		0.05968	0.6197	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	7.34%	436	0.00%	8		0.09304	0.7888	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	14.29%	14						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.90%	82,059	0.00%	6		0.09617	0.6132	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B . Dip	5.90%	82,059						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.90%	478						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.90%	478						
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	5.93%	81,390	0.00%	6		0.09639	0.6147	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	3.70%	281,331	0.00%	4		0.09436	0.3919	YES
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	7.34%	436						
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	14.29%	14						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.90%	82,059	3.61%	692		0.00899	2.5432	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.90%	82,059						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.90%	478	0.00%	29		0.04848	1.4239	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B Disp	6.90%	478						
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	5.93%	81,390	0.00%	632		0.00943	6.2852	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	3.70%	281,331						
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	7.34%	436	0.00%	20		0.05964	1.2307	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	14.29%	14						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	4.00%	4,929	6.77%	192		0.01441	-1.9252	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.86%	483						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	8	0.00%	2		0.00000		YES
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	63						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.90%	82,059	0.00%	41		0.03680	1.6025	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.85%	655,410	0.00%	8		0.06800	0.5658	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	6.90%	478	0.00%	3	[redacted]	0.14683	0.4702	YES
B.2.19.15.2.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B	1.32%	227						
B.2.19.15.2.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.93%	81,425						
B.2.19.16.1.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.86%	653,366						
B.2.19.16.1.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	7.34%	436						
B.2.19.16.2.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	9.52%	21						
B.2.19.16.2.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.93%	81,425						
B.2.19.17.1.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.86%	653,366						
B.2.19.17.1.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	7.34%	436						
B.2.19.17.2.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	R&B (POTS)	9.52%	21						
B.2.19.17.2.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.91%	551	5.22%	901		0.00513	-8.4023	NO
B.2.19.18.1.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.15%	676						
B.2.19.18.1.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1								
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	0.00%	85	8.05%	236		0.00000		NO
B.2.19.19.1.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5.56%	18						
B.2.19.19.1.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1								
B.2.19.19.2.1			Digital Loop >= DS1								
B.2.19.19.2.2		***Average Completion Notice Interval - Mechanized***									
	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)		5.84	66,098			25.031			
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.43	616,327			7.987			
B.2.21.1.1.2	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	12.16	324			50.109			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	5.96	14			19.149			
B.2.21.1.2.2	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	106.40	1,722			343.072			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS3 - Interoffice								
B.2.21.2.1.2	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	~~5.87~~	~~66,742~~	~~1.95~~	~~321~~	~~25.476~~	~~1.42535~~	~~2.7526~~	~~YES~~
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.44	618,191	0.93	9,416	8.075	0.08385	6.0480	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	1.85	343,228	0.88	4,205	9.361	0.14524	6.6721	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	0.93	274,975	0.98	5,211	6.062	0.08477	-0.5225	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	11.80	363	0.35	13	48.027	13.55677	0.8447	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	6.61	197	0.97	1	41.351	41.45562	0.1361	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	5.74	64			25.198			
B.2.21.3.2.4	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B	6.98	134	0.97	1	47.279	47.45549	0.1267	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B	15.68	68,954			144.877			
B.2.21.4.1.4	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp	12.19	372			48.959			
B.2.21.4.2.4	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	R&B&D - Disp								
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Resi to Retail	11.62	15,072			30.297			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.49	614			8.462			
B.2.21.5.2.2	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.42	14			19.137			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Resi to Retail								
B.2.21.6.1.2	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI	48.16	348	39.21	2	84.221	59.72441	0.1499	YES
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	7.38	433			37.358			
B.2.21.6.2.2	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.2	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Resi to Retail	11.62	15,072			30.297			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Resi to Retail	1.49	614	0.88	1	8.462	8.46849	0.0726	YES
B.2.21.7.2.2	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Resi to Retail	10.42	14			19.137			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.8.1.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	5.87	66,742	33.06	211	25.476	1.75662	-15.4782	NO
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	5.87	66,742			25.476			
B.2.21.8.2.2	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	11.80	363	20.45	3	48.027	27.84286	-0.3105	YES
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B - Disp	11.80	363			48.027			
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.84	66,086	0.58	409	25.031	1.24151	4.2423	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.93	273,815	0.02	3	5.974	3.44917	0.2631	YES
B.2.21.9.2.4	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	12.20	323	0.15	9	50.109	16.93421	0.7114	YES
B.2.21.10.1.1			R&B (POTS) excl SB Or	7.89	10			23.894			
			R&B - Disp	5.87	66,742			25.476			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equlty
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B . Disp	5.87	66,742			25.476			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B . Disp	11.80	363			48.027			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B . Disp	11.80	363			48.027			
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	5.84	66,086			25.031			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.93	273,815			5.974			
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	12.20	323			50.109			
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	7.89	10			23.894			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B • Disp	5.87	66,742	20.54	504	25.476	1.13907	-12.8759	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B • Disp	5.87	66,742			25.476			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B • Disp	11.80	363	46.40	4	48.027	24.14554	-1.4330	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B • Disp	11.80	363			48.027			
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	5.84	66,086	11.14	430	25.031	1.21101	-4.3745	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	0.93	273,815			5.974			
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	12.20	323	4.08	11	50.109	15.36363	0.5283	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	7.89	10			23.894			
8.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	309.86	2,224			736.273			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	38.37	313			126.289			
B-2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	25.26	10			76.498			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.85	84			9.816			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	5.87	66,742			25.476			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.44	618,191			8.075			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	11.80	363			48.027			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	6.61	197			41.351			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.84	66,098			25.031			
8.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.43	616,327			7.987			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	12.16	324			50.109			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	5.96	14			19.149			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.84	66,098	7.85	41	25.031	3.91035	-0.5133	YES
8.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.43	616,327	63.40	2,016	7.987	0.17818	-347.7650	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	12.16	324			50.109			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	5.96	14	59.45	1	19.149	19.82079	-2.6988	NO
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	59.68	559	39.21	2	197.881	140.17280	0.1460	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	85.45	16			166.327			
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								
8.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	176.29	57	32.12	67	401.593	72.36391	1.9923	YES
8.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	95.33	21			78.354			
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

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			34.17	13				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			25.03	142				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.41	1,296				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17.40	231				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			17.42	1,065				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			16.42	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.18	2				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			16.35	1				Diagnostic
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

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			Benchmark Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			46.83	297				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			52.49	346				Diagnostic
8.2.22.6.1.2	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			33.42	8				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.95	101				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			37.76	66				Diagnostic
B.2.22.8.t.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			57.68	1				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostk								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.61	169				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			16.81	15				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15.70	10				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			20.73	1				Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.88	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			17.66	8				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			18.31	3				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostk			19.42	1				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			32.41	198				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			24.10	8				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			18.38	241				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15.30	10				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			66.49	25				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			26.57	13				Diagnostic
B2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			20.36	19				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)	Diagnostk								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostk								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			15.76	98				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			19.16	843				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			21.62	77				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			49.45	634				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
8.2.22.16.2.1	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			51.42	148				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

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Total Service Order Cycle Time - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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
5.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
5.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostk			2.08	80				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.76	4,092				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
5.2.24.3.2.2	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)	Diagnostk								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
5.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.00	1				Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
5.2.24.6.2.2	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)	Diagnostk								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.38	68				Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
5.2.24.8.2.1	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			4.59	29				Diagnostic
5.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
5.2.24.9.2.2	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
5.2.24.10.1.2	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)	Dlagnwtk								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	9				Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								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								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.53	15				Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.50	2				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
B.2.24.14.1.1	P-14	2W Analog Loop w/I NP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)									

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.30	747				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			12.00	1				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			6.33	6				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									
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			3.28	104				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.32	2,437				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.80	5				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								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								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			5.00	1				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			7.22	59				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.40	194				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			7.18	174				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			7.67	3				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			4.78	214				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.22	103				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								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								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.31	440				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.50	2				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								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			6.64	25				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									
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			16.56	9				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			5.15	33				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.95	334				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.00	1				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
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.87	175				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			12.27	284				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	4				Diagnostic

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B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.56	75				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			7.86	35				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			15.00	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			6.85	73				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.83	6				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			5.75	4				Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.49	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								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			6.96	96				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.15	109				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.86	7				Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			12.96	26				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			12.29	7				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.00	11				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			11.33	3				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	340				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			3.48	9				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.23	454				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.83	69				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								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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B.2.28.3.1.I	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			1.78	71				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.65	2,760				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								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)	Diagnostk								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 .I	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			12.00	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.38	68				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			8.00	1				Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diaonwtk								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.59	29				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)	Diagnostk								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk								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)	Dlagnostk								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostii								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			8.00	9				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								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			3.53	15				Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.50	2				Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagmstii								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostii								Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.30	747				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			12.00	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			6.33	6				Diagnostic
8.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B-2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								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)	Diagnostk								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			2.89	98				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.29	2,229				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.50	4				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								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)	Diagnostk								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								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)	Diagnostk								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk								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)	Dlagnwtk								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			7.45	47				Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic								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)	Diagnostk								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.42	192				Diagnostic
8.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk								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)	Diagnostk								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.43	150				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				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			4.69	208				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.22	103				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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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
8.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.29.15.2.t	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostk								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)	Diagnostk								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								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostk			6.30	414				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			1.50	2				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostii								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)	Diagnostk								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.64	25				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Dlagnostii								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)	Diagnostk								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)	Diagnostk								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			16.56	9				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
❑ 2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.93	29				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.88	316				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
8.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk			3.00	1				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)	Diagnostk								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)	Diagnostk			6.82	161				Diagnostic
B.2.30.S.I.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)	Diagnostk			12.29	276				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostk			6.00	4				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.56	75				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			7.47	19				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			15.00	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			6.92	66				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnwtii								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)				7.80	5				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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)	Diagnostii								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.75	4				Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostii								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostii								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			8.24	38				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostk								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.99	93				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.25	106				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.86	7				Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostk			7.00	1				Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			12.96	26				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								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.29	7				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.00	11				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			18.00	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.78	308				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			2.58	4				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.30	432				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)	Diagnostii			8.86	64				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)	Diagnostk								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)									Diagnostic
		Disconnect Timeliness									
B.2.31.1	P-13	LNP/FL(%)	>= 95% w in 15 min								
		% Completions w/o Notice or < 24 hours									
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			100.00%	18				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%	321				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			100.00%	8,004				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(%)	Diagnwtic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			100.00%	284				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%	329				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			100.00%	6				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			100.00%	87				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			100.00%	177				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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%	330				Diagnostic
B.2.32.99	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic			100.00%	1				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								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic								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								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			100.00%	234				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%	256				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	120				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			100.00%	2				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%	606				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
6.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			100.00%	117				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-6	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			99.53%	424				YES
B.2.33.2	P-6	xDSL Other/FL(%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			79.63%	108				NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			69.29%	127				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%			0.00%	2				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			70.00%	20				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			77.82%	293				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			66.67%	3				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			55.56%	9				NO
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	12.32%	131,909						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	2.03%	71,209						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.75%	1,197						
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.25%	791	0.00%	4		0.02517	0.1004	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	12.41%	133,853	9.83%	1,852		0.00771	3.3437	YES
8.X1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	2.07%	72,399	1.56%	706		0.00539	0.9538	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	12.15%	136,768	4.00%	25		0.06534	1.2468	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	12.15%	136,768	0.00%	18		0.07700	1.5774	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	16.74%	1,571	3.95%	76		0.04385	2.9177	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	3.56%	253	0.00%	21		0.04206	0.8457	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	5.67%	353	11.41%	149		0.02259	-2.5431	NO
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	1.43%	350	4.21%	95		0.01373	-2.0265	NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	16.74%	1,571	28.57%	14		0.10022	-1.1804	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	3.56%	253	17.02%	47		0.02942	-4.5764	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	12.41%	133,853	4.38%	1,416		0.00881	9.1154	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	12.41%	133,853	3.42%	263		0.02035	4.4154	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	12.28%	131,503	15.20%	842		0.01135	-2.5770	NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.75%	60,123	2.70%	37		0.02154	-0.4439	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.19%	3,321	9.52%	21		0.03648	-1.6455	NO
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.87%	3,345	5.88%	17		0.02254	-2.2249	NO

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B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	12.41%	133,853	9.86%	71		0.03913	0.6509	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	2.07%	72,399	5.63%	71		0.01691	-2.1061	NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	12.32%	131,909						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	2.09%	71,209						
		Customer Trouble Report Rate									
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	2.29%	5,768,752						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.23%	5,768,752						
B-3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	2.41%	49,639	0.00%	1,168		0.00460	5.2457	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.59%	49,639	0.34%	1,168		0.00374	3.3478	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	2.18%	6,141,760	1.59%	116,362		0.00044	13.4554	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.18%	6,141,760	0.61%	116,362		0.00032	17.8058	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.96%	6,969,904	2.16%	1,159		0.00412	-0.4733	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	RIB&D - Disp	1.96%	6,969,904	1.55%	1,159		0.00412	0.9944	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	0.69%	226,868	1.34%	5,685		0.00112	-5.7667	NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	0.11%	226,868	0.37%	5,685		0.00045	-5.7508	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	1.40%	25,281	2.50%	5,966		0.00170	-6.4744	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN BRI	1.38%	25,281	1.59%	5,966		0.00169	-1.2277	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	0.69%	226,868	1.39%	1,007		0.00263	-2.6551	NO
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL lo Retail	0.11%	226,868	4.67%	1,007		0.00105	-43.1961	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	2.18%	6,141,760	1.91%	74,273		0.00054	5.0079	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B Disp	2.18%	6,141,760	0.35%	74,273		0.00054	33.4942	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	2.28%	5,768,752	2.14%	39,336		0.00076	1.8203	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.04%	5,768,752	0.09%	39,336		0.00052	18.3578	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.40%	828,144	1.21%	1,731		0.00152	-5.3303	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.40%	828,144	0.98%	1,731		0.00153	-3.7810	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	2.18%	6,141,760	10.11%	702		0.00557	-14.2397	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.18%	6,141,760	10.11%	702		0.00410	-21.8035	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	2.29%	5,768,752						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.23%	5,768,752						
		Maintenance Average Duration									
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	22.17	131,909			22.387			
6.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&6 (POTS)	7.99	71,209			11.902			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	4.04	1,197			4.236			
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	2.03	791	5.02	4	3.574	1.79126	-1.6742	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	22.11	133,853	16.83	1,852	22.381	0.52364	10.0857	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	7.94	72,399	4.79	706	11.857	0.44843	7.0122	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Dip	21.70	136,768	6.57	25	23.039	4.60824	3.2835	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	21.70	136,768	2.66	18	23.039	5.43073	3.5057	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	58.12	1,571	6.21	76	43.347	5.09106	10.1952	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	50.44	253	1.91	21	42.663	9.68855	5.0086	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN-BRI	7.49	353	10.92	149	8.589	0.83911	-4.0812	NO
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	3.00	350	4.40	95	7.916	0.91572	-1.5270	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	58.12	1,571	31.45	14	43.347	11.63640	2.2919	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	50.44	253	17.90	47	42.663	6.77649	4.8012	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	22.11	133,853	7.10	1,416	22.381	0.59789	25.1177	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	22.11	133,853	4.03	263	22.381	1.38140	13.0909	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	22.14	131,503	15.85	842	22.361	0.77308	8.1444	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (F'OTS) excl SB FT	8.11	60,123	5.24	37	12.072	1.98515	1.4473	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	6.05	3,321	10.61	21	37.113	8.12426	-0.5610	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.42	3,345	3.29	17	17.340	4.21627	-0.2063	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	22.11	133,853	17.81	71	22.381	2.65678	1.6217	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B (POTS)	7.94	72,399	5.81	71	11.857	1.40790	1.5120	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	22.17	131,909			22.387			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)		7.99	71,209			11.902			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	20.88%	131,909						
6.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	19.03%	71,209						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	37.66%	1,197						
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	30.34%	791	25.00%	4		0.23045	0.2318	YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)		R&B	20.82%	133,853	18.14%	1,852		0.00950	2.8228	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	18.99%	72,399	16.29%	706		0.01483	1.8213	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)		R&B&D - Disp	21.25%	136,768	44.00%	25		0.08182	-2.7803	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	21.25%	136,768	22.22%	18		0.09643	-0.1008	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	25.08%	1,571	26.32%	76		0.05091	-0.2428	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	28.46%	253	9.52%	21		0.10247	1.8479	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	34.84%	353	26.85%	149		0.04655	1.7183	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	30.67%	350	20.00%	95		0.05330	1.9835	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)		ADSL to Retail	25.08%	1,571	64.29%	14		0.11637	-3.3692	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	28.46%	253	48.94%	47		0.07167	-2.8572	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	20.82%	133,853	22.60%	1,416		0.01085	-1.6359	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	20.82%	133,853	17.87%	263		0.02506	1.1785	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	20.84%	131,503	19.36%	842		0.01404	1.0553	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	18.75%	60,123	27.03%	37		0.06418	-1.2901	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)		Design	40.11%	3,321	33.33%	21		0.10729	0.6315	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)		Design	38.09%	3,345	52.94%	17		0.11807	-1.2581	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)		R&B	20.82%	133,853	18.31%	71		0.04820	0.5217	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)		R&B	18.99%	72,399	16.90%	71		0.04657	0.4486	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)		R&B (POTS)	20.88%	131,909						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	19.03%	71,209						
		Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)		R&B (POTS)	24.88%	90,181						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)		R&B (POTS)	8.59%	23,162						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)		DS1/DS3	0.75%	1,197						
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)		DS1/DS3	0.25%	791	0.00%	4		0.02517	0.1004	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)		R&B	24.80%	91,536	16.30%	1,276		0.01217	6.9848	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	8.47%	23,704	4.40%	409		0.01389	2.9310	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)		R&B&D - Disp	24.05%	94,812	4.00%	25		0.08548	2.3450	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	24.05%	94,812	0.00%	18		0.10074	2.3870	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	60.00%	5	3.95%	76		0.22618	2.4782	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	0.00%	1	0.00%	21		0.00000		YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	5.95%	353	11.41%	149		0.02311	-2.3629	NO
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	1.43%	350	4.21%	95		0.01373	-2.0265	NO
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)		ADSL to Retail	60.00%	5						
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	0.00%	1	0.00%	1		0.00000		YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	24.80%	91,536	4.38%	1,416		0.01157	17.6611	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	24.80%	91,536	3.42%	263		0.02667	8.0177	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	24.87%	90,136	14.16%	650		0.01702	6.3002	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	8.56%	22,950	3.45%	29		0.05199	0.9836	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)		Design	3.19%	3,321	9.52%	21		0.03848	-1.6455	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)		Design	0.87%	3,345	5.88%	17		0.02254	-2.2249	NO
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)		R&B	24.80%	91,536	19.15%	47		0.06301	0.8975	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)		R&B	8.47%	23,704	0.00%	36		0.04644	1.8240	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)		R&B (WTS)	24.88%	90,181						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	8.59%	23,162						
		Unbundled Network Elements - Billing										
B.4.1	B-1	*Invoice Accuracy* FL(%)		BST - State	98.30%	$504,635,360	99.76%	$6,167,107		0.00005	-278.6602	YES
B.4.2	B-2	*Mean Time to Deliver Invoices - CRIS* Region(business days)		BST - Region	3.98	1	3.54	1.208				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
CI.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			68.86%	167				Diagnostic
	Reject Interval										
c.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% win 4 days			93.04%	107			-	YES
	FOC Timeliness										
c.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			97.00%	174				YES
	FOC & Reject Response Completeness										
c.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			97.90%	94				YES
	FOC & Reject Response Completeness (Multiple Responses)										
CI.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	14.89	35	20.36	32	13.226	3.23497	-1.6969	NO
	Held Orders										
c.2.2	P-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			
	Averag Jeopardy Notice Inhterval										
C.2.4	P-2	Local Interconnection Trunks/FL(hours)	96% >= 46 hrs					Not Applicable for Trunks			
	% Missed Installation Appointments										
c.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	35	2.94%	34		0.00000		NO
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	4,334	0.00%	2,217		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	79.77	26	30.62	23	176.913	49.70533	0.9671	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	P-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%	32				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%	7				YES
c.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	8				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			85.71%	7				NO
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			91.67%	24				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%	26						
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	266	0.00%	185		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.01%	403,804	0.00%	134,311		0.00003	2.6436	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.07%	403,804	0.14%	134,311		0.00008	-7.8955	NO

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)		Parity w Retail	3.34	28			1.898			
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)		Parity w Retail	0.43	288	0.15	185	1.769	0.16668	1.6653	YES
	% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)		Parity w Retail	3.57%	28						
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)		Parity w Retail	30.21%	288	1.62%	185		0.04326	6.6077	YES
	Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)		Parity w Retail	0.00%	28						
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)		Parity w Retail	0.00%	288	0.00%	185		0.00000		YES
	Local Interconnection Trunks - Billing											
	Invoice Accuracy											
C.4.1	B-1	FL(%)		BST - State	98.30%	$504,635,360	51.41%	$7,734,759		0.00005	10016.8599	NO
	Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region(calendar days)		BST - Region	4.69	1	4.67	3,304				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
	Trunk Group Performance - Aggregate											
C.5.1	TGP-1	FI		>0.5% dil 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.98%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.96%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.98%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.98%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.97%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.98%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.98%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.98%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.95	3,427,277	1.66	380,527				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.42	7,932	1.66	380,527				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.09	9,624,558	1.50	226,720				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.76	705,143	1.50	226,720				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec			1.09	86,848				
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.68	308,812	1.09	86,848				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			0.81	2,958				
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	331,119	0.81	2,958				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.55	5,359,212	1.41	1,226,058				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.25	527,219	1.41	1,226,058				YES
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.13	11,468,794	1.39	47,829				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.38	686,974	1.39	47,829				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.13	11,468,794	0.03	103,421				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.38	686,974	0.03	103,421				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.95	3,427,277	1.67	242,529				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.42	7,932	1.67	242,529				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.09	9,624,558	2.07	50,495				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.76	705,143	2.07	50,495				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								Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic								Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec			2.21	9,202				
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.68	308,812	2.21	9,202				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			2.34	80,008				
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	331,119	2.34	80,008				YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.55	5,359,212	2.60	169,972				YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.25	527,219	2.60	169,972				YES
D.1.4.8.1	OSS-1	RNS/CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.7.1*							
D.1.4.8.2	OSS-1	ROS/CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.7.2*							
D.1.4.9.1	OSS-1	RNS/CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	ROS/CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

BellSouth Monthly State Summary

Florida, August 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Maintenance and Repair											
	% Interface Availability - BST											
D.2.1.1	OSS-3	TAFI/Region(%)		>= 99.5%	100.00%							YES
	% Interface Availability - CLEC											
D.2.2.1	OSS-3	CLEC TAFI/Region(%)		>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region(%)		>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region(%)		>= 99.5%			99.98%					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%			99.98%					YES
	Average Response Interval											
D.2.4.1.1	OSS-4	CRIS/Region(%) <= 4 Seconds		Parity w Retail	95.69%	2,038,959	94.89%	102,038		0.00065	12.3892	NO
D.2.4.1.2	OSS-4	CRIS/Region(%) <= 10 Seconds		Parity w Retail	98.89%	2,038,959	99.30%	102,038		0.00034	-12.1811	YES
DP.4.1.3	OSS-4	CRIS/Region(%) > 10 Seconds		Parity w Retail	1.11%	2,038,959	0.70%	102,038		0.00034	12.1811	YES
D.2.4.2.1	OSS-4	DLETH/Region(%) <= 4 Seconds		Parity w Retail	10.25%	54,659	11.60%	905		0.01016	-1.3332	YES
D.2.4.2.2	OSS-4	DLETH/Region(%) <= 10 Seconds		Parity w Retail	81.47%	54,659	89.17%	905		0.01302	-5.9125	YES
D.2.4.2.3	OSS-4	DLETH/Region(%) > 10 Seconds		Parity w Retail	18.53%	54,659	10.83%	905		0.01302	5.9125	YES
D.2.4.3.1	OSS-4	DLR/Region(%) <= 4 Seconds		Parity w Retail	5.62%	37,312	19.87%	35,799		0.00170	-83.5915	YES
D.2.4.3.2	OSS-4	DLR/Region(%) <= 10 Seconds		Parity w Retail	88.70%	37,312	97.82%	35,799		0.00234	-38.9446	YES
D.2.4.3.3	OSS-4	DLR/Region(%) > 10 Seconds		Parity w Retail	11.30%	37,312	2.18%	35,799		0.00234	38.9446	YES
D.2.4.4.1	OSS-4	LMOS/Region(%) <= 4 Seconds		Parity w Retail	99.66%	2,038,896	99.51%	102,157		0.00019	7.9602	NO
D.2.4.4.2	OSS-4	LMOS/Region(%) <= 10 Seconds		Parity w Retail	99.78%	2,038,896	99.75%	102,157		0.00015	2.4160	NO
D.2.4.4.3	OSS-4	LMOS/Region(%) > 10 Seconds		Parity w Retail	0.22%	2,038,896	0.25%	102,157		0.00015	-2.4160	NO
D.2.4.5.1	OSS-4	LMOSupd/Region(%) <= 4 Seconds		Parity w Retail	97.61%	1,520,904	96.98%	61,925		0.00063	9.9834	NO
D.2.4.5.2	OSS-4	LMOSupd/Region(%) <= 10 Seconds		Parity w Retail	99.79%	1,520,904	99.51%	61,925		0.00019	14.7625	NO
D.2.4.5.3	OSS-4	LMOSupd/Region(%) > 10 Seconds		Parity w Retail	0.21%	1,520,904	0.49%	61,925		0.00019	-14.7625	NO
D.2.4.6.1	OSS-4	LNP/Region(%) <= 4 Seconds		Parity w Retail	99.76%	140,789	99.42%	6,218		0.00063	5.4206	NO
D.2.4.6.2	OSS-4	LNP/Region(%) <= 10 Seconds		Parity w Retail	99.88%	140,789	99.84%	6,218		0.00044	1.0416	YES
D.2.4.6.3	OSS-4	LNP/Region(%) > 10 Seconds		Parity w Retail	0.12%	140,789	0.16%	6,218		0.00044	-1.0416	YES
D.2.4.7.1	OSS-4	MARCH/Region(%) <= 4 Seconds		Parity w Retail	32.82%	9,345	26.78%	463		0.02236	2.7007	NO
D.2.4.7.2	OSS-4	MARCH/Region(%) <= 10 Seconds		Parity w Retail	32.82%	9,345	26.78%	463		0.02236	2.7007	NO
D.2.4.7.3	OSS-4	MARCH/Region(%) > 10 Seconds		Parity w Retail	67.18%	9,345	73.22%	463		0.02236	-2.7007	NO
D.2.4.8.1	OSS-4	OSPCM/Region(%) <= 4 Seconds		Parity w Retail	43.74%	9,614	35.16%	128		0.04414	1.9444	NO
D.2.4.8.2	OSS-4	OSPCM/Region(%) <= 10 Seconds		Parity w Retail	97.38%	9,614	93.75%	128		0.01422	2.5528	NO
D.2.4.6.3	OSS-4	OSPCM/Region(%) > 10 Seconds		Parity w Retail	2.62%	9,614	6.25%	128		0.01422	-2.5528	NO
D.2.4.9.1	OSS-4	Predictor/Region(%) <= 4 Seconds		Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	-5.1842	YES
D.2.4.9.2	OSS-4	Predictor/Region(%) <= 10 Seconds		Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	-5.1842	YES
D.2.4.9.3	OSS-4	Predictor/Region(%) > 10 Seconds		Parity w Retail	79.19%	78,823	75.80%	4,045		0.00654	5.1842	YES
D.2.4.10.1	OSS-4	SOCS/Region(%) <= 4 Seconds		Parity w Retail	99.83%	291,650	99.90%	16,386		0.00033	-1.9964	YES
D.2.4.10.2	OSS-4	SOCS/Region(%) <= 10 Seconds		Parity w Retail	99.98%	291,650	99.99%	16,386		0.00010	-0.9353	YES
D.2.4.10.3	OSS-4	SOCS/Region(%) > 10 Seconds		Parity w Retail	0.02%	291,650	0.01%	16,386		0.00010	0.9353	YES
D.2.4.11.1	OSS-4	NIW/Region(%) <= 4 Seconds		Parity w Retail	79.85%	78,369	77.81%	4,124		0.00641	3.1776	NO
D.2.4.11.2	OSS-4	NIW/Region(%) <= 10 Seconds		Parity w Retail	99.53%	78,369	99.61%	4,124		0.00109	-0.7471	YES
D.2.4.11.3	OSS-4	NIW/Region(%) > 10 Seconds		Parity w Retail	0.47%	78,369	0.39%	4,124		0.00109	0.7471	YES

BellSouth Monthly State Summary

Florida, August 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	COLLOCATION - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 15 days			7	2				YES
E.1.1.2	C-1	Physical-Caged/FL (calendar days)	<= 15 days			6	39				YES
E.1.1.3	C-1	Physical-Cageless/FL (calendar days)	<= 15 days			5	15				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)	<= 60 days								
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			36	1				YES
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			17	26				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			53	9				YES
E.1.2.8	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days			36	27				YES
E.1.2.9	C-2	Physical Cageless-Augments - Additional Space Required/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed								
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	63				YES

BellSouth Monthly State Summary

Florida, August 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through											
	% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region(%)		Diagnostic			91.50%	291,914				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)		Diagnostic			91.50%	291,914				Diagnostic
F.1.1.3	O-3	Residence/Region(%)		>=95%			91.21%	198,197				NO
F.1.1.4	O-3	Business/Region(%)		>=90%			80.72%	7,613				NO
F.1.1.5	O-3	UNE/Region(%)		>=85%			93.13%	86,104				YES
	% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)		Diagnostic			82.04%	325,592				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)		Diagnostic			82.04%	325,592				Diagnostic
F.1.2.3	O-3	Residence/Region(%)		Diagnostic			84.25%	214,563				Diagnostic
F.1.2.4	O-3	Business/Region(%)		Diagnostic			59.41%	10,343				Diagnostic
F.1.2.5	O-3	UNE/Region(%)		Diagnostic			79.64%	100,686				Diagnostic
	% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)		>=85%			84.40%	4,679				NO
F.1.3.2	O-3	Aggregate/Region(%)		>=85%			84.40%	4,679				NO
F.1.3.3	O-3	Residence/Region(%)		Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)		Diagnostic								Diagnostic
	General - Pre-Ordering											
	Loop Makeup Inquiry (Manual)											
F.2.1	PO-1	Loops/FL(%)		>=95% w in 3 bus days			98.00%	100				YES
	Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/FL(%)		>=95% w in 1 min			99.33%	1,952				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			97.18%	284				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)		>=95% w in 5 bus days			100.00%	1				YES
	General - Ordering											
	Average Speed of Answer											
F.4.1	O-12	Region(seconds)		Parity w Retail	194.82	7,246,589	24.50	28,767				YES
	General - Maintenance Center											
	Average Answer Time											
F.5.1	M&R-6	Region(seconds)		Parity w Retail	144.10	1,909,630	26.05	100,575				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F.6.1	OS-1	FL(seconds)		PBD			4.93					PBD
	% Answered in 30 seconds											
F.6.2	OS-2	FL (%)		PBD			96.80%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F.7.1	DA-1	FL(seconds)		PBD			4.86					PBD
	% Answered in 20 seconds											

BellSouth Monthly State Summary

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equi
F.7.2	DA-2	FL (%)	PBD			96.00%					PBI
	General - E911										
	Mean Interval										
F.8.1	E-3	FL(hours)	PBD			1.36	1,233				PBI
	% Accuracy										
F.8.2	E-2	FL(%)	PBD			95.77%	716,257				PBI
	% Timeliness										
F.8.3	E-1	FL(%)	PBD			100.00%	1,233				PBI
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	99.86%	6,318	100.00%	18,563		0.00055	-2.5931	YE
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.80%	34,467	98.30%	254,987,840		0.00059	8.3870	NC
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.75%	34,467	99.78%	254,987,840		0.00027	-1.2047	YE
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.37	34,467	3.60	254,987,840				NC
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	82.00%	$21,399,943	96.93%	$948,144		0.00095	-157.0345	YE
F.9.5.2	B-7	UNE/FL(%)	>= 90%			98.05%	$426,806				YE
F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			48.13%	$313,271				NC
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	89.63%	$24,207,809	98.63%	$834,636		0.00105	-85.4679	YE
F.9.6.2	B-8	UNE/FL(%)	>= 90%			98.57%	$1,709,343				YE
F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			58.53%	$810,703				NC
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	FL(%)	>= 98% w in 30 days			100.00%	2				YE
	Average Software Release Notice Delay Days										
F.10.2	CM-2	FL(average)	>=25 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3	FL(%)	>= 98% w in 30 days			66.67%	3				NC
	Average Documentation Release Delay Days										
F.10.5	CM-4	FL(average)	<=25 days prior to release			0	1				NC
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	29				YE
	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%	9				YE
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	2				YE
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								
	General - Ordering										

BellSouth Monthly State Summary

Florida, August 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Acknowledgement Message Timeliness									
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			93.66%	86,217				NO
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			99.99%	199,829				YES
		Acknowledgement Message Completeness									
F.12.2.1	O-2	EDI/Region(%)	100%			99.65%	86,217				NO
F.12.2.2	O-2	TAG/Region(%)	100%			99.99%	199,829				NO
		General - Database Updates									
		Average Database Update Interval									
F.13.1.1	D-1	LIDB/FL(hours)	PBD	1.30	38	1.31	38				PBD
F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.13	27	0.13	27				PBD
F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.73	27	4.72	27				PBD
		% Update Accuracy									
F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	5				YES
F.13.2.2	D-2	Directory Listings/FL(%	>= 95%			95.07%	304				YES
F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	18				YES
		% NXXs / LRNs Loaded by LEIG Effective Date									
F.13.3	D-3	Region(%)	100%			95.83%	24				NO
		General - Network Outage Notification									
		Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7	Region (minutes)	Parity w Retail	793	2	343	2				YES

BellSouth Monthly State Summary

Florida, May 2001

(Georgia Format)

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical/FL (calendar days)	<= 30 days			4	93				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 50 days			49	1				YES
E.1.2.2	C-2	Virtual (Extraordinary)/FL (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/FL (calendar days)	<= 90 days			10	45				YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			12	80				YES
E.1.2.6	C-2	Physical Cageless (Extraordinary)/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	125				YES

BellSouth Monthly State Summary

Florida, June 2001

(Georgia Format)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days			4	3				YES
E.1.1.2	C-1	Physical/FL (calendar days)	<= 30 days			6	50				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 50 days			54	2				YES
E.1.2.2	C-2	Virtual (Extraordinary)/FL (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/FL (calendar days)	<= 90 days			26	6				YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			32	34				YES
E.1.2.5	C-2	Physical Cageless (Extraordinary)/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed			0.00%	2				YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	40				YES

BellSouth Monthly State Summary

Florida, July 2001

(Georgia Format)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical/FL (calendar days)	<= 30 days			8	27				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 50 days			39	2				YES
E.1.2.2	C-2	Virtual (Extraordinary)/FL (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/FL (calendar days)	<= 90 days			45	4				YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			52	17				YES
E.1.2.5	C-2	Physical Cageless (Extraordinary)/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed			0.00%	2				YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	21				YES

BellSouth Monthly State Summary

Florida, August 2001

(Georgia Format)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days			7	2				YES
E.1.1.2	C-1	Physical/FL (calendar days)	<= 30 days			6	54				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual (Extraordinary)/FL (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/FL (calendar days)	<= 90 days								
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			18	27				YES
E.1.2.5	C-2	Physical Cageless (Extraordinary)/FL (calendar days)	<= 90 days			40	36				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed								
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	63				YES

		PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		81.41%	94.64%*
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.6%**	
- RETAIL BUSINESS		TBD***	

*NOTE: BellSouth has identified an issue that may have an impact on the LSR count for Planned Manual Fallout. This is currently under assessment and it may result in a revised report being posted at a future date.

**NOTE: Due to the methodology used in calculating Retail Residence, the percentage shown is an approximation.

***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 (i! Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flawt Through
#1		0	71	0	71	10	22	0	39	7	1	6	32	74.42%	82.05%	96.97%
#2		0	729	0	729	157	152	0	420	153	23	130	267	59.73%	63.57%	92.07%
#3		0	14	0	14	2	3	0	9	0	0	0	9	81.82%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	76	0	76	29	2	0	45	3	0	3	42	59.15%	93.33%	100.00%
#7		0	56	0	56	20	12	0	24	2	1	1	22	51.16%	91.67%	95.65%
#8		97	0	0	97	11	15	3	68	15	7	8	53	74.65%	77.94%	88.33%
#9		1696	0	0	1696	307	135	19	1235	131	80	51	1104	74.04%	89.39%	93.24%
#10		10	0	0	10	1	0	1	8	4	3	1	4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		41	0	0	41	3	9	3	26	8	4	4	18	72.00%	69.23%	81.82%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		12	0	0	12	3	1	0	8	6	4	2	2	22.22%	25.00%	33.33%
#18		500	0	0	500	83	56	1	360	41	11	30	319	77.24%	88.61%	96.67%
#19		0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
#20		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#21		0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
#22		23	0	0	23	11	0	0	12	3	2	1	9	40.91%	75.00%	81.82%
#23		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#24		339	0	0	339	67	29	2	241	20	12	8	221	73.07%	97.70%	94.85%
#25		1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#26		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.511%	95.45%
#27		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#28		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#29		1145	0	0	1145	99	143	1	902	43	33	10	859	86.66%	95.23%	96.30%
#30		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#31		24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#32		1082	0	0	1082	90	263	9	720	68	20	48	652	85.56%	90.56%	97.02%
#33		501	0	0	501	33	27	0	441	14	7	7	427	91.43%	96.83%	98.39%
#34		12	0	0	12	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
#35		1226	0	0	1226	93	43	5	1085	31	25	6	1054	89.93%	97.14%	97.66%
#36		1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		42	0	0	42	9	2	1	30	9	5	4	21	60.00%	70.00%	80.77%
#38		92	0	0	92	19	6	3	64	10	4	6	54	70.13%	84.38%	93.10%
#39		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#40		38	0	0	38	1	7	5	25	7	2	5	18	85.71%	72.00%	90.00%
#41		328	0	0	328	35	23	2	268	25	21	4	243	81.27%	90.67%	92.05%
#42		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#43		0	292	0	292	19	74	6	193	65	48	17	128	65.64%	66.32%	72.73%
#44		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#45		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#46		2297	0	0	2297	126	225	16	1930	196	152	44	1734	86.18%	89.84%	91.94%
#47		13	0	0	13	2	3	0	8	2	0	2	6	75.00%	75.00%	100.00%
#48		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#49		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	84.62%	100.00%
#50		82	0	0	82	5	2	1	74	17	13	4	57	76.00%	77.03%	81 .43%
#51		28	0	0	28	4	5	0	19	1	1	0	18	76.26%	94.74%	94.74%
#52		0	0	15024	15024	2896	2194	170	9764	1555	719	836	8209	69.43%	04.07%	91.95%
#53		0	0	704	704	265	112	11	316	57	26	31	259	47.09%	81.96%	90.88%
#54		7334	0	0	7334	491	337	25	6481	623	457	166	5858	86.07%	90.39%	92.76%
#55		491	0	0	491	133	77	5	276	77	51	26	199	51.96%	72.10%	79.60%
#56		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21 %
#57		328	0	0	32%	48	39	1	240	8	7	1	232	80.64%	96.67%	97.07%
#58		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#59		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#60		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#61		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#62		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#63		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#64		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#65		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#66		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#67		0	640	0	640	285	101	4	250	59	17	42	191	38.74%	76.40%	91.83%
#68		741	0	0	741	98	91	16	536	63	15	48	473	80.72%	88.25%	96.93%
#69		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%
#70		366	0	0	366	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#71		61	0	0	61	8	1	0	52	10	7	3	42	73.68%	80.77%	85.71%
#72		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#74		17	0	0	17	3	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#75		0	0	869	889	6	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#76		75	0	0	75	2	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#77		28	0	0	28	5	2	0	21	5	3	2	16	66.67%	76.19%	84.21%
#78		288	0	0	288	27	48	2	211	15	5	10	196	85.96%	92.89%	97.51%
#79		32	0	0	32	4	7	0	21	8	0	8	13	76.47%	61.90%	100.00%
#80		16	0	0	16	4	1	0	11	1	0	1	10	71.43%	90.91%	100.00%
#81		355	0	0	355	35	31	1	288	54	50	4	234	73.35%	81.25%	82.39%
#82		55	0	0	55	12	19	2	22	7	4	3	15	48.39%	68.18%	78.95%
#83		31624	0	0	31624	3452	6381	286	21505	4321	2408	1913	17184	74.57%	79.91%	87.71%
#84		344	0	0	344	36	27	1	280	8	6	2	272	86.62%	97.14%	97.84%
#85		6	0	0	6	2	3	0	1	0	0	0	1	33.33%	100.00%	100.00%
#86		8	0	0	8	0	0	0	8	1	0	1	7	100.00%	87.50%	100.00%
#87		[illegible]			[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	[illegible]	92.31%	92.31%
#88		69	0	0	69	7	4	3	55	19	14	5	36	63.16%	65.45%	72.00%
#89		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#90		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#91		130	0	0	130	21	10	3	96	32	14	18	64	64.65%	66.67%	82.05%
#92		1683	0	0	1683	272	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#93		37	0	0	37	3	26	0	8	0	0	0	8	72.73%	100.00%	100.00%
#94		357	0	0	357	55	42	5	255	82	55	27	173	61.13%	67.84%	75.86%
#95		1885	0	0	1885	235	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#96		683	0	0	683	49	40	4	590	53	39	14	537	85.92%	91.02%	93.23%
#97		55	0	0	55	10	11	1	33	15	10	5	18	47.37%	54.55%	64.29%
#98		975	0	0	975	119	53	0	803	24	22	2	779	84.67%	97.01%	97.25%
#99		128	0	0	128	23	10	1	94	9	8	1	85	73.28%	90.43%	91.40%
#100		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#101		17	0	0	17	1	3	0	13	5	1	4	8	80.00%	61.54%	88.89%
#102		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#103		8	0	0	8	0	3	0	5	0	0	0	5	100.00%	100.00%	100.00%
#104		0	0	97	97	26	35	4	32	11	7	4	21	38.89%	65.63%	75.00%
#105		0	0	141	141	6	52	15	68	55	31	24	13	26.00%	19.12%	29.55%
#106		634	0	0	634	89	67	5	473	54	39	15	419	76.60%	88.58%	91.48%
#107		371	0	0	371	46	100	18	207	103	49	54	104	52.26%	50.24%	67.97%
#108		7	0	0	7	3	0	0	4	0	0	0	4	57.14%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized	Interface	Used		Manual	Rejects		Validated	Errors			A			
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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		203	0	0	203	47	11	1	144	8	6	2	136	71.96%	94.44%	95.77%
#110		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%
#111		115	0	0	115	17	5	0	93	1	1	0	92	83.64%	98.92%	98.92%
#112		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#113		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%
#114		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#115		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.96%	96.07%
#116		835	0	0	835	126	133	2	574	46	39	7	528	76.19%	91.99%	93.12%
#117		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%
#118		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.88%
#119		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#120		495	0	0	495	64	30	2	399	45	26	19	354	79.73%	88.72%	93.16%
#121		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%
#122		2551	0	0	2551	307	187	7	2050	115	93	22	1935	82.87%	94.39%	95.41%
#123		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%
#124		148	0	0	148	14	6	0	128	3	2	1	125	88.65%	97.66%	98.43%
#125		13	0	0	13	10	0	0	3	2	0	2	1	9.09%	33.33%	100.00%
#126		15	0	0	15	7	0	0	8	2	0	2	6	46.15%	75.00%	100.00%
#127		1194	0	0	1194	241	126	2	825	47	40	7	778	73.47%	94.30%	95.11%
#128		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%
#129		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#130		2868	0	0	2868	212	193	22	2441	338	302	36	2103	80.36%	86.15%	87.44%
#131		0	0	7	7	2	0	0	5	2	1	1	3	50.00%	60.00%	75.00%
#132		25	0	0	25	4	6	1	14	3	2	1	11	64.71%	78.57%	84.62%
#133		70	0	0	70	11	6	0	53	9	6	3	44	72.13%	83.02%	88.00%
#134		792	0	0	792	41	46	0	705	18	11	7	687	92.96%	97.45%	98.42%
#135		0	0	11192	11192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61%
#136		3726	0	0	3726	354	253	26	3093	213	141	72	2880	85.33%	93.11%	95.33%
#137		212	0	0	212	32	29	2	149	40	28	12	109	64.50%	73.15%	79.56%
#138		5	0	0	5	2	0	0	3	2	1	1	1	25.00%	33.33%	50.00%
#139		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%
#140		462	0	0	462	98	51	16	297	67	44	23	230	61.83%	77.44%	83.94%
#141		1257	0	0	1257	137	173	17	930	132	65	67	798	79.80%	85.81%	92.47%
#142		0	50	0	50	11	8	0	31	11	9	2	20	50.00%	64.52%	68.97%
#143		0	375	0	375	109	55	0	211	33	19	14	178	58.17%	84.36%	90.36%
#144		520	0	0	520	84	42	6	388	76	52	24	312	69.64%	80.41%	85.71%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#145		2526	0	0	2526	352	201	32	1941	308	198	110	1633	74.61%	84.13%	89.19%
#146		2947	0	0	2947	310	469	28	2140	240	69	171	1900	83.37%	88.79%	96.50%
#147		4070	0	0	4070	468	571	32	2999	290	120	170	2709	82.17%	90.33%	95.76%
#148		34	0	0	34	1	6	0	27	7	3	4	20	33.33%	74.07%	86.96%
#149		1997	0	0	1997	301	562	16	1118	426	278	148	692	54.45%	61.90%	71.34%
#150		259	0	0	259	67	9	6	177	129	123	6	48	20.17%	27.12%	28.07%
#151		21	0	0	21	1	0	0	20	0	0	0	20	95.24%	100.00%	100.00%
#152		39	0	0	39	11	1	0	27	1	1	0	26	66.42%	96.30%	96.30%
#153		12	0	0	12	3	1	0	8	1	0	1	7	70.00%	87.50%	100.00%
#154		0	0	38	38	7	2	0	29	1	1	0	28	77.78%	96.55%	96.55%
#155		22	0	0	22	2	1	1	18	5	4	1	13	66.42%	72.22%	76.47%
#156		210	0	0	210	21	19	1	169	7	5	2	162	86.17%	95.06%	97.01%
#157		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#158		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#159		166	0	0	166	19	25	7	115	12	5	7	103	81.10%	89.57%	95.37%
#160		33	0	0	33	8	4	2	19	6	1	5	13	59.09%	68.42%	92.86%
#161		100	0	0	100	10	4	1	85	15	7	8	70	80.46%	82.35%	90.91%
#162		146	0	0	146	31	21	1	93	15	8	7	78	66.67%	83.87%	90.70%
#163		14	0	0	14	3	3	0	8	5	2	3	3	37.50%	37.50%	60.00%
#164		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#165		84	0	0	84	12	9	0	63	3	3	0	60	80.00%	95.24%	95.24%
#166		0	924	0	924	24	66	0	634	49	39	10	785	92.57%	94.12%	95.27%
#167		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#168		4	0	0	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
Y169		0	40094	0	40094	3883	4907	4	31300	1010	283	727	30290	87.91%	96.77%	99.07%
#170		27	0	0	27	1	12	0	14	1	1	0	13	86.67%	92.86%	92.86%
#171		218	0	0	218	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#172		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		88	0	0	88	12	9	0	67	8	5	3	59	77.63%	88.06%	92.19%
#174		13	0	0	13	3	2	0	8	4	3	1	4	40.00%	50.00%	57.14%
#175		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#176		0	0	5	5	4	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#179		0	0	7	7	6	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#180		151	0	0	151	19	23	2	107	17	9	8	90	76.27%	84.11%	90.91%

AGGREGATEORDERTYPES																
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	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#181		53	0	0	53	9	17	0	27	3	0	3	24	72.73%	88.89%	100.00%
#182		18	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	92.31%
#183		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#184		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#185		161	0	0	161	35	28	3	95	12	8	4	83	65.87%	87.37%	91.21%
#186		9	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
#187		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#188		12	0	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%
#189		20	0	0	20	6	5	1	8	2	1	1	6	46.15%	75.00%	85.71%
#190		413	0	0	413	61	21	0	331	12	10	2	319	81.79%	96.37%	96.96%
#191		0	17	0	17	5	1	0	11	6	0	6	5	50.00%	45.45%	100.00%
#192		1794	0	0	1794	158	215	3	1418	81	52	29	1337	86.43%	94.29%	96.26%
#193		2495	0	0	2495	268	275	41	1911	127	56	71	1784	84.63%	93.35%	96.96%
#194		390	0	0	390	75	42	6	267	36	17	19	231	71.52%	86.52%	93.15%
#195		111	0	0	111	20	15	0	76	15	8	7	61	68.54%	80.26%	88.41%
#196		16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%
#197		0	0	3452	3452	14	565	32	2841	733	496	237	2108	80.52%	74.20%	80.95%
#198		7	0	0	7	0	2	0	5	1	1	0	4	80.00%	80.00%	80.00%
#199		0	0	13	13	0	3	3	7	1	1	0	6	85.71%	85.71%	85.71%
#200		0	0	12	12	11	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#201		0	0	32	32	7	1	0	24	3	2	1	21	70.00%	87.50%	91.30%
#202		0	0	175	175	61	30	3	81	28	17	11	53	40.46%	65.43%	75.71%
#203		0	0	18	la	1	10	1	6	2	1	1	4	66.67%	66.67%	80.00%
#204		0	0	160	160	32	49	1	78	33	8	25	45	52.94%	57.69%	84.91%
#205		0	0	49	49	8	7	2	32	8	7	1	24	61.54%	75.00%	77.42%
#206		0	0	26	26	0	10	0	16	9	5	4	7	58.33%	43.75%	58.33%
#207		3	0	0	3	0	0	0	3	3	0	3	0	0.00%	0.00%	0.00%
#208		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#209		39	0	0	39	3	6	0	30	3	1	2	27	87.10%	90.00%	96.43%
#210		0	0	10	10	6	0	0	4	1	1	0	3	30.00%	75.00%	75.00%
#211		0	0	17	17	12	2	1	2	0	0	0	2	14.29%	100.00%	100.00%
#212		7	0	0	7	4	0	0	3	2	2	0	1	14.29%	33.33%	33.33%
#213		9	0	0	9	1	5	0	3	1	0	1	2	66.67%	66.67%	100.00%
#214		0	0	39	39	3	10	3	23	3	3	0	20	76.92%	86.96%	86.96%
#215		0	0	22	22	4	5	0	13	7	4	3	6	42.86%	46.15%	60.00%
#216		0	0	23	23	10	3	0	10	8	4	4	2	12.50%	20.00%	33.33%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		21	0	0	21	2	3	0	16	0	0	0	16	68.89%	100.00%	100.00%
#218		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#219		880	0	0	880	103	111	11	655	70	23	47	585	82.28%	89.31%	96.22%
#220		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#221		0	0	12	12	7	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
#222		113	0	0	113	2	9	0	102	8	0	8	94	97.92%	92.16%	100.00%
#223		0	0	49	49	22	5	1	21	6	2	4	15	38.46%	71.43%	68.24%
#224		0	0	9	9	0	0	0	9	1	1	0	8	88.69%	88.89%	88.89%
#225		209	0	0	209	19	5	2	183	69	10	59	114	79.72%	62.30%	91.94%
#226		23	0	0	23	2	2	0	19	5	4	1	14	70.00%	73.68%	77.78%
#227		266	0	0	266	23	52	2	189	6	5	3	181	66.60%	95.77%	97.31%
#228		100	0	0	100	24	8	0	68	22	17	5	46	52.87%	67.65%	73.02%
#229		68	0	0	68	5	7	0	56	5	3	2	51	86.44%	91.07%	94.44%
#230		0	0	4185	4185	222	79	14	3870	346	306	40	3524	86.97%	91.06%	92.01%
#231		10985	0	0	10985	809	493	4	9679	230	185	45	9449	90.48%	97.62%	98.08%
#232		18	0	0	18	1	10	0	7	1	1	0	6	75.00%	85.71%	85.71%
#233		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#235		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#237		6284	0	40	6284	1288	649	51	4426	306	213	133	4030	75.31%	90.00%	80.98%
#238		3279	0	0	3279	275	400	4	2600	63	46	17	2537	88.77%	97.58%	98.22%
#239		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#240		49	0	0	49	12	0	0	37	2	2	0	35	71.43%	94.59%	94.59%
#241		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#242		29	0	0	29	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%
#243		1578	0	0	1578	167	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%
#244		105	0	0	105	18	17	0	70	7	4	3	63	74.12%	90.00%	94.03%
#245		244	0	0	244	38	11	0	195	5	5	0	190	81.55%	97.44%	97.44%
#246		0	0	2303	2303	80	190	0	2033	84	65	19	1949	93.08%	95.85%	96.72%
#247		110	0	0	110	13	8	5	84	7	5	2	77	81.05%	91.67%	93.90%
#248		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#249		221	0	0	221	87	1	0	133	7	4	3	126	56.06%	94.74%	96.92%
#250		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#251		99	0	0	99	10	3	0	66	4	4	0	82	85.42%	95.35%	95.35%
#252		975	0	0	975	100	30	2	843	61	60	1	782	83.01%	92.76%	92.87%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#253		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%
#254		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%
#255		0	0	75	75	14	16	4	41	12	6	6	29	59.18%	70.73%	82.86%
#256		0	0	12	12	0	2	0	10	1	0	1	9	100.00%	90.00%	100.00%
#257		0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	83.33%
#258		0	0	24	24	12	0	0	12	5	1	4	7	35.00%	58.33%	87.50%
#259		0	0	38	38	9	7	1	21	8	4	4	13	50.00%	61.90%	76.47%
#260		0	0	39	39	5	5	0	29	6	2	4	23	76.67%	79.31%	92.00%
#261		113	0	0	113	11	12	0	90	2	0	2	88	88.89%	97.78%	100.00%
#262		18	0	0	18	4	5	0	9	1	0	1	8	66.67%	88.89%	100.00%
#263		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#264		20	0	0	20	1	2	0	17	9	3	6	8	66.67%	47.06%	72.73%
#265		51	0	0	51	18	9	0	24	6	4	2	18	45.00%	75.00%	81.82%
#266		62	0	0	62	7	17	0	38	4	3	1	34	77.27%	89.47%	91.89%
#267		3964	0	0	3964	444	249	25	3246	105	70	35	3141	85.94%	96.77%	97.82%
#268		49	0	0	49	15	12	1	21	11	11	0	10	27.78%	47.62%	47.62%
#269		1282	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	96.56%
#270		165	0	0	165	36	7	0	122	3	3	0	119	75.32%	97.54%	97.54%
#271		0	2	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#272		564	0	0	564	81	46	2	435	15	9	6	420	82.35%	96.55%	97.90%
#273		136	0	0	136	19	27	1	89	4	3	1	85	79.44%	95.51%	96.59%
#274		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#275		2278	0	0	2278	139	831	2	1306	32	29	3	1274	88.35%	97.55%	97.77%
#276		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%
#277		60	0	0	60	7	6	2	45	4	1	3	41	83.67%	91.11%	97.62%
#278		1727	0	0	1727	180	87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%
#279		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#280		97	0	0	97	3	7	0	87	8	8	0	79	87.78%	90.80%	90.80%
#281		108	0	0	108	18	2	0	88	3	1	2	85	81.73%	96.59%	98.84%
#282		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%
#283		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.18%
#284		497	0	0	497	46	15	1	435	14	10	4	421	88.26%	96.78%	97.68%
#285		404	0	0	404	39	21	1	343	16	16	0	327	85.60%	95.34%	95.34%
#286		2084	0	0	2084	247	167	6	1664	48	29	19	1616	85.41%	97.12%	98.24%
#287		800	0	0	800	107	112	1	580	17	14	3	563	82.31%	97.07%	97.57%
#288		917	0	0	917	109	26	0	782	12	10	2	770	86.61%	98.47%	98.72%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#289		39	0	0	39	4	2	1	32	3	3	0	29	80.56%	90.63%	90.63%
#290		1852	0	0	1852	191	80	5	1576	49	33	16	1527	87.21%	96.89%	97.88%
#291		232	0	0	232	13	11	0	208	5	5	0	203	91.86%	97.60%	97.60%
#292		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#293		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#294		143	0	0	143	3	27	0	113	11	10	1	102	88.70%	90.27%	91.07%
#295		315	0	0	315	79	16	3	217	20	16	4	197	67.47%	90.78%	92.49%
#296		20	0	0	20	0	4	0	16	2	2	0	14	87.50%	87.50%	87.50%
#297		146	0	0	146	35	31	0	80	11	2	9	69	65.09%	86.25%	97.18%
#298		105	0	0	105	27	15	1	62	7	4	3	55	63.95%	88.71%	93.22%
#299		1297	0	0	1297	181	106	3	1007	30	24	6	977	82.66%	97.02%	97.60%
#300		411	0	0	411	41	17	5	348	7	6	1	341	87.89%	97.99%	98.27%
#301		138	0	0	138	46	7	4	81	13	10	3	68	54.84%	83.95%	87.18%
#302		0	144	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#303		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#304		12	0	0	12	2	1	3	6	2	2	0	4	50.00%	66.67%	66.67%
#305		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#306		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#307		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#308		4235	0	0	4235	537	237	9	3452	201	169	32	3251	82.16%	94.18%	95.06%
#309		8959	0	0	8959	712	539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%
#310		20	0	0	20	0	2	0	18	0	0	0	18	100.00%	100.00%	100.00%
#311		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#312		1374	0	0	1374	113	87	3	1171	67	49	18	1104	87.20%	94.28%	95.75%
#313		865	0	0	865	89	56	1	719	33	30	3	686	85.22%	95.41%	95.81%
#314		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#315		13	0	0	13	0	3	0	10	0	0	0	10	100.00%	100.00%	100.00%
#316		450	0	0	450	57	27	1	365	18	17	1	347	82.42%	95.07%	95.33%
#317		334	0	0	334	20	32	1	281	7	1	6	274	92.88%	97.51%	99.64%
#318		0	2404	0	2404	942	342	20	1100	271	152	119	829	43.11%	75.36%	84.51%
#319		315	0	0	315	88	55	3	169	32	16	16	137	56.85%	81.07%	89.54%
#320		2983	0	0	2983	237	175	17	2554	213	156	57	2341	85.63%	91.66%	93.75%
#321		420	0	0	420	54	38	3	325	51	42	9	274	74.05%	84.31%	86.71%
#322		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#323		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%
[illegible]		200	0	0	200	28	23	2	147	38	9	29	109	74.66%	74.15%	92.37%

AGGREGATE ORDER TYPES																
Company info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized		interlace	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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#325		86	0	0	86	4	8	1	73	17	10	7	56	80.00%	76.71%	64.05%
#326		84	0	0	84	7	5	0	72	7	5	2	65	84.42%	90.28%	92.86%
#327		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#328		0	0	72	72	14	10	0	48	8	4	4	40	68.97%	83.33%	90.91%
#329		506	0	0	506	43	29	1	433	19	15	4	414	87.71%	95.61%	96.50%
#330		451	0	0	451	52	22	2	375	71	64	7	304	72.38%	81.07%	82.61%
#331		31	0	0	31	6	1	0	24	1	1	0	23	76.67%	95.83%	95.83%
#332		31	0	0	31	3	1	0	27	0	0	0	27	90.00%	100.00%	100.00%
#333		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#334		0	0	63	63	26	3	0	34	1	1	0	33	55.00%	97.06%	97.06%
#335		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#336		0	0	482	482	24	38	0	420	11	5	6	409	93.38%	97.38%	98.79%
#337		91	0	0	91	0	33	3	55	0	0	0	55	100.00%	100.00%	100.00%
#338		64	0	0	64	13	4	0	47	4	4	0	43	71.67%	91.49%	91.49%
#339		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#340		639	0	0	639	59	91	1	488	44	38	6	444	82.07%	90.98%	92.12%
#341		504	0	0	504	83	52	2	367	36	18	18	331	76.62%	90.19%	94.84%
#342		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#343		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#344		189	0	0	189	38	26	3	122	11	8	3	111	70.70%	90.98%	93.28%
#345		10	0	0	10	3	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
#346		0	5968	0	5968	773	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%
#347		0	8139	0	8139	1366	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#348		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#349		366	0	0	366	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#350		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#351		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#352		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#353		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#354		11	0	0	11	4	2	0	5	0	0	0	5	55.56%	100.00%	100.00%
#355		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#356		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#357		3454	0	0	3454	126	107	14	3207	69	37	32	3138	95.06%	97.85%	98.83%
#358		11287	0	0	11287	379	1298	14	9596	252	192	60	9344	94.24%	97.37%	97.99%
#359		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#360		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#361		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%
#362		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	96.46%
#363		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%
#364		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#365		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#366		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%
#367		61	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%
#368		0	473	0	473	241	91	15	126	50	32	18	76	21.78%	60.32%	70.37%
#369		0	48	0	48	18	14	1	15	1	1	0	14	42.42%	93.33%	93.33%
#370		4218	0	0	4218	1746	196	21	2255	87	47	40	2168	54.73%	96.14%	97.88%
#371		1159	0	0	1159	136	100	24	899	207	134	73	692	71.93%	76.97%	83.78%
#372		103	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%
$373		20	0	0	20	1	3	0	16	1	1	0	15	86.24%	93.75%	93.75%
#374		32244	0	0	32244	4241	2508	67	25428	1211	1085	126	24217	81.97%	95.24%	95.71%
#375		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#376		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#377		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#378		30	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%
#379		19	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%
#380		27	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%
#381		29	0	0	29	4	6	1	18	7	0	7	11	73.33%	61.11%	100.00%
#382		11	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%
#383		240	0	0	240	55	36	1	148	3	3	0	145	71.43%	97.97%	97.97%
#384		0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
#385		0	0	1849	1049	294	236	9	1310	160	87	73	1150	75.11%	87.79%	92.97%
#386		0	0	1007	1007	122	152	1	732	78	41	37	654	80.05%	89.34%	94.10%
#387		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#388		0	0	1882	1882	387	287	4	1204	196	89	107	1008	67.92%	83.72%	91.89%
#389		0	0	1157	1157	171	205	2	779	126	56	70	653	74.20%	83.83%	92.10%
#390		0	0	974	974	160	155	1	658	100	33	67	558	74.30%	84.80%	94.42%
#391		0	0	17	17	2	6	0	9	2	0	2	7	77.78%	77.78%	100.00%
#392		4	0	0	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#393		4	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%
#394		1066	0	0	1066	165	73	3	825	33	26	7	792	80.57%	96.00%	96.82%
#395		15	0	0	15	1	1	0	13	0	0	0	13	92.86%	100.00%	100.00%
#396		11	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#397		0	2	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#398		56	0	0	58	1	7	0	50	3	1	2	47	95.92%	94.00%	97.92%
#399		2611	0	0	2611	492	330	16	1773	150	72	78	1623	74.21%	91.54%	95.75%
#400		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#401		276	0	0	276	58	17	3	198	19	16	3	179	70.75%	90.40%	91.79%
#402		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#403		1820	0	0	1820	159	97	1	1563	46	40	6	1517	88.40%	97.06%	97.43%
#404		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#405		0	88	0	88	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#406		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#407		0	0	1140	1140	45	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#408		391	0	0	391	78	28	2	283	15	11	4	268	75.07%	94.70%	96.06%
#409		2356	0	0	2356	307	152	13	1884	83	74	9	1801	82.54%	95.59%	96.05%
#410		165	0	0	165	27	11	3	124	22	15	7	102	70.83%	82.26%	87.18%
#411		161	0	0	161	12	6	0	143	4	3	1	139	90.26%	97.20%	97.89%
#412		406	0	0	406	29	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#413		384	0	0	384	45	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#414		540	0	0	540	45	13	0	482	6	6	0	476	90.32%	98.76%	98.76%
#415		333	0	0	333	51	31	3	248	10	10	0	238	79.60%	95.97%	95.97%
#416		0	28	0	28	6	0	2	20	11	10	1	9	36.00%	45.00%	47.37%
#417		0	63	0	63	48	1	0	14	3	1	2	11	18.33%	78.57%	91.67%
$418		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#419		0	28	0	28	20	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#420		0	213	0	213	160	19	3	31	11	6	5	20	10.75%	64.52%	76.92%
#421		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#422		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
#423		64	0	0	64	12	4	0	48	7	6	1	41	69.49%	85.42%	67.23%
#424		406	0	0	496	80	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#425		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#426		0	323	0	323	143	46	6	128	38	27	11	90	34.62%	70.31%	76.92%
#427		83	0	0	83	17	12	4	50	22	5	17	28	56.00%	56.00%	84.85%
#428		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#429		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#430		155	0	0	155	28	24	1	102	10	6	4	92	73.02%	90.20%	93.68%
#431		631	0	0	631	76	74	8	473	73	62	11	400	74.35%	84.57%	86.58%
#432		64	0	0	84	27	1	2	54	16	6	10	38	53.52%	70.37%	86.36%

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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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#433		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
#434		16	0	0	16	4	3	0	9	2	2	0	7	53.85%	77.78%	77.78%
#435		50	0	0	50	6	6	1	37	5	4	1	32	76.19%	86.49%	88.89%
#436		22	0	0	22	0	0	0	22	6	3	3	16	84.21%	72.73%	84.21%
#437		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%
#438		129	0	0	129	2	6	0	121	7	2	5	114	96.61%	94.21%	98.28%
#439		92	0	0	92	7	6	1	78	6	5	1	72	85.71%	92.31%	93.51%
#440		30	0	0	30	7	4	0	19	6	5	1	13	52.00%	68.42%	72.22%
#441		213	0	0	213	40	33	3	137	14	10	4	123	71.10%	89.78%	92.48%
#442		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#443		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#444		56	0	0	56	5	5	0	46	4	0	4	42	89.36%	91.30%	100.00%
#445		71	0	0	71	11	5	1	54	6	2	4	48	78.69%	88.89%	96.00%
#446		98	0	0	98	10	15	3	70	15	9	6	55	74.32%	78.57%	85.94%
#447		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#448		0	0	661	661	87	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#449		0	0	92	92	15	6	0	71	8	0	8	63	80.77%	88.73%	100.00%
#450		0	0	228	228	28	31	0	169	14	8	6	155	81.15%	91.72%	95.09%
#451		0	0	353	353	63	25	0	265	19	11	8	246	76.88%	92.83%	95.72%
#452		0	0	229	229	36	27	1	165	18	8	10	147	76.96%	89.09%	94.84%
#453		16	0	0	16	3	0	0	13	1	1	0	12	75.00%	92.31%	92.31%
#454		648	0	0	648	61	46	4	537	43	16	27	494	86.51%	91.99%	96.86%
#455		139	0	0	139	6	6	3	124	13	5	8	111	90.98%	89.52%	95.69%
#456		213	0	0	213	27	18	5	163	19	12	7	144	78.69%	88.34%	92.31%
#457		927	0	0	927	115	76	13	723	77	49	28	646	79.75%	89.35%	92.95%
#458		983	0	0	983	126	79	4	774	74	58	16	700	79.19%	90.44%	92.35%
#459		1929	0	0	1929	174	53	5	1697	86	75	11	1611	86.61%	94.93%	95.55%
#460		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%
#461		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%
#462		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#463		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.28%
LENS Subtotal		251759	0	0	251759	28667	25697	1279	196116	16279	10652	5627	179837	82.06%	91.70%	94.41%
EDI Subtotal		0	74628	0	74628	11278	12080	90	51180	3354	1527	1827	47826	78.88%	93.45%	96.91%
TAG Subtotal		0	0	56696	56696	5935	6075	403	44283	4844	2946	1898	39439	81.62%	89.06%	93.05%
TOTAL INTERFACES		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	291579	24477	15125	9352	267102	81.41%	91.61%	94.64%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		0	4	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#2		0	18	0	18	0	2	0	16	5	0	5	11	100.00%	68.75%	100.00%
#3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#6		10	0	0	10	1	4	0	5	0	0	0	5	83.33%	100.00%	100.00%
#7		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#8		6	0	0	6	3	1	0	2	1	1	0	1	20.00%	50.00%	50.00%
#9		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	0	174	18	15	0	141	8	5	3	133	85.26%	94.33%	96.38%
#11		1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#12		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		1144	0	0	1144	99	143	1	901	42	33	9	859	86.68%	95.34%	96.30%
#14		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#15		24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#16		9	0	0	9	0	2	0	7	1	0	1	6	100.00%	85.71%	100.00%
#17		500	0	0	500	33	27	0	440	14	7	7	426	91.42%	96.82%	98.38%
#18		12	0	0	12	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
#19		1208	0	0	1208	93	41	4	1070	29	24	5	1041	89.90%	97.29%	97.75%
#20		1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%
#21		21	0	0	21	0	4	0	17	1	0	1	16	100.00%	94.12%	100.00%
#22		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#23		16	0	0	16	1	1	1	13	4	1	3	9	81.82%	69.23%	90.00%
#24		321	0	0	321	35	22	2	262	22	19	3	240	81.63%	91.60%	92.66%
#25		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#26		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#27		2277	0	0	2277	125	223	15	1914	190	146	44	1724	86.42%	90.07%	92.19%
#28		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#29		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#30		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	84.62%	100.00%
#31		50	0	0	50	4	2	0	44	9	6	3	35	77.78%	79.55%	85.37%
#32		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#33		0	0	24	24	4	13	2	5	4	1	3	1	16.67%	20.00%	50.00%
#34		0	0	535	535	167	81	8	279	42	18	24	237	56.16%	84.95%	92.94%
#35		69	0	0	69	7	39	1	22	6	0	6	16	69.57%	72.73%	100.00%
#36		232	0	0	232	17	44	5	166	39	25	14	127	75.15%	76.51%	83.55%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21%
#38		327	0	0	327	48	39	1	239	7	6	1	232	81.12%	97.07%	97.48%
#39		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#40		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#41		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#42		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#43		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#44		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#45		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#46		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#47		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#48		6	0	0	6	1	1	0	4	0	0	0	4	80.00%	100.00%	100.00%
#49		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#50		56	0	0	56	8	0	0	48	7	6	1	41	74.55%	85.42%	87.23%
#51		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%
#52		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#53		17	0	0	17	3	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#54		0	0	889	889	6	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#55		75	0	0	75	2	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#56		13	0	0	13	0	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
#57		14	0	0	14	2	8	0	4	0	0	0	4	66.67%	100.00%	100.00%
#58		136	0	0	136	13	9	1	113	12	11	1	101	80.80%	89.38%	90.18%
#59		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		30227	0	0	30227	3289	6150	257	20531	3982	2180	1802	16549	75.16%	80.60%	88.36%
#61		342	0	0	342	36	27	1	278	7	5	2	271	86.86%	97.48%	98.19%
#62		43	0	0	43	14	3	0	26	2	2	0	24	60.00%	92.31%	92.31%
#63		25	0	0	25	0	3	1	21	6	1	5	15	93.75%	71.43%	93.75%
#64		1683	0	0	1683	272	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#65		34	0	0	34	2	25	0	7	0	0	0	7	77.78%	100.00%	100.00%
#66		64	0	0	64	4	6	1	53	1	0	1	52	92.86%	98.11%	100.00%
#67		1885	0	0	1885	235	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#68		610	0	0	610	39	34	4	533	45	33	12	488	87.14%	91.56%	93.67%
#69		975	0	0	975	119	53	0	803	24	22	2	779	84.67%	97.01%	97.25%
#70		128	0	0	128	23	10	1	94	9	8	1	85	73.28%	90.43%	91.40%
#71		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		17	0	0	17	1	3	0	13	5	1	4	8	80.00%	61.54%	88.89%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized	Interface	Used		Manual Total	Rejects	Validated Pending		Errors Total		CLEC				
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Fallout	Auto Clarification	Supps (Z Status)	LSR's	System Fallout	BST Caused Fallout	Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		0	0	96	96	25	35	4	32	11	7	4	21	39.62%	65.63%	75.00%
#74		565	0	0	565	76	59	5	425	48	36	12	377	77.10%	88.71%	91.28%
#75		11	0	0	11	0	6	0	5	0	0	0	5	100.00%	100.00%	100.00%
#76		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#77		202	0	0	202	46	11	1	144	8	6	2	136	72.34%	94.44%	95.77%
#78		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%
#79		104	0	0	104	10	5	0	a9	1	1	0	88	88.89%	98.88%	98.88%
#80		623	0	0	623	88	a	0	527	15	15	0	512	83.25%	97.15%	97.15%
#81		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#82		223	0	0	223	31	9	1	la2	11	7	4	171	81.62%	93.96%	96.07%
#83		828	0	0	828	125	132	2	569	46	39	7	523	76.13%	91.92%	93.06%
#84		308	0	0	308	46	20	1	239	20	16	4	219	77.39%	91.63%	93.19%
#85		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.68%
#86		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#87		493	0	0	493	64	30	2	397	44	26	18	353	79.68%	88.92%	93.14%
#88		2544	0	0	2544	302	187	7	2048	115	93	22	1933	83.03%	94.30%	95.41%
#89		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%
#90		147	0	0	147	14	6	0	127	3	2	1	124	88.57%	97.64%	96.41%
#91		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
#92		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#93		1186	0	0	1186	239	126	2	819	44	38	6	775	73.67%	94.63%	95.33%
#94		0	2720	0	2720	1545	318	0	657	153	126	27	704	29.64%	62.15%	84.82%
#95		2868	0	0	2868	212	193	22	2441	336	302	36	2103	80.36%	66.15%	87.44%
#96		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97		16	0	0	16	0	6	1	9	0	0	0	9	100.00%	100.00%	100.00%
#98		68	0	0	68	11	6	0	51	7	5	2	44	73.33%	86.27%	89.80%
#99		791	0	0	791	41	46	0	704	18	11	7	666	92.95%	97.44%	98.42%
#loo		0	0	11192	11192	69	584	a	10531	301	250	51	10230	96.98%	97.14%	97.61%
#101		3725	0	0	3725	354	253	26	3092	213	141	72	2879	85.33%	93.1 1%	95.33%
#102		73	0	0	73	4	11	1	57	9	3	6	48	87.27%	64.21%	94.12%
#103		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#104		71	0	0	71	18	13	0	40	a	7	1	32	56.14%	80.00%	82.05%
#105		0	7	0	7	2	1	0	4	0	0	0	4	66.67%	100.00%	100.00%
#106		158	0	0	158	10	10	2	136	13	10	3	123	86.01%	90.44%	92.48%
#107		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#108		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized	Interface	Used		Manual	Rejects	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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		11	0	0	11	2	3	0	6	1	0	1	5	71.43%	83.33%	100.00%
#110		280	0	0	280	43	48	1	188	25	15	10	163	73.76%	86.70%	91.57%
#111		167	0	0	167	8	4	5	150	114	110	4	36	23.38%	24.00%	24.66%
#112		21	0	0	21	1	0	0	20	0	0	0	20	95.24%	100.00%	100.00%
#113		36	0	0	36	11	0	0	25	1	1	0	24	66.67%	96.00%	96.00%
#114		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#115		201	0	0	201	20	19	1	161	6	4	2	155	86.59%	96.27%	97.48%
#116		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#117		5	0	0	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#118		7	0	0	7	1	0	1	5	0	0	0	5	83.33%	100.00%	100.00%
#119		60	0	0	60	8	4	0	48	3	1	2	45	83.33%	93.75%	97.83%
#120		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#121		84	0	0	84	12	9	0	63	3	3	0	60	80.00%	95.24%	95.24%
#122		0	924	0	924	24	66	0	834	49	39	10	785	92.57%	94.12%	95.27%
#123		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#124		0	328	0	328	40	14	0	274	4	3	1	270	86.26%	98.54%	98.90%
#125		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#126		218	0	0	218	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#127		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#129		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#130		413	0	0	413	61	21	0	331	12	10	2	319	81.79%	96.37%	96.96%
#131		377	0	0	377	27	70	1	279	14	10	4	265	87.75%	94.98%	96.36%
#132		63	0	0	63	10	19	2	32	2	0	2	30	75.00%	93.75%	100.00%
#133		354	0	0	354	62	33	6	253	36	17	19	217	73.31%	85.77%	92.74%
#134		79	0	0	79	13	13	0	53	10	5	5	43	70.49%	81.13%	89.58%
#135		0	0	3423	3423	14	555	31	2823	730	493	237	2093	80.50%	74.14%	80.94%
#136		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#137		0	0	27	27	0	2	0	25	2	1	1	23	95.83%	92.00%	95.83%
#138		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#139		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#140		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
#141		0	0	3	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#142		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#143		21	0	0	21	2	3	0	16	0	0	0	16	88.89%	100.00%	100.00%
#144		18	0	0	18	3	3	0	8	0	0	0	8	81.81%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#146		18	0	0	16	1	2	0	15	3	0	3	12	92.31%	60.00%	100.00%
#147		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#148		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#149		8	0	0	6	0	0	0	6	2	1	1	6	65.71%	75.00%	85.71%
#150		252	0	0	252	16	50	0	164	6	5	3	176	66.44%	95.65%	97.24%
#151		76	0	0	76	20	8	0	48	7	5	2	41	62.12%	65.42%	89.13%
#152		67	0	0	67	5	7	0	55	5	3	2	50	66.21%	90.91%	94.34%
#153		0	0	4164	4164	222	79	14	3669	346	306	40	3523	66.97%	91.06%	92.01%
#154		10965	0	0	10965	809	493	4	9679	230	185	45	9449	90.48%	97.62%	98.08%
#155		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		450	0	0	450	70	75	3	302	31	23	8	271	74.45%	89.74%	92.16%
#157		3277	0	0	3277	273	400	4	2600	63	46	17	2537	88.83%	97.58%	98.22%
#158		29	0	0	29	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%
#159		1578	0	0	1576	167	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%
#160		63	0	0	03	10	16	0	57	4	2	2	53	81.54%	92.98%	96.36%
#161		226	0	0	228	34	6	0	186	4	4	0	la2	62.73%	97.85%	97.85%
#162		0	0	2303	2303	60	190	0	2033	04	65	19	1949	93.08%	95.67%	96.77%
#163		106	0	0	108	13	7	5	63	7	5	2	76	60.85%	91.57%	93.83%
#164		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
11165		87	0	0	87	3	1	0	a3	4	2	2	79	94.05%	95.18%	97.53%
#166		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#167		98	0	0	98	10	3	0	a5	4	4	0	81	85.26%	95.29%	95.29%
#168		963	0	0	963	95	30	2	636	61	60	1	775	83.33%	92.70%	92.81%
1169		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%
#170		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%
#171		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#172		3962	0	0	3962	444	249	25	3244	105	70	35	3139	85.93%	96.76%	97.82%
#173		48	0	0	46	14	12	1	21	11	11	0	10	28.57%	47.62%	47.62%
#174		1262	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	9656%
#175		165	0	0	165	36	7	0	122	3	3	0	119	75.32%	97.54%	97.54%
#176		560	0	0	560	60	46	2	432	13	a	5	419	82.64%	96.99%	98.13%
#177		130	0	0	130	15	26	1	88	4	3	1	a4	62.35%	95.45%	96.55%
#178		2261	0	0	2261	134	827	2	1296	30	27	3	1268	88.73%	97.69%	97.92%
#179		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%
#180		60	0	0	60	7	6	2	45	4	1	3	41	03.67%	91.11%	97.62%

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	Pendrng Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		1727	0	0	1727	180	87	2	1458	52	43	9	1406	66.31%	96.43%	97.03%
#182		108	0	0	106	18	2	0	88	3	1	2	85	81.73%	96.59%	98.84%
#183		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%
#184		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.16%
#185		497	0	0	497	46	15	1	435	14	10	4	421	68.26%	96.78%	97.68%
#186		404	0	0	404	39	21	1	343	16	16	0	327	85.60%	95.34%	95.34%
#187		2084	0	0	2084	247	167	6	1664	48	29	19	1616	65.41%	97.12%	98.24%
#188		792	0	0	792	106	112	1	573	17	14	3	556	62.25%	97.03%	97.54%
#189		917	0	0	917	109	26	0	782	12	10	2	770	86.61%	98.47%	98.72%
#190		39	0	0	39	4	2	1	32	3	3	0	29	80.56%	90.63%	90.63%
#191		1851	0	0	1851	190	80	5	1576	49	33	16	1527	87.26%	96.89%	97.86%
#192		232	0	0	232	13	11	0	206	5	5	0	203	91.86%	97.60%	97.60%
#193		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#194		57	0	0	57	26	2	0	29	2	2	0	27	49.09%	93.10%	93.10%
#195		1297	0	0	1297	181	106	3	1007	30	24	6	977	82.66%	97.02%	97.60%
#196		411	0	0	411	41	17	5	348	7	6	1	341	87.89%	97.99%	98.27%
#197		27	0	0	27	8	0	1	18	2	1	1	16	64.00%	88.69%	94.12%
#198		4235	0	0	4235	537	237	9	3452	201	169	32	3251	82.16%	94.18%	95.06%
#199		8959	0	0	8959	712	539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%
x200		20	0	0	20	0	2	0	18	0	0	0	18	100.00%	100.00%	100.00%
#201		1370	0	0	1370	112	87	3	1168	66	49	17	1102	87.25%	94.35%	95.74%
#202		860	0	0	860	89	56	1	714	33	30	3	681	85.13%	95.36%	95.78%
#203		13	0	0	13	0	3	0	10	0	0	0	10	100.00%	100.00%	100.00%
#204		450	0	0	450	57	27	1	365	18	17	1	347	62.42%	9507%	95.33%
#205		334	0	0	334	20	32	1	281	7	1	6	274	92.88%	97.51%	99.64%
#206		0	192	0	192	23	43	1	125	27	12	15	98	73.68%	78.40%	89.09%
#207		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
6208		2983	0	0	2983	237	175	17	2554	213	156	57	2341	85.63%	91.66%	93.75%
#209		412	0	0	412	53	35	3	321	51	42	9	270	73.97%	84.11%	86.54%
#210		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%
#211		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#212		84	0	0	84	7	5	0	72	7	5	2	65	84.42%	90.26%	92.86%
#213		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#214		32	0	0	32	4	0	0	28	1	1	0	27	84.38%	96.43%	96.43%
#215		31	0	0	31	6	1	0	24	1	1	0	23	76.67%	95.63%	95.83%
#216		30	0	0	30	3	1	0	26	0	0	0	26	89.66%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		0	0	34	34	13	2	0	19	1	1	0	18	56.25%	94.74%	94.74%
#218		0	0	482	482	24	38	0	420	11	5	6	409	93.38%	97.38%	98.79%
#219		27	0	0	27	0	9	2	16	0	0	0	16	100.00%	100.00%	100.00%
#220		57	0	0	57	7	4	0	46	4	4	0	42	79.25%	91.30%	91.30%
#221		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#222		636	0	0	636	58	91	1	486	43	38	5	443	82.19%	91.15%	92.10%
#223		0	5968	0	5968	773	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%
#224		0	8139	0	8139	1366	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#225		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#226		366	0	0	366	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#227		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#228		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#229		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#230		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#231		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#232		97	0	0	97	18	21	11	47	20	0	20	27	60.00%	57.45%	100.00%
#233		11273	0	0	11273	379	1287	12	9595	252	192	60	9343	94.24%	97.37%	97.99%
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#235		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%
#236		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%
#237		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%
#238		61	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%
#239		0	3	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#240		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#241		110	0	0	110	10	13	1	86	7	4	3	79	84.95%	91.86%	95.18%
#242		103	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%
#243		20	0	0	20	1	3	0	16	1	1	0	15	88.24%	93.75%	93.75%
#244		32243	0	0	32243	4241	2508	67	25427	1211	1085	126	24216	81.97%	95.24%	95.71%
#245		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#246		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#247		11	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%
#248		234	0	0	234	55	34	1	144	3	3	0	141	70.85%	97.92%	97.92%
#249		1061	0	0	1061	162	73	3	823	32	25	7	791	80.88%	96.11%	96.94%
#250		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#251		11	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%
#252		56	0	0	56	1	6	0	49	2	1	1	47	95.92%	95.92%	97.92%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#253		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#254		157	0	0	157	23	13	0	121	5	3	2	116	81.69%	95.87%	97.48%
#255		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#256		1814	0	0	1814	159	96	1	1558	45	39	6	1513	88.43%	97.11%	97.49%
#257		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#258		0	88	0	88	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#259		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#260		0	0	1140	1140	45	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#261		390	0	0	390	77	28	2	283	15	11	4	268	75.28%	94.70%	96.06%
#262		2319	0	0	2319	291	150	12	1866	83	74	9	1783	83.01%	95.55%	96.02%
#263		165	0	0	165	27	11	3	124	22	15	7	102	70.83%	82.26%	87.18%
#264		160	0	0	160	12	6	0	142	4	3	1	138	90.20%	97.18%	97.87%
#265		406	0	0	406	29	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#266		384	0	0	384	45	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#267		540	0	0	540	45	13	0	482	6	6	0	476	90.32%	98.76%	98.76%
#268		311	0	0	311	44	29	3	235	10	10	0	225	80.65%	95.74%	95.74%
#269		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
#270		496	0	0	496	80	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#271		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#272		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#273		101	0	0	101	16	11	1	73	5	4	1	68	77.27%	93.15%	94.44%
#274		365	0	0	365	47	45	1	272	25	18	7	247	79.17%	90.81%	93.21%
#275		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		63	0	0	63	2	11	2	48	11	5	6	37	84.09%	77.08%	88.10%
#278		0	0	196	196	28	21	1	146	14	7	7	132	79.04%	90.41%	94.96%
#279		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#280		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#281		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#282		743	0	0	743	42	56	3	642	55	45	10	587	87.09%	91.43%	92.88%
#283		1929	0	0	1929	174	53	5	1697	86	75	11	1611	86.61%	94.93%	95.55%
#284		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%
#285		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%
#286		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#287		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.28%
LENS Subtotal		191855	0	0	191855	19699	19482	711	151963	10895	7566	3329	141068	83.80%	92.83%	94.91%

AGGREGATE ORDER TYPES																
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						LESOG										
		Mechanized		interface	Uwd	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	B S T Caused Fallout	CLEC Caused Fallout	issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
EDI Subtotal		*0*	26971	0	26971	4394	55	8	16649	1466	824	644	15181	74.42%	91.18%	94.85%
TAG Subtotal		*0*	*0*	29784	29784	1080	2241	88	26395	1872	1394	478	24523	90.90%	92.91%	94.62%
TOTAL INTERFACES		**191855**	**26971**	**29784**	**248610**	**25153**	**27643**	**807**	**195007**	**14235**	**9784**	**4451**	**180772**	**83.80%**	**92.70%**	**94.87%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH I 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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		6	0	0	6	0	0	0	6	5	3	2	1	25.00%	16.67%	25.00%
#2		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#3		22	0	0	22	10	0	0	12	3	2	1	9	42.86%	75.00%	81.82%
#4		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		155	0	0	155	46	9	2	96	12	7	5	84	60.43%	87.50%	92.31%
#6		32	0	0	32	3	4	1	24	3	1	2	21	64.00%	87.50%	95.45%
#7		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#8		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#9		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#10		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		18	0	0	18	0	2	1	15	2	1	1	13	92.86%	86.67%	92.86%
#12		23	0	0	23	5	1	1	16	6	4	2	10	52.63%	62.50%	71.43%
#13		71	0	0	71	19	2	3	47	9	4	5	38	62.30%	60.85%	90.48%
#14		22	0	0	22	0	6	4	12	3	1	2	9	90.00%	75.00%	90.00%
#15		7	0	0	7	0	1	0	6	3	2	1	3	60.00%	50.00%	60.00%
#16		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#17		20	0	0	20	1	2	1	16	6	6	0	10	58.82%	62.50%	62.50%
#18		10	0	0	10	2	3	0	5	2	0	2	3	60.00%	60.00%	100.00%
#19		32	0	0	32	1	0	1	30	8	7	1	22	73.33%	73.33%	75.86%
#21		0	0	111	111	64	11	2	34	14	7	7	20	21.98%	58.82%	74.07%
#20		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#22		52	0	0	52	0	12	0	40	10	5	5	30	85.71%	75.00%	85.71%
#23		165	0	0	185	76	12	0	97	36	25	11	61	37.65%	62.89%	70.93%
#24		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#25		0	5	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#26		8	0	0	8	0	6	0	2	1	0	1	1	100.00%	50.00%	100.00%
#27		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#28		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#29		15	0	0	15	5	0	0	10	5	3	2	5	38.46%	50.00%	62.50%
#30		8	0	0	8	0	0	1	7	0	0	0	7	100.00%	100.00%	100.00%
#31		197	0	0	197	21	13	0	163	42	39	3	121	66.85%	74.23%	75.63%
#32		11	0	0	11	6	2	0	3	0	0	0	3	33.33%	100.00%	100.00%
#33		1387	0	0	1387	162	227	28	970	339	228	111	631	61.80%	65.05%	73.46%
#34		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#35		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#36		8	0	0	8	0	0	0	8	1	0	1	7	100.00%	87.50%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized		Interface Used		Manual Rejects		Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#38		105	0	0	105	21	7	2	75	26	13	13	49	59.04%	65.33%	79.03%
#39		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#40		293	0	0	293	51	36	4	202	81	55	26	121	53.30%	59.90%	66.75%
#41		71	0	0	71	10	6	0	55	7	6	1	46	75.00%	87.27%	68.89%
#42		55	0	0	55	10	11	1	33	15	10	5	18	47.37%	54.55%	64.29%
#43		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#44		63	0	0	63	13	7	0	43	4	3	1	39	70.91%	90.70%	92.86%
#45		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#46		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	7	0	0	4	0	0	0	4	36.36%	100.00%	100.00%
#49		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#50		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#51		7	0	0	7	5	0	0	2	0	0	0	2	20.57%	100.00%	100.00%
#52		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#53		9	0	0	9	8	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#54		14	0	0	14	7	0	0	7	2	0	2	5	41.67%	71.43%	100.00%
#55		8	0	0	8	2	0	0	6	3	2	1	3	42.66%	50.00%.	60.00%
#56		0	0	5	5	0	0	0	5	2	1	1	3	75.00%	60.00%	75.00%
#57		9	0	0	9	4	0	0	5	3	2	1	2	25.00%	40.00%	50.00%
#58		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#59		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#61		139	0	0	139	26	18	1	92	31	25	6	61	53.51%	66.30%	70.93%
#62		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
#63		369	0	0	369	74	37	9	249	56	37	19	193	63.49%	77.51%	83.91%
#64		87	0	0	87	21	11	2	53	12	7	5	41	59.42%	77.36%	85.42%
#65		0	40	0	40	7	7	0	26	10	9	1	16	50.00%	61.54%	64.00%
#66		339	0	0	339	74	22	4	239	61	42	19	178	60.54%	74.48%	80.91%
#67		43	0	0	43	3	15	0	25	2	1	1	23	85.19%	92.00%	95.83%
#68		29	0	0	29	2	6	0	21	6	1	5	15	83.33%	71.43%	93.75%
#69		49	0	0	49	5	11	1	32	7	3	4	25	75.76%	78.13%	89.29%
#70		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#71		1244	0	0	1244	226	166	9	843	372	262	110	471	49.11%	55.67%	64.26%
#72		92	0	0	92	59	5	1	27	15	13	2	12	14.29%	44.44%	48.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#74		10	0	0	10	2	1	0	7	1	0	1	6	75.00%	85.71%	100.00%
#75		9	0	0	9	1	0	0	8	1	1	0	7	77.78%	87.50%	87.50%
#76		14	0	0	14	5	2	0	7	0	0	0	7	58.33%	100.00%	100.00%
#77		17	0	0	17	7	0	1	9	5	1	4	4	33.33%	44.44%	80.00%
#78		40	0	0	40	2	0	1	37	12	6	6	25	75.76%	67.57%	80.65%
#79		12	0	0	12	1	2	1	8	0	0	0	8	88.89%	100.00%	100.00%
#80		9	0	0	9	3	1	0	5	4	2	2	1	16.67%	20.00%	33.33%
#81		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#82		8	0	0	8	2	2	0	4	2	2	0	2	33.33%	50.00%	50.00%
#83		0	0	7	7	6	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#85		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#87		8	0	0	8	4	1	0	3	1	0	1	2	33.33%	66.67%	100.00%
#88		68	0	0	68	0	0	2	66	3	1	2	63	98.44%	95.45%	98.44%
#89		11	0	0	11	5	0	0	6	0	0	0	6	54.55%	100.00%	100.00%
#90		32	0	0	32	7	2	0	23	5	3	2	18	64.29%	78.26%	85.71%
#91		16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%
#92		0	0	29	29	0	10	1	18	3	3	0	15	83.33%	83.33%	83.33%
#93		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#94		0	0	75	75	45	6	0	24	12	8	4	12	18.46%	50.00%	60.00%
#95		0	0	23	23	0	10	0	13	8	4	4	5	55.56%	38.46%	55.56%
#96		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#97		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#98		29	0	0	29	3	4	0	22	3	1	2	19	82.61%	86.36%	95.00%
#99		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#100		0	0	10	10	6	2	0	2	0	0	0	2	25.00%	100.00%	100.00%
#101		7	0	0	7	4	0	0	3	2	2	0	1	14.29%	33.33%	33.33%
#102		7	0	0	7	1	4	0	2	1	0	1	1	50.00%	50.00%	100.00%
#103		0	0	22	22	4	5	0	13	7	4	3	6	42.86%	46.15%	60.00%
#104		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#105		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#106		0	0	12	12	7	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		95	0	0	95	1	7	0	87	5	0	5	82	98.80%	94.25%	100.00%
#108		0	0	32	32	6	5	1	20	6	2	4	14	63.64%	70.00%	87.50%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		0	0	7	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
#110		49	0	0	49	5	4	0	40	7	7	0	33	73.33%	82.50%	82.50%
#111		15	0	0	15	2	2	0	11	3	3	0	8	61.54%	72.73%	72.73%
#112		24	0	0	24	4	0	0	20	15	12	3	5	23.81%	25.00%	29.41%
#113		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#114		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#115		18	0	0	18	1	10	0	7	1	1	0	6	75.00%	85.71%	85.71%
#116		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#117		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#118		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#119		0	0	11	11	6	1	0	4	3	0	3	1	14.29%	25.00%	100.00%
#120		1280	0	0	1280	426	139	13	702	153	84	69	549	51.84%	78.21%	86.73%
#121		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#123		49	0	0	49	12	0	0	37	2	2	0	35	71.43%	94.59%	94.59%
#124		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#125		22	0	0	22	8	1	0	13	3	2	1	10	50.00%	76.92%	83.33%
#126		16	0	0	16	4	3	0	9	1	1	0	8	61.54%	88.89%	88.89%
#127		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#128		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#129		133	0	0	133	83	0	0	50	3	2	1	47	35.61%	94.00%	95.92%
#130		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#131		12	0	0	12	5	0	0	7	0	0	0	7	58.33%	100.00%	100.00%
#132		0	0	13	13	5	7	0	1	0	0	0	1	16.67%	100.00%	100.00%
#133		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#134		0	0	38	38	9	7	1	21	8	4	4	13	50.00%	61.90%	76.47%
#135		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#136		5	0	0	5	0	1	0	4	2	0	2	2	100.00%	50.00%	100.00%
#137		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#138		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139		45	0	0	45	17	5	0	23	6	4	2	17	44.74%	73.91%	80.95%
#140		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#141		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#142		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#143		0	2	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#144		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		6	0	0	6	4	1	0	1	0	0	0	1	20.00%	100.00%	100.00%
#146		17	0	0	17	5	4	0	8	2	2	0	6	46.15%	75.00%	75.00%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		97	0	0	97	3	7	0	87	8	8	0	79	87.78%	90.80%	90.80%
#149		8	0	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#150		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#151		142	0	0	142	3	27	0	112	11	10	1	101	88.60%	90.18%	90.99%
#152		14	0	0	14	4	2	0	8	0	0	0	8	66.67%	100.00%	100.00%
#153		13	0	0	13	0	0	0	13	2	2	0	11	84.62%	84.62%	84.62%
#154		22	0	0	22	9	8	0	5	0	0	0	5	35.71%	100.00%	100.00%
#155		31	0	0	31	0	5	1	25	5	2	3	20	90.91%	80.00%	90.91%
#156		111	0	0	111	38	7	3	63	11	9	2	52	52.53%	82.54%	85.25%
#157		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#158		12	0	0	12	2	1	3	6	2	2	0	4	50.00%	66.67%	66.67%
#159		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#160		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#161		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#164		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#165		0	639	0	639	233	158	7	241	75	50	25	166	36.97%	68.88%	76.85%
#166		158	0	0	158	47	28	2	81	20	10	10	61	51.69%	75.31%	85.92%
#167		8	0	0	8	1	3	0	4	0	0	0	4	80.00%	100.00%	100.00%
#168		191	0	0	191	28	22	1	140	36	9	27	104	73.76%	74.29%	92.04%
#169		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#170		0	0	71	71	14	10	0	47	8	4	4	39	68.42%	82.98%	90.70%
#171		10	0	0	10	2	6	0	2	0	0	0	2	50.00%	100.00%	100.00%
#172		413	0	0	413	48	19	2	344	70	63	7	274	71.17%	79.65%	81.31%
#173		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#174		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#175		0	0	24	24	12	0	0	12	0	0	0	12	50.00%	100.00%	100.00%
#176		64	0	0	64	0	24	1	39	0	0	0	39	100.00%	100.00%	100.00%
#177		7	0	0	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#178		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#179		25	0	0	25	3	5	0	17	1	0	1	16	84.21%	94.12%	100.00%
#180		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		10	0	0	10	3	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
#182		11	0	0	11	4	2	0	5	0	0	0	5	55.56%	100.00%	100.00%
#183		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#184		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#185		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#186		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		0	45	0	45	18	11	1	15	1	1	0	14	42.42%	93.33%	93.33%
#188		112	0	0	112	26	49	1	36	2	1	1	34	55.74%	94.44%	97.14%
#189		1034	0	0	1034	124	80	23	807	200	130	70	607	70.50%	75.22%	82.36%
#190		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#191		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
#192		0	0	18	18	0	1	0	17	3	2	1	14	87.50%	82.35%	87.50%
#193		0	0	8	8	1	0	0	7	2	2	0	5	62.50%	71.43%	71.43%
#194		0	0	19	19	3	0	0	16	6	2	4	10	66.67%	62.50%	83.33%
#195		0	0	8	8	0	1	0	7	1	0	1	6	100.00%	85.71%	100.00%
#196		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#197		5	0	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#198		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#199		0	2	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#200		11	0	0	11	1	7	0	3	0	0	0	3	75.00%	100.00%	100.00%
#201		119	0	0	119	35	4	3	77	14	13	1	63	56.76%	81.82%	82.89%
#202		6	0	0	6	0	1	0	5	1	1	0	4	80.00%	80.00%	80.00%
#203		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#204		37	0	0	37	16	2	1	18	0	0	0	18	52.94%	100.00%	100.00%
#205		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#206		22	0	0	22	7	2	0	13	0	0	0	2	65.00%	100.00%	100.00%
#207		0	4	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#208		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
#209		64	0	0	64	12	4	0	48	7	6	1	41	69.49%	85.42%	87.23%
#210		83	0	0	83	17	12	4	50	22	5	17	28	56.00%	56.00%	84.85%
#211		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#212		52	0	0	52	12	11	0	29	5	2	3	24	63.16%	82.76%	92.31%
#213		264	0	0	264	28	29	7	200	48	44	4	152	67.86%	76.00%	77.55%
#214		11	0	0	11	5	0	0	6	1	0	1	5	50.00%	83.33%	100.00%
#215		16	0	0	16	4	3	0	9	2	2	0	7	53.85%	77.78%	77.78%
#216		50	0	0	50	6	6	1	37	5	4	1	32	76.19%	86.49%	88.89%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized		Interface	Used	Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		22	0	0	22	0	0	0	22	6	3	3	16	84.21%	72.73%	84.21%
#218		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#219		88	0	0	88	7	6	0	75	6	5	1	69	85.19%	92.00%	93.24%
#220		30	0	0	30	7	4	0	19	6	5	1	13	52.00%	68.42%	72.22%
#221		212	0	0	212	40	33	3	136	14	10	4	122	70.93%	89.71%	92.42%
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.0000
#223		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#224		33	0	0	33	8	3	1	21	4	4	0	17	58.62%	80.95%	80.95%
#225		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
1226		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#227		0	0	33	33	8	6	0	19	4	1	3	15	62.50%	78.95%	93.75%
#228		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#229		42	0	0	42	6	6	1	29	4	0	4	25	80.65%	86.21%	100.00%
#230		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#231		20	0	0	20	2	2	0	16	2	0	2	14	87.50%	87.50%	100.00%
#232		64	0	0	64	9	5	2	48	9	2	7	39	76.00%	81.25%	95.12%
#233		197	0	0	197	72	8	0	117	18	13	5	99	53.80%	84.62%	88.39%
LENS Subtotal		11540	0	0	11540	2304	1337	156	7743	2012	1337	675	5731	61.15%	74.02%	81.08%
EDI Subtotal		0	736	0	738	260	179	8	291	87	60	27	204	38.93%	70.10%	77.27%
TAG Subtotal		*0*	*0*	601	601	204	91	5	301	91	46	45	210	45.65%	69.77%	82.03%
TOTAL INTERFACES		11540	738	601	12878	2768	1807	169	8335	2190	1443	747	6145	59.34%	73.73%	80.98%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		0	67	0	67	9	22	0	36	6	1	5	30	75.00%	83.33%	96.77%
#2		0	711	0	711	157	150	0	404	148	23	125	256	58.72%	63.37%	91.76%
#3		0	13	0	13	2	3	0	8	0	0	0	8	80.00%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	75	0	75	29	2	0	44	3	0	3	41	58.57%	93.18%	100.00%
#7		0	54	0	54	20	12	0	22	2	1	1	20	48.78%	90.91%	95.24%
#8		97	0	0	97	11	15	3	68	15	7	8	53	74.65%	77.94%	88.33%
#9		1686	0	0	1686	306	131	19	1230	131	80	51	1099	74.01%	89.35%	93.21%
#10		10	0	0	10	1	0	1	8	4	3	1	4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		39	0	0	39	3	8	3	25	8	4	4	17	70.83%	68.00%	80.95%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		497	0	0	497	83	53	1	360	41	11	30	319	77.24%	88.61%	96.67%
#18		0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
#19		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#20		0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
#21		10	0	0	10	1	5	0	4	0	0	0	4	80.00%	100.00%	100.00%
#22		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		1071	0	0	1071	90	260	9	712	66	19	47	646	85.56%	90.73%	97.14%
#24		19	0	0	19	4	1	0	14	3	1	2	11	68.75%	78.57%	91.67%
#25		0	292	0	292	19	74	6	193	65	48	17	128	65.64%	66.32%	72.73%
#26		0	0	14995	14995	2889	2180	168	9758	1550	718	832	8208	69.47%	84.12%	91.96%
#27		0	0	58	58	34	20	1	3	1	1	0	2	5.41%	66.67%	66.67%
#28		7213	0	0	7213	484	286	24	6419	607	452	155	5812	86.13%	90.54%	92.78%
#29		74	0	0	74	40	21	0	13	2	1	1	11	21.15%	84.62%	91.67%
#30		0	635	0	635	285	99	4	247	59	17	42	188	38.37%	76.11%	91.71%
#31		733	0	0	733	98	85	16	534	62	15	47	472	80.68%	88.39%	96.92%
#32		266	0	0	266	25	40	1	200	15	5	10	185	86.05%	92.50%	97.37%
#33		32	0	0	32	4	7	0	21	8	0	8	13	76.47%	61.90%	100.00%
#34		16	0	0	16	4	1	0	11	1	0	1	10	71.43%	90.91%	100.00%
#35		22	0	0	22	1	9	0	12	0	0	0	12	92.31%	100.00%	100.00%
#36		38	0	0	38	6	12	2	18	7	4	3	11	52.38%	61.11%	73.33%

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 Cawed Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		10	0	0	10	1	4	1	4	0	0	0	4	80.00%	100.00%	100.00%
#38		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#39		69	0	0	69	7	4	3	55	19	14	5	36	63.16%	65.45%	72.00%
#40		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#41		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		a	0	0	8	0	3	0	5	0	0	0	5	100.00%	100.00%	100.00%
#44		0	0	141	141	6	52	15	68	55	31	24	13	26.00%	19.12%	29.55%
#45		6	0	0	6	0	1	0	5	2	0	2	3	100.00%	60.00%	100.00%
#46		359	0	0	359	46	93	16	202	103	49	54	99	51.03%	49.01%	66.89%
#47		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#48		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%
#49		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#50		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%
#51		22	0	0	22	6	1	7	8	3	0	3	5	45'45%	62.50%	100.00%
#52 --		1170	0	0	1170	116	162	15	677	120	58	62	757	81.31%	86.32%	92.88%
#53		0	3	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#54		0	375	0	375	109	55	0	211	33	19	14	178	58.17%	84.36%	90.36%
#55		23	0	0	23	0	10	0	13	2	0	2	11	100.00%	84.62%	100.00%
#56		2481	0	0	2481	349	185	32	1915	306	197	109	1609	74.66%	84.02%	89.09%
#57		2915	0	0	2915	306	462	28	2119	234	60	166	1 a65	83.44%	88.96%	96.52%
#58		4010	0	0	4010	461	557	31	2961	282	117	165	2679	82.25%	90.48%	95.82%
x59		33	0	0	33	0	6	0	27	7	3	4	20	86.96%	74.07%	86.96%
#60		473	0	0	473	32	348	6	87	29	1	28	58	63.74%	66.67%	98.31%
#61		0	0	38	38	7	2	0	29	1	1	0	28	77.78%	96.55%	96.55%
#62		22	0	0	22	2	1	1	18	5	4	1	13	68.42%	72.22%	76.47%
#63		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#64		147	0	0	147	13	22	7	105	12	5	7	93	83.78%	88.57%	94.90%
#65		9	0	0	9	0	4	0	5	1	0	1	4	100.00%	80.00%	100.00%
X66		134	0	0	134	30	19	0	85	15	a	7	70	64.81%	82.35%	89.74%
#67		5	0	0	5	0	2	0	3	1	0	1	2	100.00%	66.67%	100.00%
#68		4	0	0	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#69		0	39766	0	39766	3843	4893	4	31026	1006	280	726	30020	87.92%	96.76%	99.08%
#70		26	0	0	26	1	12	0	13	1	1	0	12	85.71%	92.31%	92.31%
#71		88	0	0	88	12	9	0	67	a	5	3	59	77.63%	88.06%	92.19%
#72		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSA 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	Percent - Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		0	0	5	5	4	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#74		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#75		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#76		146	0	0	146	19	21	2	106	17	9	8	89	76.07%	83.96%	90.82%
#77		49	0	0	49	9	13	0	27	3	0	3	24	72.73%	88.89%	100.00%
#78		16	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	92.31%
#79		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#80		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#81		154	0	0	154	34	26	3	91	12	8	4	79	65.29%	86.81%	90.80%
#82		9	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
#83		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#84		12	0	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%
#85		9	0	0	9	2	4	1	2	0	0	0	2	50.00%	100.00%	100.00%
#86		0	17	0	17	5	1	0	11	6	0	6	5	50.00%	45.45%	100.00%
#87		1417	0	0	1417	131	145	2	1139	67	42	25	1072	86.10%	94.12%	96.23%
#88		2364	0	0	2364	258	256	37	1813	122	55	67	1691	84.38%	93.27%	96.85%
#89		25	0	0	25	8	9	0	8	0	0	0	8	50.00%	100.00%	100.00%
#90		0	0	13	13	0	3	3	7	1	1	0	6	85.71%	85.71%	85.71%
#91		0	0	12	12	11	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
x92		0	0	32	32	7	1	0	24	3	2	1	21	70.00%	87.50%	91.30%
#93		0	0	73	73	16	22	3	32	14	8	6	16	42.66%	56.25%	69.23%
#94		0	0	18	18	1	10	1	6	2	1	1	4	66.67%	66.67%	80.00%
#95		0	0	160	160	32	49	1	78	33	8	25	45	52.94%	57.69%	84.91%
#96		0	0	49	49	8	7	2	32	8	7	1	24	61.54%	75.00%	77.42%
#97		0	0	7	7	6	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#98		0	0	39	39	3	10	3	23	3	3	0	20	76.92%	86.96%	86.96%
#99		0	0	23	23	10	3	0	10	8	4	4	2	12.50%	20.00%	33.33%
#100		856	0	0	858	98	104	11	645	70	23	47	575	82.61%	89.15%	96.15%
#101		0	0	17	17	16	0	0	1	0	0	0	1	5.88%	100.00%	100.00%
#102		159	0	0	159	14	1	2	142	62	3	59	80	82.47%	56.34%	96.39%
#103		14	0	0	14	5	2	2	5	0	0	0	5	50.00%	100.00%	100.00%
#104		0	0	27	27	15	8	0	4	1	1	0	3	15.79%	75.00%	75.00%
#105		4504	0	0	4504	612	435	35	3422	212	106	106	3210	81.72%	93.80%	96.80%
#106		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		0	0	62	62	9	9	4	40	12	6	6	28	65.12%	70.00%	82.35%
#108		0	0	12	12	0	2	0	10	1	0	1	9	100.00%	90.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	83.33%
#110		0	0	22	22	12	0	0	10	4	1	3	6	31.58%	60.00%	85.71%
#111		0	0	38	38	5	5	0	28	6	2	4	22	75.86%	78.57%	91.67%
#112		108	0	0	108	11	11	0	86	0	0	0	86	88.66%	100.00%	100.00%
#113		18	0	0	18	4	5	0	9	1	0	1	8	66.67%	88.89%	100.00%
#114		5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
#115		19	0	0	19	1	1	0	17	9	3	6	8	66.67%	47.06%	72.73%
#116		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#117		60	0	0	60	7	17	0	36	4	3	1	32	76.19%	88.89%	91.43%
#118		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#119		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#120		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#121		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#122		301	0	0	301	75	14	3	209	20	16	4	189	67.50%	90.43%	92.20%
#123		7	0	0	7	0	4	0	3	0	0	0	3	100.00%	100.00%	100.00%
#124		124	0	0	124	26	23	0	75	11	2	9	64	69.57%	85.33%	96.97%
#125		17	0	0	17	1	8	0	8	0	0	0	8	88.89%	100.00%	100.00%
#126		0	144	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#127		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#129		0	1573	0	1573	686	141	12	734	169	90	79	565	42.13%	76.98%	86.26%
#130		150	0	0	150	40	26	1	83	12	6	6	71	60.68%	85.54%	92.21%
#131		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#132		5	0	0	5	0	0	1	4	2	0	2	2	100.00%	50.00%	100.00%
#133		83	0	0	83	2	8	1	72	16	10	6	56	82.35%	77.78%	84.85%
#134		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#135		496	0	0	496	41	23	1	431	19	15	4	412	88.03%	95.59%	96.49%
#136		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#137		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#138		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#139		479	0	0	479	80	47	2	350	35	18	17	315	76.27%	90.00%	94.59%
#140		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#141		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#142		188	0	0	188	38	26	3	121	11	8	3	110	70.51%	90.91%	93.22%
#143		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#144		3357	0	0	3357	108	86	3	3160	49	37	12	3111	95.55%	98.45%	98.82%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		14	0	0	14	0	11	2	1	0	0	0	1	100.00%	100.00%	100.00%
#146		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#147		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%
#148		0	472	0	472	240	91	15	126	50	32	18	76	21.84%	60.32%	70.37%
#149		4100	0	0	4100	1720	143	20	2217	85	46	39	2132	54.69%	96.17%	97.89%
#150		15	0	0	15	2	7	0	6	0	0	0	6	75.00%	100.00%	100.00%
#151		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#152		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#153		30	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%
#154		19	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%
#155		27	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%
#156		23	0	0	23	4	3	1	15	7	0	7	8	66.67%	53.33%	100.00%
#157		0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
#158		0	0	1831	1831	294	235	9	1293	157	85	72	1136	74.98%	87.86%	93.04%
#159		0	0	999	999	121	152	1	725	76	39	37	649	80.22%	89.52%	94.33%
#160		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#161		0	0	1863	1863	384	287	4	1188	190	87	103	998	67.94%	84.01%	91.98%
#162		0	0	1149	1149	171	204	2	772	125	56	69	647	74.03%	83.81%	92.03%
#163		0	0	973	973	160	155	1	657	100	33	67	557	74.27%	84.78%	94.41%
#164		0	0	17	17	2	6	0	9	2	0	2	7	77.78%	77.78%	100.00%
#165		4	0	0	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#166		4	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%
#167		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#168		2600	0	0	2600	491	323	16	1770	150	72	78	1620	74.21%	91.53%	95.74%
#169		0	28	0	28	6	0	2	20	11	10	1	9	36.00%	45.00%	47.37%
#170		0	56	0	56	48	1	0	7	1	1	0	6	10.91%	85.71%	85.71%
#171		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#172		0	28	0	28	20	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#173		0	213	0	213	160	19	3	31	11	6	5	20	10.75%	64.52%	76.92%
#174		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#175		0	323	0	323	143	46	6	128	38	27	11	90	34.62%	70.31%	76.92%
#176		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#177		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#179		73	0	0	73	22	1	2	48	15	6	9	33	54.10%	68.75%	84.62%
#180		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		127	0	0	127	2	5	0	120	7	2	5	113	96.58%	94.17%	98.26%
#182		4	0	0	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#183		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#184		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#185		54	0	0	54	5	4	0	45	4	0	4	41	89.13%	91.11%	100.00%
#186		67	0	0	67	11	3	1	52	6	2	4	46	77.97%	88.46%	95.83%
#187		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#188		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#189		0	0	661	661	87	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#190		0	0	92	92	15	6	0	71	8	0	8	63	80.77%	88.73%	100.00%
#191		0	0	226	226	28	31	0	167	14	8	6	153	80.95%	91.62%	95.03%
#192		0	0	351	351	63	25	0	263	19	11	8	244	76.73%	92.78%	95.69%
#193		15	0	0	15	2	0	0	13	1	1	0	12	80.00%	92.31%	92.31%
#194		604	0	0	604	55	38	3	508	39	16	23	469	86.85%	92.32%	96.70%
#195		134	0	0	134	6	6	3	119	13	5	8	106	90.60%	89.08%	95.50%
#196		190	0	0	190	23	16	5	146	17	12	5	129	78.66%	88.36%	91.49%
#197		861	0	0	861	106	70	11	674	68	47	21	606	79.84%	89.91%	92.80%
#198		43	0	0	43	12	15	1	15	1	0	1	14	53.85%	93.33%	100.00%
#199		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
LENS Subtotal		48364	0	0	48364	6664	4878	412	36410	3372	1749	1623	33038	79.70%	90.74%	94.97%
EDI Subtotal		0	46919	0	46919	6624	5981	74	34240	1799	643	1156	32441	81.70%	94.75%	98.06%
TAG Subtotal		0	0	26311	26311	4671	3743	310	17587	2881	1506	1375	14706	70.42%	83.62%	90.71%
TOTAL INTERFACES		**48364**	**46919**	**26311**	**121594**	**17959**	**14602**	**796**	**88237**	**8052**	**3898**	**4154**	**80185**	**78.58%**	**90.87%**	**95.36%**

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		12
#2		194
#3		7
#4		2
#5		15
#6		17
#7		1
#8		29
#9		4
#10		43
#11		10
#12		7
#13		20
#14		21
#15		8
#16		46
#17		1
#18		9
#19		269
#20		3
#21		2
#22		2
#23		60
#24		45
#25		1
#26		492
#27		77
#28		5
#29		9
#30		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#31		13
#32		8
#33		8
#34		103
#35		88
#36		14
#37		1
#38		1
#39		49
#40		29
#41		11
#42		2
#43		8
#44		1517
#45		8
#46		1
#47		35
#48		18
#49		8
#50		21
#51		5
#52		15
#53		2
#54		2
#55		1
#56		23
#57		26
#58		3
#59		5
#60		13

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#61		1
#62		17
#63		1
#64		1
#65		4
#66		13
#67		6
#68		16
#69		121
#70		1
#71		13
#72		483
#73		1
#74		12
#75		222
#76		13
#77		117
#78		83
#79		55
#80		6
#81		24
#82		8
#83		1
#84		1
#85		8
#86		6
#87		1
#88		4
#89		23
#90		1

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#91		14
#92		530
#93		1
#94		6709
#95		6
#96		2
#97		1
#98		18
#99		4
#100		13
#101		1
#102		3
#103		6
#104		29
#105		67
#106		9
#107		5
#108		241
#109		3
#110		6
#111		55
#112		1
#113		72
#114		15
#115		13
#116		3
#117		5
#118		2
#119		4
#120		15

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#121		6
#122		1
#123		78
#124		11
#125		271
#126		21
#127		1
#128		36
#129		5
#130		3
#131		96
#132		2
#133		13
#134		12
#135		12
#136		1
#137		12
#138		14
#139		6
#140		3
#141		1
#142		1
#143		10
#144		59
#145		43
#146		42
#147		10
#148		1
#149		136
#150		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#151		7
#152		9
#153		16
#154		3
#155		2
#156		59
#157		2
#158		7
#159		22
#160		4
#161		1
#162		19
#163		4
#164		2
#165		32
#166		44
#167		161
#168		4
#169		25
#170		13
#171		10
#172		4
#173		564
#174		55
#175		8
#176		17
#177		2
#178		2
#179		2
#180		7

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#181		4
#182		26
#183		16
#184		20
#185		8
#186		1
#187		229
#188		467
#189		17
#190		46
#191		47
#192		81
#193		18
#194		1
#195		79
#196		83
#197		39
#198		2
#199		2
#200		516
#201		1
#202		1
#203		7
#204		8
#205		76
#206		27
#207		56
#208		51
#209		21
#210		6

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#211		96
#212		3
#213		2
#214		15
#215		54
#216		21
#217		6
#218		1
#219		7
#220		1
#221		5
#222		2
#223		6
#224		5
#225		5
#226		21
#227		68
#228		6
#229		2
#230		12
#231		13
#232		1
#233		2
#234		5
#235		3
#236		34
#237		7
#238		32
#239		32
#240		29

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#241		19
#242		1
#243		5
Total		17062

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	7322	8.10%	8.10%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT	7043	96.19%	9.58%	279	3.81%	1.655%
7020	1747	1.93%	10.04%	NUM= TELNO= TN NOT FOUND IN CRIS	1747	100.00%	2.38%		0.00%	0.000%
7040	1	0.00%	10.04%	LOGON ABORTED/FAILED	0	0.00%	0.00%	1	100.00%	0.006%
7055	3635	4.02%	14.06%	NUM= TELNO= ACCOUNT IS FINAL	3631	99.89%	4.94%	4	0.11%	0.024%
7095	20	0.02%	14.09%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	2	10.00%	0.00%	18	90.00%	0.107%
7110	1625	1.80%	15.88%	COFFI NOT AVAILABLE	640	39.38%	0.87%	985	60.62%	5.843%
7115	18	0.02%	15.90%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	10	55.56%	0.01%	8	44.44%	0.047%
7150	3	0.00%	15.91%	UNE - ERROR GENERATING ECCKT	3	100.00%	0.00%		0.00%	0.000%
7225	6	0.01%	15.91%	usoc= IS MISSING	6	100.00%	0.01%		0.00%	0.000%
7230	3	0.00%	15.92%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	3	100.00%	0.00%		0.00%	0.000%
7245	84	0.09%	16.01%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	71	84.52%	0.10%	13	15.48%	0.077%
7250	495	0.55%	16.56%	LSR HOUSENUMBER INCORRECT	493	99.60%	0.67%	2	0.40%	0.012%
7267	10	0.01%	16.57%	UNE - LOCBAN MISSING FOR LINP ORDER	10	100.00%	0.01%		0.00%	0.000%
7295	8	0.01%	16.58%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	3	37.50%	0.00%	5	62.50%	0.030%
7300	26	0.03%	16.61%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	24	92.31%	0.03%	2	7.69%	0.012%
7315	171	0.19%	16.80%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	150	87.72%	0.20%	21	12.28%	0.125%
7375	43	0.05%	16.84%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	41	95.35%	0.06%	2	4.65%	0.012%
7380	188	0.21%	17.05%	UNE - ACTL INVALID	188	100.00%	0.26%		0.00%	0.000%
7400	7812	8.65%	25.70%	CLEC DOES NOT OWN THIS ACCOUNT.	7809	99.96%	10.63%	3	0.04%	0.018%
7435	16	0.02%	25.72%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	16	100.00%	0.02%		0.00%	0.000%
7445	68	0.07%	25.79%	UNE - CALL FORWARD TN REQUIRED	65	98.48%	0.09%	1	1.52%	0.006%
7465	2346	2.80%	28.39%	CANNOT CANCEL ORDER	1443	61.51%	1.96%	903	38.49%	5.356%
7495	46	0.05%	28.44%	UNE - DIR LOCATOR PROBLEM	5	10.87%	0.01%	41	89.13%	0.243%
7500	20	0.02%	28.46%	DUE DATE COULD NOT BE DETERMINED	8	40.00%	0.01%	12	60.00%	0.071%
7555	162	0.18%	28.64%	FID MISSING IN FEATURE DETAIL	150	92.59%	0.20%	12	7.41%	0.071%
7570	2	0.00%	28.64%	SEQ1X NOT ALLOWED WITH ZNB	0	0.00%	0.00%	2	100.00%	0.012%
7630	545	0.60%	29.24%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	178	32.66%	0.24%	367	67.34%	2.177%
7640	5	0.01%	29.25%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	20.00%	0.00%	4	80.00%	0.024%
7645	1892	2.09%	31.34%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1025	54.18%	1.39%	867	45.82%	5.143%
7660	6	0.01%	31.35%	USOC FUJ1X NOT FOR RESALE	5	83.33%	0.01%	1	16.67%	0.006%
7690	15	0.02%	31.37%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	15	100.00%	0.02%		0.00%	0.000%
7705	35	0.04%	31.41%	UNE - ACTL/CLLI CODE MISSING	16	45.71%	0.02%	19	54.29%	0.113%
7710	283	0.31%	31.72%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	177	62.54%	0.24%	106	37.46%	0.629%
7715	23	0.03%	31.74%	SOCS TIMEOUT/NOT AVAILABLE	16	69.57%	0.02%	7	30.43%	0.042%
7718	1578	1.75%	33.49%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	637	40.37%	0.87%	941	59.63%	5.582%

AGGREGATE ORDER TYPES

ERROR DETAILS (Auto Clarifications (A) & Errors (E))

					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7725	84	0.09%	33.58%	WAITING PERIOD EQUALS 5 MINUTES	23	27.38%	0.03%	61	72.62%	0.362%
7735	8	0.01%	33.59%	INVALID/MISSING LISTING NAME OR TYPE	8	100.00%	0.01%		0.00%	0.000%
7740	8	0.01%	33.60%	LOCAL CALLING PLUS INDICATOR NOT FOUND	5	62.50%	0.01%	3	37.50%	0.018%
7755	6	0.01%	33.61%	UNE - NPANXX NOT FOUND IN CLLI TABLE	5	83.33%	0.01%	1	16.67%	0.006%
7805	164	0.18%	33.79%	SITE COULD NOT BE DETERMINED	88	53.66%	0.12%	76	46.34%	0.451%
7815	52	0.06%	33.86%	FID=RCU INVALID OR MISSING DATA	36	69.23%	0.05%	16	30.77%	0.095%
7825	1	0.00%	33.85%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	1	100.00%	0.00%		0.00%	0.000%
7850	3	0.00%	33.85%	RSAG - NEED ADDITIONAL ADDRESS OR TN	3	100.00%	0.00%		0.00%	0.000%
7860	641	0.71%	34.56%	RSAG - NO EXACT MATCH ON STREET NAME	640	99.84%	0.87%	1	0.16%	0.006%
7890	150	0.17%	34.73%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	149	99.33%	0.20%	1	0.67%	0.006%
7900	20	0.02%	34.75%	RSAG - NO MATCH ON STREET NAME	20	100.00%	0.03%		0.00%	0.000%
7905	1487	1.65%	36.40%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1484	99.80%	2.02%	3	0.20%	0.018%
7910	66	0.07%	36.47%	RSAG - NO MATCH ON EXACT STREET NAME	48	72.73%	0.07%	18	27.27%	0.107%
7935	22	0.02%	36.49%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	22	100.00%	0.03%		0.00%	0.000%
7945	29	0.03%	36.53%	RSAG SYSTEM ERROR	10	34.48%	0.01%	19	65.52%	0.113%
8130	1	0.00%	36.53%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%		0.00%	0.000%
8150	696	0.77%	37.30%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	422	60.63%	0.57%	274	39.37%	1.625%
8167	69	0.08%	37.37%	INVALID USOC CHARACTER. FORMAT SAE 013 il CREXI	69	100.00%	0.09%		0.00%	0.000%
8170	365	0.40%	37.78%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 if CREX1 /TN	365	100.00%	0.50%		0.00%	0.000%
8173	53	0.06%	37.84%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	53	100.00%	0.07%		0.00%	0.000%
8180	116	0.13%	37.96%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFE	116	100.00%	0.16%		0.00%	0.000%
8183	31	0.03%	38.00%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :00	31	100.00%	0.04%		0.00%	0.000%
8185	40	0.04%	38.04%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	40	100.00%	0.05%		0.00%	0.000%
8187	767	0.85%	38.89%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	767	100.00%	1.04%		0.00%	0.000%
8189	982	1.09%	39.98%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	982	100.00%	1.34%		0.00%	0.000%
8190	1221	1.35%	41.33%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1221	100.00%	1.66%		0.00%	0.000%
8193	3	0.00%	41.33%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	3	100.00%	0.00%		0.00%	0.000%
8195	405	0.45%	41.78%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 II GCJ /TN	405	100.00%	0.55%		0.00%	0.000%
8197	397	0.44%	42.22%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	397	100.00%	0.54%		0.00%	0.000%
8199	57	0.06%	42.28%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	57	100.00%	0.08%		0.00%	0.000%
8204	193	0.21%	42.50%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	193	100.00%	0.26%		0.00%	0.000%
8207	84	0.09%	42.59%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	84	100.00%	0.11%		0.00%	0.000%
8209	587	0.65%	43.24%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	587	100.00%	0.80%		0.00%	0.000%
8240	231	0.26%	43.50%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	231	100.00%	0.31%		0.00%	0.000%
8250	155	0.17%	43.67%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	155	100.00%	0.21%		0.00%	0.000%

AGGREGATE ORDER TYPES

ERROR DETAILS (Auto Clarifications (A) & Errors (E))

					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of ε1ε3	Count	% of Agg	% of BST Caused
8410	1	0.00%	43.67%	LSF INVALID IN TN	1	100.00%	0.00%		0.00%	0.000%
8415	30	0.03%	43.70%	LSF IP ALREADY EXISTS ON ACCOUNT	30	100.00%	0.04%		0.00%	0.000%
8430	Z	0.00%	43.71%	LSF DOES NOI EXIST ON ACCOUNT	Z	100.00%	0.00%		0.00%	0.000%
8700	ZO	0.02%	43.73%	RSAG-INVALID SEARCH AREA	IZ	60.00%	0.02%	8	40.00%	0.047%
88ZO	311	0.34%	44.07%	SOCS ERROR: ZUE BILL 004 ACT CODE NOT FOR THIS ORD TYPE	130	41.80%	0.18%	I8I	58.20%	1.074%
8825	15474	17.13%	6I .20%	ORDER ERR:	3994	25.81%	5.44%	11480	74.19%	68.094%
8830	5587	6.18%	67.38%	CLEC ALREADY OWNS THIS ACCOUNT	5585	99.96%	7.60%	Z	0.04%	0.0I 2%
88SO	40	0.04%	67.43%	CFA NOT FOUND,PLEASE VERIFY CFA	40	100.00%	0.05%		0.00%	0.000%
8855	4	0.00%	67.43%	NO ACTL IN LSR	4	100.00%	0.01%		0.00%	0.000%
88JO	Z	0.00%	67.43%	FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE	Z	100.00%	0.00%		0.00%	0.000%
8885	I	0.00%	67.44%	LINE ACT IS ∀ AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%		0.00%	0.000%
6890	3	0.00%	67.44%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	3	100.00%	0.00%		0.00%	0.000%
8940	7Z8	0.81%	68.25%	CALL FORWARDING NUMBER MISSING OR INVALID	724	99.45%	0.99%	4	0.55%	0.024%
8945	89	0.10%	68.34%	LINECLSSVC AND TOS ᵉO NOT MATCH	89	100.00%	0.12%		0.00%	0.000%
8970	935	I.03%	69.38%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	933	99.79%	1.27%	Z	0.21%	0.0I 2%
8995	3	0.00%	69.38%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	3	100.00%	0.00%		0.00%	0.000%
9000	S8	0.02%	69.40%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	I8	100.00%	0.02%		0.00%	0.000%
9015	13	0.01%	69.42%	SUP FAILED TO UPDATE DUE DATE	I0	76.92%	0.0I %	3	23.08%	0.01 8%
9040	Z	0.00%	69.42%	DDD/DDD-CC REQUIRED	Z	100.00%	0.00%		0.00%	0.000%
9045	I	0.00%	69.42%	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING	0	0.00%	0.00%	1	100.00%	0.006%
9060	1	0.00%	69.42%	EU-STREET-1 REQUIRED	1	100.00%	0.00%		0.00%	0.000%
9155	48	0.05%	69.47%	UNE - PORTED OUT NUMBER	48	100.00%	0.07%		0.00%	0.000%
9I60	II8	0.13%	69.60%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	113	100.00%	0.I 5%		0.00%	0.000%
9245	369	0.41%	70.01%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	Ǝ69	100.00%	0.50%		0.00%	0.000%
9263	Z	0.00%	70.01%	NC CODE IS ^ REQUIRED FIELD FOR LOOP REQUESTS	Z	100.00%	0.00%		0.00%	0.000%
9428	4	0.00%	70.01%	DLNUM=0001 LTN= INVALID NICK DATA	4	100.00%	0.01%		0.00%	0.000%
9432	1	0.00%	70.02%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%		0.00%	0.000%
9433	Z	0.00%	70.02%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY ε1ε3	Z	100.00%	0.00%		0.00%	0.000%
9438	5	0.01%	70.02%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N ε∧N ONLY HAVE ∧N LACT OF N	4	80.00%	0.0I %	1	20.00%	0.006%
9439	118	0.13%	70.15%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	II8	100.00%	0.16%		0.00%	0.000%
9441	1	0.00%	70.15%	DLNUM=0014 LTN= ALI VALUE INVALID	1	100.00%	0.00%		0.00%	0.000%
9442	349	0.39%	70.54%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	342	97.99%	0.47%	7	2.01%	0.042%
9446	1	0.00%	70.54%	LNUM=00001 =TC FR REFERENCE OF CALLS UNAVAILABLE FOR THIS NUMBER	I	100.00%	0.00%		0.00%	0.000%
9466	26	0.03%	70.57%	UNABLE TO DETERMINE BLOCK CHOICE	26	100.00%	0.04%		0.00%	0.000%
9471	12	0.01%	70.58%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	11	91.67%	0.01%	1	8.33%	0.006%

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9474	1	0.00%	70.59%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	1	100.00%	0.00%		0.00%	0.000%
9475	352	0.39%	70.97%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	351	99.72%	0.48%	1	0.28%	0.006%
9476	68	0.08%	71.05%	IS NOT FOUND ON CSR TO DISCONNECT	68	100.00%	0.09%		0.00%	0.000%
9477	74	0.08%	71.13%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	74	100.00%	0.10%		0.00%	0.000%
9479	89	0.10%	71.23%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	88	98.88%	0.12%	1	1.12%	0.006%
9481	1878	2.08%	73.31%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1874	99.79%	2.55%	4	0.21%	0.024%
9484	29	0.03%	73.34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	28	96.55%	0.04%	1	3.45%	0.006%
9487	1	0.00%	73.34%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%		0.00%	0.000%
9488	421	0.47%	73.81%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	421	100.00%	0.57%		0.00%	0.000%
9495	17	0.02%	73.63%	EATN= MUST EXIST FOR ACT P AND Q	17	100.00%	0.02%		0.00%	0.000%
9496	3437	3.80%	77.63%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3433	99.88%	4.67%	4	0.12%	0.024%
9497	7	0.01%	77.64%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	7	100.00%	0.01%		0.00%	0.000%
9498	3	0.00%	77.64%	EAN= ON LNUM= AND LEAN= ARE POPULATED	3	100.00%	0.00%		0.00%	0.000%
9510	1	0.00%	77.84%	ONLY ONE TC PER ALLOWED PER LOCATION	0	0.00%	0.00%	1	100.00%	0.006%
9515	2162	2.39%	80.04%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	2154	99.63%	2.93%	8	0.37%	0.047%
9516	26	0.03%	80.07%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	24	92.31%	0.03%	2	7.69%	0.012%
9517	35	0.04%	80.10%	UNDC INVALID IF PIC ALREADY EXISTS	35	100.00%	0.05%		0.00%	0.000%
9523	21	0.02%	80.13%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS	21	100.00%	0.03%		0.00%	0.000%
9526	4	0.00%	80.13%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	4	100.00%	0.01%		0.00%	0.000%
9529	1755	1.94%	82.07%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1752	99.83%	2.38%	3	0.17%	0.018%
9543	59	0.07%	82.14%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	59	100.00%	0.08%		0.00%	0.000%
9544	1	0.00%	82.14%	DLNUM=0001 LTN= WPP PROHIBITED WITH LTY OF 2 OR 3	1	100.00%	0.00%		0.00%	0.000%
9545	2	0.00%	82.14%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	2	100.00%	0.00%		0.00%	0.000%
9602	2694	2.98%	65.13%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2678	99.41%	3.64%	16	0.59%	0.095%
9605	93	0.10%	85.23%	USOC NOT FOR RESALE FORMAT SAE 959 T1PGRAX /ZPGR1 /RMKR (A)	93	100.00%	0.13%		0.00%	0.000%
9606	12	0.01%	85.24%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	12	100.00%	0.02%		0.00%	0.000%
9613	6	0.01%	85.25%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	6	100.00%	0.01%		0.00%	0.000%
9616	22	0.02%	85.27%	YPH INVALID	22	100.00%	0.03%		0.00%	0.000%
9623	9	0.01%	85.28%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%		0.00%	0.000%
9626	596	0.68%	85.94%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	596	100.00%	0.81%		0.00%	0.000%
9627	5703	6.31%	92.25%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	5701	99.96%	7.76%	2	0.04%	0.012%
9628	192	0.21%	92.47%	REQUEST DOES NOT QUALIFY FOR STAR 96 SERVICE	192	100.00%	0.26%		0.00%	0.000%
9629	31	0.03%	92.50%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	30	96.77%	0.04%	1	3.23%	0.006%
9639	57	0.06%	92.56%	CATEGORY L USOC MUST APPEAR FOR SAME TN	57	100.00%	0.08%		0.00%	0.000%
9641	2461	2.72%	95.29%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2461	100.00%	3.35%		0.00%	0.000%

AGGREGATE ORDER TYPES

ERROR DETAILS (Auto Clarifications (A) 8 Errors (E))

					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9647	518	0.57%	95.06%	BAN DOES NOT EXIST FOR COMPANY CODE	518	100.00%	0.70%		0.00%	0.000%
9654	171	0.19%	96.05%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS	171	100.00%	0.23%		0.00%	0.000%
9656	2	0.00%	96.05%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	2	100.00%	0.00%		0.00%	0.000%
9657	1	0.00%	96.05%	ECCKT/UNE1 MISMATCH	1	100.00%	0.00%		0.00%	0.000%
9670	41	0.05%	96.10%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	41	100.00%	0.06%		0.00%	0.000%
9671	90	0.10%	96.20%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	90	100.00%	0.12%		0.00%	0.000%
9673	11	0.01%	96.21%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	11	100.00%	0.01%		0.00%	0.000%
9674	42	0.05%	96.26%	INVALID TN/PN DATA - FORMAT SAE 389 II DRS /TN /PN /RNP B	42	100.00%	0.06%		0.00%	0.000%
9675	62	0.07%	96.33%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	62	100.00%	0.08%		0.00%	0.000%
9679	1	0.00%	96.33%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	1	100.00%	0.00%		0.00%	0.000%
9680	33	0.04%	96.36%	INVALID REQTYP OR TOS FOR LIFELINE	32	96.97%	0.04%	1	3.03%	0.006%
9681	35	0.04%	96.40%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	35	100.00%	0.05%		0.00%	0.000%
9682	13	0.01%	98.42%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	13	100.00%	0.02%		0.00%	0.000%
9685	4	0.00%	96.42%	DUE DATE COULD NOT BE CALCULATED	1	25.00%	0.00%	3	75.00%	0.016%
9686	947	1.05%	97.47%	RESID NOT VALID IN LFACS	947	100.00%	1.29%		0.00%	0.000%
9688	1	0.00%	97.47%	ACT=C/LNA=N IS INVALID FOR INITIAL LINESHARE	1	100.00%	0.00%		-- 0.00%	0.000%
9891	5	0.01%	97.48%	ACT=C, LNA=N IS INVALID ON A SINGLE LINE ACCOUNT	5	100.00%	0.01%		0.00%	0.000%
9700	4	0.00%	97.48%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	4	100.00%	0.01%		0.00%	0.000%
9715	332	0.37%	97.85%	TOS IS INVALID FOR REQUESTED SERVICE	313	94.28%	0.43%	19	5.72%	0.113%
9772	5	0.01%	97.85%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	5	100.00%	0.01%		0.00%	0.000%
9800	10	0.01%	97.07%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	70.00%	0.01%	3	30.00%	0.018%
9850	1	0.00%	97.87%	USOC P25 INVALID WITH USOC AQ3 IN KY	1	100.00%	0.00%		0.00%	0.000%
9860	1927	2.13%	100.00%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1927	100.00%	2.62%		0.00%	0.000%
	90342	100.00%			73483		100.00%	16859		100.000%

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1007	32	0.13%	0.13%	DUPLICATE CC, PON, VER
1012	13	0.05%	0.18%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	4989	20.40%	20.58%	PON DUPLICATE ON INITIAL LSR
1017	1	0.00%	20.59%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , -
1020	1	0.00%	20.59%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , -
1022	8	0.03%	20.62%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1023	110	0.45%	21.07%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	50	0.20%	21.28%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	190	0.78%	22.06%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	869	3.55%	25.61%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	5	0.02%	25.63%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	14	0.06%	25.69%	VER MUST BE SPACES OR ZEROES FOR 850
1050	17	0.07%	25.76%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	20	0.08%	25.04%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	1	0.00%	25.84%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1065	9	0.04%	25.08%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	14	0.06%	25.94%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1074	1	0.00%	25.94%	ATN REQUIRED FOR ACT TYPE C WHEN NO LNA OF N IS PRESENT
1 075	20	0.08%	26.02%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	1	0.00%	26.03%	DDD/DDD-CC MUST BE A VALID DATE
1085	29	0.1%	26.14%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	5	0.02%	26.17%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1100	5	0.02%	26.19%	SERVICE CENTER MUST BE LCSC
1110	736	3.01%	29.20%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	43	0.18%	29.37%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1131	580	2.37%	31.74%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1135	26	0.11%	31.85%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	1	0.00%	31.85%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N
1145	11	0.04%	31.90%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	23	0.09%	31.99%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES
1154	32	0.13%	32.12%	LSR/PON IS COMPLETED
1157	6	0.02%	32.15%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1166	7	0.03%	32.18%	CHC IS PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1175	2	0.01%	32.18%	REQTYP REQUIRED (STOP EDIT)
1180	1	0.00%	32.19%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1200	15	0.06%	32.25%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	57	0.23%	32.48%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1225	33	0.13%	32.62%	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1230	2976	12.17%	44.79%	LSO MUST BE 6 NUMERICS
1235	2	0.01%	44.79%	TOS REQUIRED
1270	7	0.03%	44.82%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1285	1	0.00%	44.83%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1330	5	0.02%	44.85%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	31	0.13%	44.97%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1350	1	0.00%	44.98%	BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1360	1	0.00%	44.98%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	1	0.00%	44.99%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
1407	6	0.02%	45.01%	RESID IS REQUIRED WITH ANY LNA'S OF N OR V
1430	15	0.06%	45.07%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1453	66	0.27%	45.34%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1455	18	0.07%	45.42%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	23	0.09%	45.51%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1470	2	0.01%	45.52%	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1490	4	0.02%	45.53%	DRC MUST BE 3 ALPHANUMERICS
1505	'5	0.02%	45.56%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	5	0.02%	45.58%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1515	1	0.00%	45.58%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1520	6	0.02%	45.60%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1525	1	0.00%	45.61%	FAX NO-INIT MUST BE 10 NUMERICS
1530	17	0.07%	45.68%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1540	10	0.04%	45.72%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1570	4	0.02%	45.74%	TEL NO DSGCON REQUIRED WHEN DSGCON IS POPULATED
1585	1	0.00%	45.74%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1590	1	0.00%	45.74%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1595	1	0.00%	45.75%	STATE-DSGCON REQUIRED WHEN DSECON IS POPULATED
1600	3	0.01%	45.76%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	551	2.25%	48.01%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1620	1	0.00%	48.02%	BCS REQUIRED WITH REQTYP/ACT TYPE/TOS COMBINATION
1630	97	0.40%	48.41%	CANNOT SUP A PREVIOUSLY CANCELED LSWPON
1635	168	0.69%	49.10%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	1673	6.84%	55.94%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	6421	26.26%	82.20%	LSR/PON AGED OFF
1650	784	3.21%	85.40%	LSWPON COMPLETED
1655	17	0.07%	85.47%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	72	0.29%	85.77%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	35	0.14%	85.91%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	148	0.61%	86.51%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2005	8	0.03%	86.55%	ELI-STREET-1 REQUIRED
2015	1	0.00%	86.55%	EU-STATE REQUIRED
2040	7	0.03%	86.58%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	1	0.00%	86.58%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2060	35	0.14%	86.73%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION
2065	17	0.07%	86.80%	LOCBAN REQUIRED
2067	2	0.01%	86.80%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	32	0.13%	86.94%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	49	0.20%	87.14%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	'8	0.03%	87.17%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	2	0.01%	87.18%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2104	5	0.02%	87.20%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2109	53	0.22%	87.41%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2115	29	0.12%	87.53%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	565	2.31%	89.84%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE
2125	1	0.00%	89.85%	EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTYP/ACT TYPE COMBINATION
2130	12	0.05%	89.90%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	1	0.00%	89.90%	LOCBAN MUST EQUAL EAN OR EATN
2185	40	0.16%	90.06%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	count	%	Σ %	Error Description
2200	51	0.21%	90.27%	EATN MUST BE 10 NUMERICS
2220	7	0.03%	90.30%	SBILLNM-FB MUST BE UP TO 25 ALPHANUMERICS WITH EMBEDDED BLANKS
2350	36	0.15%	90'45%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2355	354	1.45%	**91.90%**	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
3010	21	0.09%	91.98%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3020	56	0.23%	92.21%	REFNUM=0001-TELNO= LNA VALID ENTRIES ARE: A, C, D, R, V, W, Y, L, P9
3021	18	0.07%	92.28%	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3025	1	**0.00%**	**92.29%**	REFNUM=0002 -TN REQUIRED
3035	115	0.47%	92.76%	REFNUM=0001 -TELNO= OTN MUST BE 10 NUMERICS
3045	21	0.09%	92.84%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	17	0.07%	92.91%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	52	0.21%	93.13%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3060	1	0.00%	93.13%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3070	1	0.00%	93.13%	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
3090	4	0.02%	93.15%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP
3100	2	0.01%	93.16%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED
3110	3	0.01%	93.17%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	13	0.05%	93.22%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION
3120	5	0.02%	93.25%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION
3125	52	0.21%	93.46%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	5	0.02%	93.48%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	92	0.38%	93.85%	REFNUM-0001 -TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	1	0.00%	93.86%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	3	0.01%	93.87%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	10	0.04%	93.91%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	6	0.02%	93.94%	REFNUM=0001 -TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	52	0.21%	94.15%	REFNUM=0001 -TELNO= CFA INVALID FORMAT
3190	17	0.07%	94.22%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3200	2	0.01%	94.23%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	17	0.07%	94.30%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	13	0.05%	94.35%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3260	1	0.00%	94.35%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ%	Error Description
3270	5	0.02%	94.37%	LOCNUM=000 LNUM=00001 TELNO= JK NUM MUST BE 2 ALPHANUMERICS
3290	10	0.04%	94.41%	LOCNUM=000 LNUM=00001 TELNO= JK POS MUST BE TWO NUMERICS
3380	25	0.10%	94.52%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3395	20	0.08%	94.60%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3405	1	0.00%	94.60%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R
3410	68	0.28%	94.88%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	23	0.09%	94.97%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	7	0.03%	95.00%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	10	0.04%	95.04%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)
3427	2	0.01%	95.05%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION
3430	3	0.01%	95.06%	FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	2	0.01%	95.07%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3433	3	0.01%	95.09%	LOCNUM=000 LNUM=00001 TELNO=9047247753 LNA PROHIBITED ON THIS REQTYP/ACT TYP/SECNCI COMBINATION
3445	7	0.03%	95.11%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3460	7	0.03%	95.14%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)
3465	10	0.04%	95.18%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3643	1	0.00%	95.19%	LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS
3680	3	0.01%	95.20%	LOCNUM=000 LNUM=00001 TELNO=6624872720 TLI REQUIRED WHEN TERS IS POPULATED
3705	14	0.06%	95.26%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN
3725	5	0.02%	95.28%	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY
3735	23	0.09%	95.37%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3755	25	0.10%	95.47%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	1	0.00%	95.48%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3790	24	0.10%	95.58%	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
4000	28	0.11%	95.69%	DL DATA ELEMENTS REQUIRED
4005	1	0.00%	95.69%	DL DATA ELEMENTS PROHIBITED
4010	205	0.84%	96.53%	REFNUM=0001 -TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
4015	10	0.04%	96.57%	REFNUM=0001 -TELNO= LIST MUST BE VALID ENTRY
4020	13	0.05%	96.63%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4028	1	0.00%	96.63%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4029	2	0.01%	96.64%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4030	9	0.04%	96.68%	DLNUM=0001 LTN= LACT REQUIRED

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4035	3	0.01%	96.69%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	36	0.15%	96.84%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE
4042	1	0.00%	96.84%	REFNUM=0001 -TELNO= ASTERISK OR PLUS SIGN INVALID FOR IA
4045	213	0.87%	97.71%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	13	0.05%	97.76%	INVALID YPH ENTRY
4055	79	0.32%	98.09%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	5	0.02%	98.11%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	3	0.01%	98.12%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N
4065	211	0.86%	98.98%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND 0 IS MISSING
4090	9	0.04%	99.02%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	1	0.00%	99.02%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE
4097	1	0.00%	99.03%	DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z
4110	9	0.04%	99.06%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4115	1	0.00%	99.07%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4120	13	0.05%	99.12%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4125	1	0.00%	99.12%	SIC MUST BE 4 NUMERICS
4135	1	0.00%	99.13%	DLNUM=0001 LTN= TOA DATA MUST BE BP
4160	56	0.23%	99.36%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4165	1	0.00%	99.36%	DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z
4170	1	0.00%	99.37%	DLNUM=0001 LTN= DOI MUST BE 1
4180	53	0.22%	99.58%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	9	0.04%	99.62%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	2	0.01%	99.63%	DLNUM=0002 LTN=8502340067 DOI VALUE INVALID FOR STYLE CODE
4200	1	0.00%	99.63%	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	1	0.00%	99.64%	DLNUM=0001 LTN REQUIRED
4220	1	0.00%	99.64%	DLNUM=0001 LTN= LNLN REQUIRED
4280	10	0.04%	99.60%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	1	0.00%	99.69%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4385	46	0.19%	99.87%	DLNUM=0001 LTN= INVALID LAST ENTRY
4405	4	0.02%	99.89%	DLNUM=0002 LTN= LTEXT REQUIRED
4475	1	0.00%	99.89%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	26	0.11%	100.00%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4485	12	0.05%	100.05%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	5	0.02%	100.07%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	29	0.12%	100.19%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	7	0.03%	100.22%	DLNUM=0002 LTN= ONLY ONE SIC ALLOWED PER ACCOUNT
4600	14	0.06%	100.27%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4890	1	0.00%	100.28%	DADLO IS PROHIBITED
5005	72	0.29%	100.57%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	87	0.36%	100.93%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	66	0.27%	101.20%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5030	7	0.03%	101.23%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5070	6	0.02%	101.25%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	1	0.00%	101.26%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5098	5	0.02%	101.28%	LOCNUM=000 HNUM=00001 HNTYP REQUIRED FOR THIS ACT TYPE/HA COMBINATION
5105	5	0.02%	101.30%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	2	0.01%	101.30%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	5	0.02%	101.32%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	4	0.02%	101.34%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5130	1	0.00%	101.35%	LOCNUM=000 HNUM=00002 HTSEQ=002 HTSEQ MUST BE 4 NUMERICS
5135	8	0.03%	101.38%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5138	2	0.01%	101.39%	LOCNUM=000 HNUM=00001 NOTYP REQUIRED FOR THIS HA/HLA COMBINATION
6005	2	0.01%	101.39%	NC CODE INVALID
6045	33	0.13%	101.53%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6046	13	0.05%	101.58%	COMPANY IS NOT QUALIFIED FOR XDSUUCL
6050	29	0.12%	101.70%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	10	0.04%	101.74%	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION
7000	6	0.02%	101.77%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7005	39	0.16%	101.93%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
8005	17	0.07%	102.00%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
8040	1	0.00%	102.00%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER
6120	3	0.01%	102.01%	LNUM=00001 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8140	42	0.17%	102.18%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V
8180	51	0.21%	102.39%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
8210	2	0.01 %	102.40%	LNUM=00001 TC PER PROHIBITED WHEN LNUM 1E OPT IS NOI ST OR TC
8215	2	0.01%	102.41%	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	42	0.17%	102.58%	INVALID ACTIVITY TYPE
	24456	100.00%		

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1 FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCS!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 Lt TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1 FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 Lt DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! t 1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 Lt ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! TI 1 Ft3 /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! tl 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1 FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 Lt PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 tl DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! tNLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! t 1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 Lt PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

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

AGGREGATE ORDER TYPES

ERROR DETAILS - 1000

Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51 RKDTO CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#,

AGGREGATE ORDER TYPES

ERROR DETAILS - 1000

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

	PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	30.91%	84.40%

AGGREGATE ORDER TYPES														
Company Info							LSR PROCESSING					FLOWTHROUGH		
		Mechanized Interface Used			Manual	Rejects	Validated		Errors					
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC caused Fallout	Issued SO'S	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1		240	0	240	140	9	91	13	9	4	76	34.36%	85.71%	69.66%
2		245	0	245	120	4	121	76	55	23	43	19.72%	35.54%	43.88%
3		213	0	213	126	a	77	11	5	6	66	33.17%	85.71%	92.86%
4		754	0	754	304	85	365	63	32	31	302	47.34%	62.74%	90.42%
5		1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		2330	0	2330	790	142	1398	323	191	132	1075	52.29%	76.90%	84.91%
7		0	4	4	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
a		0	66	66	42	6	18	14	0	14	4	6.70%	22.22%	100.00%
9		0	107	107	61	11	35	24	IO	14	11	13.41%	31.43%	52.38%
10		12	0	12	5	1	6	1	1	0	5	45.45%	63.33%	63.33%
11		2182	0	2182	1760	167	235	95	26	67	140	7.26%	59.57%	83.33%
12		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
13		0	52	52	9	7	36	12	5	7	24	63.16%	66.67%	82.76%
14		636	0	636	172	a	456	56	a	46	400	66.97%	67.72%	96.04%
15		913	0	913	130	59	724	62	11	51	662	62.44%	91.44%	98.37%
16		0	2160	2160	2016	142	0	0	0	0	0	0.00%	0.00%	0.00%
17		0	161	161	62	25	74	25	15	10	49	33.56%	66.22%	76.56%
16		0	36	36	11	5	22	6	1	5	16	57.14%	72.73%	94.12%
IQ		0	143	143	64	23	56	16	15	3	36	3246%	67.66%	71.70%
20		0	69	69	54	2	13	7	5	2	6	9.23%	46.15%	54.55%
21		61	0	61	19	11	31	to	7	3	21	4466%	67.74%	75.00%
22		0	1884	1884	819	168	697	269	131	158	606	39.02%	67.78%	82.27%
23		59	0	59	14	25	20	IO	2	a	10	36.46%	50.00%	83.33%
24		2	0	2	1	0	I	1	1	0	0	0.00%	0.00%	0.00%
25		0	64	84	26	12	44	14	11	3	30	43.48%	68.18%	73.17%
26		56	0	58	17	9	32	IO	6	4	22	48.69%	68.75%	78.57%
27		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
26		660	0	660	590	26	262	113	42	71	149	19.08%	56.67%	76.01%
29		151	0	151	141	1	9	6	1	5	3	2.07%	33.33%	75.00%
30		355	0	355	227	5	123	71	49	22	52	15.65%	42.28%	51.49%
31		665	0	665	346	33	286	156	66	66	130	23.05%	45.45%	59.63%
32		0	IO	10	1	4	5	2	0	2	3	75.00%	60.00%	100.00%
EDI Subtotal		9759	0	975s	4905	615	4239	1079	536	543	3160	36.74%	74.55%	65.50%
TAG Subtotal		0	4798	4798	3192	405	1201	412	194	216	789	18.90%	65.70%	80.26%
TOTAL INTERFACES		9759	4798	14557	8097	1020	6440	1491	730	761	3949	30.91%	72.6%	64.40%

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		27
2		14
3		13
4		116
5		0
6		106
7		9
8		9
9		9
10		59
11		1
12		460
13		6
14		3
15		217
16		358
17		86
18		7
19		13
20		2
21		22
22		61
23		71
24		0
25		5
26		13
27		2
28		166
29		26
30		16
31		146

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
Total		2043

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized		Interface	Used	Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	ED1	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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
							12	0	39	7	1	6	32	74.42%	82.05%	96.97%
#2		0	729	0	729	157	152	0	420	153	23	130	267	59.73%	63.57%	92.07%
#3		0	14	0	14	2	3	0	9	0	0	0	9	81.82%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	76	0	76	29	2	0	45	3	0	3	42	59.15%	93.33%	100.00%
#7		0	56	0	56	20	12	0	24	2			22	51.16%	91.67%	95.65%
#8		97	0	0	97	11	15	3	68	15	7	a	53	74.65%	77.94%	88.33%
#9		1606	0	0	1606	307	135	19	1235	131	80	51	1104	74.04%	89.39%	93.24%
#10		10	0	0	10	1	0	1	a	4	3		4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		41	0	0	41	3	9	3	26	8	4	4	18	72.00%	69.23%	81.82%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		12	0	0	12	3	1	0	8	6	4	2	2	22.22%	25.00%	33.33%
#18		500	0	0	500	a3	56	1	360	41	11	30	319	77.24%	88.61%	96.67%
#19		0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
#20		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#21		0	159	0	159	46	15	3	65	16	4	12	49	49.49%	75.38%	92.45%
#22		23	0	0	23	11	0	0	12	3	2	1	9	40.91%	75.00%	81.82%
#23		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#24		339	0	0	339	67	29	2	241	20	12	8	221	73.67%	91.70%	94.85%
#25		1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#26		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
#27		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#28		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#29		1145	0	0	1145	99	143	1	902	43	33	10	859	86.68%	95.23%	96.30%
#30		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#31		24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#32		1082	0	0	1082	90	263	9	720	68	20	48	652	85.56%	90.56%	97.02%
#33		501	0	0	501	33	27	0	441	14	7	7	427	91.43%	96.83%	98.39%
#34		12	0	0	12	2	0	1	9	4	2	2	5	-- 55.56%	55.56%	71.43%
#35		1226	0	0	1226	93	43	5	1085	31	25	6	1054	89.93%	97.14%	97.66%
#36		1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%

AGGREGATE ORDER TYPES																
Company **Info**						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized		Interlace	**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	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#37		42	0	0	42	9	2	1	30	9	5	4	21	60.00%	70.00%	80.77%
#38		92	0	0	92	19	6	3	64	10	4	6	54	70.13%	84.38%	93.10%
#39		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#40		38	0	0	38	1	7	5	25	7	2	5	18	85.71%	72.00%	90.00%
#41		328	0	0	328	35	23	2	268	25	21	4	243	81.27%	90.67%	92.05%
#42		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#43		0	292	0	292	19	74	6	193	65	48	17	128	65.64%	66.32%	72.73%
#44		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#45		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#46		2297	0	0	2297	126	225	16	1930	196	152	44	1734	86.18%	89.84%	91.94%
#47		13	0	0	13	2	3	0	8	2	0	2	6	75.00%	75.00%	100.00%
#48		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#49		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	04.62%	100.00%
#50		82	0	0	82	5	2	1	74	17	13	4	57	76.00%	77.03%	81.43%
#51		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#52		0	0	15024	15024	2896	2194	170	9764	1555	719	836	8209	69.43%	04.07%	91.95%
#53		0	0	704	704	265	112	11	316	57	26	31	259	47.09%	81.96%	90.88%
#54		7334	0	0	7334	491	337	25	6481	623	457	166	5858	86.07%	90.39%	92.76%
#55		491	0	0	491	133	77	5	276	77	51	26	199	51.96%	72.10%	79.60%
#56		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21 %
#57		328	0	0	328	48	39	1	240	8	7	1	232	80.84%	96.67%	97.07%
#58		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#59		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#60		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#61		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#62		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#63		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#64		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#65		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#66		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#67		0	640	0	640	285	101	4	250	59	17	42	191	38.74%	76.40%	91.83%
#68		741	0	0	741	98	91	16	536	63	15	48	473	80.72%	88.25%	96.93%
#69		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%
#70		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#71		61	0	0	61	8	1	0	52	10	7	3	42	73.68%	80.77%	85.71%
#72		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#74		17	0	0	17	3	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#75		0	0	889	889	6	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#76		75	0	0	75	2	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#77		28	0	0	28	5	2	0	21	5	3	2	16	66.67%	76.19%	84.21%
#78		288	0	0	288	27	48	2	211	15	5	10	196	85.96%	92.89%	97.51%
#79		32	0	0	32	4	7	0	21	8	0	8	13	76.47%	61.90%	100.00%
#80		16	0	0	16	4	1	0	11	1	0	1	10	71.43%	90.91%	100.00%
#81		355	0	0	355	35	31	1	288	54	50	4	234	73.35%	81.25%	82.39%
#82		55	0	0	55	12	19	2	22	7	4	3	15	48.39%	68.18%	78.95%
#83		31624	0	0	31624	3452	6381	286	21505	4321	2408	1913	17184	74.57%	79.91%	87.71%
#84		344	0	0	344	36	27	1	280	8	6	2	272	86.62%	97.14%	97.84%
#85		6	0	0	6	2	3	0	1	0	0	0	1	33.33%	100.00%	100.00%
#86		8	0	0	8	0	0	0	8	1	0	1	7	100.00%	87.50%	100.00%
#87		43	0	0	43	14	3	0	26	2	2	0	24	60.00%	92.31%	92.31%
#88		69	0	0	69	7	4	3	55	19	14	5	36	63.16%	65.45%	72.00%
#89		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#90		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#91		130	0	0	130	21	10	3	96	32	14	18	64	64.65%	66.67%	82.05%
#92		1683	0	0	1683	272	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#93		37	0	0	37	3	26	0	8	0	0	0	8	72.73%	100.00%	100.00%
#94		357	0	0	357	55	42	5	255	82	55	27	173	61.13%	67.84%	75.88%
#95		1885	0	0	1885	235	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#96		683	0	0	683	49	40	4	590	53	39	14	537	85.92%	91.02%	93.23%
#97		55	0	0	55	10	11	1	33	15	10	5	18	47.37%	54.55%	64.29%
#98		975	0	0	975	119	53	0	803	24	22	2	779	84.67%	97.01%	97.25%
#99		128	0	0	128	23	10	1	94	9	8	1	85	73.28%	90.43%	91.40%
#100		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#101		17	0	0	17	1	3	0	13	5	1	4	8	80.00%	61.54%	88.89%
#102		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#103		8	0	0	8	0	3	0	5	0	0	0	5	100.00%	100.00%	100.00%
#104		0	0	97	97	26	35	4	32	11	7	4	21	38.89%	65.63%	75.00%
#105		0	0	141	141	6	52	15	68	55	31	24	13	26.00%	19.12%	29.55%
#106		634	0	0	634	89	67	5	473	54	39	15	419	76.60%	88.58%	91.46%
#107		371	0	0	371	46	100	18	207	103	49	54	104	52.26%	50.24%	67.97%
#108		7	0	0	7	3	0	0	4	0	0	0	4	57.14%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#109		203	0	0	203	47	11	1	144	8	6	2	136	71.96%	94.44%	95.77%
#110		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%
#111		115	0	0	115	17	5	0	93	1	1	0	92	83.64%	98.92%	98.92%
#112		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#113		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%
#114		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#115		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.96%	96.07%
#116		835	0	0	835	126	133	2	574	46	39	7	528	76.19%	91.99%	93.12%
#117		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%
#118		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.88%
#119		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#120		495	0	0	495	64	30	2	399	45	26	19	354	79.73%	88.72%	93.16%
#121		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%
#122		2551	0	0	2551	307	187	7	2050	115	93	22	1935	82.87%	94.39%	95.41%
#123		92	0	0	92	8	6	3	75	30	24	6	45	50.44%	60.00%	65.22%
#124		148	0	0	148	14	6	0	128	3	2	1	125	88.65%	97.66%	98.43%
#125		13	0	0	13	10	0	0	3	2	0	2	1	9.09%	33.33%	100.00%
#126		15	0	0	15	7	0	0	8	2	0	2	6	46.15%	75.00%	100.00%
#127		1194	0	0	1194	241	126	2	625	47	40	7	778	73.47%	94.30%	95.11%
#128		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%
#129		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#130		2868	0	0	2868	212	193	22	2441	336	302	36	2103	80.36%	86.15%	87.44%
#131		0	0	7	7	2	0	0	5	2	1	1	3	50.00%	60.00%	75.00%
#132		25	0	0	25	4	6	1	14	3	2	1	11	64.71%	70.57%	84.62%
#133		70	0	0	70	11	6	0	53	9	6	3	44	72.13%	83.02%	88.00%
#134		792	0	0	792	41	46	0	705	18	11	7	687	92.96%	97.45%	98.42%
#135		0	0	11192	11192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61 %
#136		3726	0	0	3726	354	253	26	3093	213	141	72	2860	85.33%	93.11%	95.33%
#137		212	0	0	212	32	29	2	149	40	28	12	109	64.50%	73.15%	79.56%
#138		5	0	0	5	2	0	0	3	2	1	1	1	25.00%	33.33%	50.00%
#139		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%
#140		462	0	0	462	98	51	16	297	67	44	23	230	61.83%	77.44%	83.94%
#141		1257	0	0	1257	137	173	17	930	132	65	67	798	79.80%	85.81%	92.47%
#142		0	50	0	50	11	8	0	31	11	9	2	20	50.00%	64.52%	68.97%
#143		0	375	0	375	109	55	0	211	33	19	14	178	58.17%	84.36%	90.36%
#144		520	0	0	520	64	42	6	388	76	52	24	312	69.64%	80.41%	85.71%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		2526	0	0	2526	352	201	32	1941	308	198	110	1633	74.81%	84.13%	89.19%
#146		2947	0	0	2947	310	469	28	2140	240	69	171	1900	83.37%	88.79%	96.50%
#147		4070	0	0	4070	46%	571	32	2999	290	120	170	2709	82.17%	90.33%	95.76%
#148		34	0	0	34	1	6	0	27	7	3	4	20	83.33%	74.07%	86.96%
#149		1997	0	0	1997	301	562	16	1118	426	278	148	692	54.45%	61.90%	71.34%
#150		259	0	0	259	67	9	6	177	129	123	6	48	20.17%	27.12%	28.07%
#151		21	0	0	21	1	0	0	20	0	0	0	20	95.24%	100.00%	100.00%
#152		39	0	0	39	11	1	0	27	1	1	0	26	68.42%	96.30%	96.30%
#153		12	0	0	12	3	1	0	8	1	0	1	7	70.00%	87.50%	100.00%
#154		0	0	38	38	7	2	0	29	1	1	0	28	77.78%	96.55%	96.55%
#155		22	0	0	22	2	1	1	18	5	4	1	13	68.42%	72.22%	76.47%
#156		210	0	0	210	21	19	1	169	7	5	2	162	86.17%	95.86%	97.01%
#157		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#158		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#159		166	0	0	166	19	25	7	115	12	5	7	103	81.10%	89.57%	95.37%
#160		33	0	0	33	8	4	2	19	6	1	5	13	59.09%	68.42%	92.86%
#161		100	0	0	100	10	4	1	85	15	7	a	70	80.46%	82.35%	90.91%
#162		146	0	0	146	31	21	1	93	15	a	7	78	66.67%	88.87%	90.70%
#163		14	0	0	14	3	3	0	a	5	2	3	3	37.50%	37.50%	60.00%
#164		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#165		a4	0	0	84	12	9	0	a3	3	3	0	60	80.00%	95.24%	95.24%
#166		0	924	0	924	24	66	0	834	49	39	10	785	92.57%	94.12%	95.27%
#167		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#168		4	0	0	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#169		0	40094	0	40094	3883	4907	4	31300	1010	283	727	30290	87.91%	96.77%	99.07%
#170		27	0	0	27	1	12	0	14	1	1	0	13	86.67%	92.86%	92.86%
#171		218	0	0	218	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#172		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		88	0	0	88	12	9	0	67	a	5	3	59	77.63%	88.06%	92.19%
#174		13	0	0	13	3	2	0	a	4	3	1	4	40.00%	50.00%	57.14%
#175		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#176		0	0	5	5	4	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		0	0	1	1	1	0	0	0	0	0	0	0	000%	0.00%	0.00%
#179		0	0	7	7	6	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#180		151	0	0	151	19	23	2	107	17	9	8	90	76.27%	84.11%	90.91%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		53	0	0	53	9	17	0	27	3	0	3	24	72.73%	88.89%	100.00%
#182		16	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	92.31%
#183		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#184		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#185		161	0	0	161	35	28	3	95	12	8	4	83	65.87%	87.37%	91.21%
#186		9	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
#187		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#188		12	0	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%
#189		20	0	0	20	6	5	1	8	2	1	1	6	46.15%	75.00%	85.71%
#190		413	0	0	413	61	21	0	331	12	10	2	319	81.79%	96.37%	96.96%
#191		0	17	0	17	5	1	0	11	6	0	6	5	50.00%	45.45%	100.00%
#192		1794	0	0	1794	158	215	3	1418	81	52	29	1337	86.43%	94.29%	96.26%
#193		2495	0	0	2495	268	275	41	1911	127	56	71	1784	84.63%	93.35%	96.96%
#194		390	0	0	390	75	42	6	267	36	17	19	231	71.52%	86.52%	93.15%
#195		111	0	0	111	20	15	0	76	15	8	7	61	68.54%	80.26%	88.41%
#196		16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%
#197		0	0	3452	3452	14	565	32	2841	733	496	237	2108	80.52%	74.20%	80.95%
#198		7	0	0	7	0	2	0	5	1	1	0	4	80.00%	80.00%	80.00%
#199		0	0	13	13	0	3	3	7	1	1	0	6	85.71%	85.71%	85.71%
#200		0	0	12	12	11	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#201		0	0	32	32	7	1	0	24	3	2	1	21	70.00%	87.50%	91.30%
#202		0	0	175	175	61	30	3	81	28	17	11	53	40.46%	65.43%	75.71%
#203		0	0	18	18	1	10	1	6	2	1	1	4	66.67%	66.67%	80.00%
#204		0	0	160	160	32	49	1	78	33	8	25	45	52.94%	57.69%	84.91%
#205		0	0	49	49	8	7	2	32	8	7	1	24	61.54%	75.00%	77.42%
#206		0	0	26	26	0	10	0	16	9	5	4	7	58.33%	43.75%	58.33%
#207		3	0	0	3	0	0	0	3	3	0	3	0	0.00%	0.00%	0.00%
#208		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#209		39	0	0	39	3	6	0	30	3	1	2	27	87.10%	90.00%	96.43%
#210		0	0	10	10	6	0	0	4	1	1	0	3	30.00%	75.00%	75.00%
#211		0	0	17	17	12	2	1	2	0	0	0	2	14.29%	100.00%	100.00%
#212		7	0	0	7	4	0	0	3	2	2	0	1	14.29%	33.33%	33.33%
#213		9	0	0	9	1	5	0	3	1	0	1	2	66.67%	66.67%	100.00%
#214		0	0	39	39	3	10	3	23	3	3	0	20	76.92%	86.96%	86.96%
#215		0	0	22	22	4	5	0	13	7	4	3	6	42.86%	46.15%	60.00%
#216		0	0	23	23	10	3	0	10	8	4	4	2	12.50%	20.00%	33.33%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		21	0	0	21	2	3	0	16	0	0	0	16	88.89%	1 00.00%	100.00%
#218		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#219		880	0	0	880	103	111	11	655	70	23	47	585	82.28%	89.31%	96.22%
#220		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#221		0	0	12	12	7	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
#222		113	0	0	113	2	9	0	102	8	0	8	94	97.92%	92.16%	100.00%
#223		0	0	49	49	22	5	1	21	6	2	4	15	38.46%	71.43%	88.24%
#224		0	0	9	9	0	0	0	9	1	1	0	8	88.89%	88.89%	88.89%
#225		209	0	0	209	19	5	2	183	69	10	59	114	79.72%	62.30%	91.94%
#226		23	0	0	23	2	2	0	19	5	4	1	14	70.00%	73.68%	77.78%
#227		266	0	0	266	23	52	2	189	8	5	3	181	86.60%	95.77%	97.31%
#228		100	0	0	100	24	8	0	68	22	17	5	46	52.87%	67.65%	73.02%
#229		68	0	0	68	5	7	0	56	5	3	2	51	86.44%	91.07%	94.44%
#230		0	0	4185	4185	222	79	14	3870	346	306	40	3524	86.97%	91.06%	92.01%
#231		10985	0	0	10985	809	493	4	9679	230	185	45	9449	90.48%	97.62%	98.08%
#232		18	0	0	18	1	10	0	7	1	1	0	6	75.00%	85.71%	85.71%
#233		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#235		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#236		0	0	40	40	21	11	0	8	4	1	3	4	15.38%	50.00%	80.00%
#237		6234	0	0	6234	1108	649	51	4426	396	213	183	4030	75.31%	91.05%	94.98%
#238		3279	0	0	3279	275	400	4	2600	63	46	17	2537	88.77%	97.58%	98.22%
#239		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#240		49	0	0	49	12	0	0	37	2	2	0	35	71.43%	94.59%	94.59%
#241		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#242		29	0	0	29	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%
#243		1578	0	0	1578	167	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%
#244		105	0	0	105	18	17	0	70	7	4	3	63	74.12%	90.00%	94.03%
#245		244	0	0	244	38	11	0	195	5	5	0	190	81.55%	97.44%	97.44%
#246		0	0	2303	2303	80	190	0	2033	84	65	19	1949	93.08%	95.87%	96.77%
#247		110	0	0	110	13	8	5	84	7	5	2	77	81.05%	91.67%	93.90%
#248		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#249		221	0	0	221	87	1	0	133	7	4	3	126	58.06%	94.74%	96.92%
#250		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#251		99	0	0	99	10	3	0	86	4	4	0	82	85.42%	95.35%	95.35%
#252		975	0	0	975	100	30	2	843	61	60	1	782	83.01%	92.76%	92.87%

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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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#253		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%
#254		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%
#255		0	0	75	75	14	16	4	41	12	6	8	29	59.18%	70.73%	82.86%
#256		0	0	12	12	0	2	0	10	1	0	1	9	100.00%	90.00%	100.00%
#257		0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	03.33%
#258		0	0	24	24	12	0	0	12	5	1	4	7	35.00%	58.33%	87.50%
#259		0	0	38	38	9	7	1	21	8	4	4	13	50.00%	61.90%	76.47%
#260		0	0	39	39	5	5	0	29	6	2	4	23	76.67%	79.31 %	92.00%
#261		113	0	0	113	11	12	0	90	2	0	2	88	88.89%	97.78%	100.00%
#262		18	0	0	18	4	5	0	9	1	0	1	8	66.67%	88.89%	100.00%
#263		6	0	0	8	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#264		20	0	0	20	1	2	0	17	9	3	6	8	66.67%	47.06%	72.73%
#265		51	0	0	51	18	9	0	24	6	4	2	18	45.00%	75.00%	81.82%
#266		62	0	0	62	7	17	0	38	4	3	1	34	77.27%	89.47%	91.89%
#267		3954	0	0	3964	444	249	25	3246	105	70	35	3141	85.94%	96.77%	97.82%
#268		49	0	0	49	15	12	1	21	11	11	0	10	27.78%	47.62%	47.62%
#269		1282	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	96.56%
#270		165	0	0	165	36	7	0	122	3	3	0	119	75.32%	97.54%	97.54%
#271		0	2	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#272		564	0	0	564	81	46	2	435	15	9	6	420	82.35%	96.55%	97.90%
#273		136	0	0	136	19	27	1	89	4	3	1	85	79.44%	95.51%	96.59%
#274		0	0	1972	*1972*	*184*	*159*	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#275		2278	0	0	2278	139	831	2	1306	32	29	3	1274	88.35%	97.55%	97.77%
#276		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%
#277		60	0	0	80	7	6	2	45	4	1	3	41	83.67%	91.11%	97.62%
#278		1727	0	0	1727	180	87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%
#279		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#280		97	0	0	97	3	7	0	87	8	8	0	79	87.78%	90.80%	90.80%
#281		108	0	0	108	18	2	0	88	3	1	2	85	81.73%	96.59%	98.84%
#282		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%
#283		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.18%
#284		497	0	0	497	46	15	1	435	14	10	4	421	88.26%	96.78%	97 68%
#285		404	0	0	404	39	21	1	343	16	16	0	327	85.60%	95.34%	95 34%
#286		2084	0	0	2084	247	167	6	1664	40	29	19	1616	85.41%	97.12%	98.24%
#287		800	0	0	800	107	112	1	580	17	14	3	563	82.31%	97.07%	97.57%
#288		917	0	0	917	109	26	0	782	12	10	2	770	86.61%	98.47%	98.72%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#Et39		39	0	0	39	4	2	1	32	3	3	0	29	80.56%	90.63%	90.63%
#290		1852	0	0	1852	191	80	5	1576	49	33	16	1527	87.21%	96.89%	97.88%
#291		232	0	0	232	13	11	0	208	5	5	0	203	91.86%	97.60%	97.60%
#292		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#293		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#294		143	0	0	143	3	27	0	113	11	10	1	102	68.70%	90.27%	91.07%
#295		315	0	0	315	79	16	3	217	20	16	4	197	67.47%	90.78%	92.49%
#296		20	0	0	20	0	4	0	16	2	2	0	14	87.50%	87.50%	87.50%
#297		146	0	0	146	35	31	0	80	11	2	9	69	65.09%	86.25%	97.18%
#298		105	0	0	105	27	15	1	62	7	4	3	55	63.95%	88.71%	93.22%
#299		1297	0	0	1297	181	106	3	1007	30	24	6	977	82.66%	97.02%	97.60%
#300		411	0	0	411	41	17	5	348	7	6	1	341	87.89%	97.99%	98.27%
#301		138	0	0	138	46	7	4	81	13	10	3	68	54.84%	83.95%	87.18%
#302		0	144	0	144	56	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#303		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#304		12	0	0	12	2	1	3	6	2	2	0	4	50.00%	66.67%	66.67%
#305		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#306		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#307		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#308		4235	0	0	4235	537	237	9	3452	201	169	32	3251	82.16%	94.18%	95.06%
#309		8959	0	0	8959	712	539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%
#310		20	0	0	20	0	2	0	18	0	0	0	18	100.00%	100.00%	100.00%
#311		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#312		1374	0	0	1374	113	87	3	1171	67	49	18	1104	87.20%	94.28%	95.75%
#313		865	0	0	865	89	56	1	719	33	30	3	686	65.22%	95.41%	95.81%
#314		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#315		13	0	0	13	0	3	0	10	0	0	0	10	100.00%	100.00%	100.00%
#316		450	0	0	450	57	27	1	365	18	17	1	347	82.42%	95.07%	95.33%
#317		334	0	0	334	20	32	1	281	7	1	6	274	92.88%	97.51%	99.64%
#318		0	2404	0	2404	942	342	20	1100	271	152	119	829	43.11%	75.36%	84.51%
#319		315	0	0	315	88	55	3	169	32	16	16	137	56.85%	81.07%	89.50%
#320		2983	0	0	2983	237	175	17	2554	213	156	57	2341	85.63%	91.66%	93.75%
#321		420	0	0	420	54	38	3	325	51	42	9	274	74.05%	84.31%	86.71%
#322		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#323		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%
#324		200	0	0	200	28	23	2	147	38	9	29	109	74.66%	74.15%	92.37%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#325		86	0	0	86	4	8	1	73	t7	10	7	56	80.00%	76.71%	84.85%
#326		84	0	0	84	7	5	0	72	7	5	2	65	84.42%	90.28%	92.86%
#327		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#328		0	0	72	72	14	10	0	48	8	4	4	40	68.97%	63.33%	90.91%
#329		506	0	0	506	43	29	1	433	19	15	4	414	67.71%	95.61%	96.50%
#330		451	0	0	451	52	22	2	375	71	64	7	304	72.38%	81.07%	82.61%
#331		31	0	0	31	6	1	0	24	1	1	0	23	76.67%	95.83%	95.83%
#332		31	0	0	31	3	1	0	27	0	0	0	27	90.00%	100.00%	100.00%
#333		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#334		0	0	63	63	26	3	0	34	1	1	0	33	55.00%	97.06%	97.06%
#335		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#336		0	0	482	482	24	38	0	420	11	5	6	409	93.38%	97.38%	98.79%
#337		91	0	0	91	0	33	3	55	0	0	0	55	100.00%	100.00%	100.00%
#338		64	0	0	64	13	4	0	47	4	4	0	43	71.67%	91.49%	91.49%
#339		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#340		639	0	0	639	59	91	1	488	44	38	6	444	82.07%	90.98%	92.12%
#341		504	0	0	504	83	52	2	367	36	18	18	331	76.62%	90.19%	94.84%
#342		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#343		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#344		189	0	0	189	38	26	3	122	11	a	3	111	70.70%	90.98%	93.28%
#345		10	0	0	10	3	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
#346		0	5968	0	5988	773	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%
#347		0	8139	0	8139	1366	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#348		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#349		366	0'	0	368	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#350		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#351		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#352		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#353		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#354		11	0	0	11	4	2	0	5	0	0	0	5	55.56%	100.00%	100.00%
1355		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#356		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#357		3454	0	0	3454	126	107	14	3207	69	37	32	3138	95.06%	97.85%	98.83%
#358		11287	0	0	11287	379	1298	14	9596	252	192	60	9344	94.24%	97.37%	97.99%
#359		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#360		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EOI	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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#361		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%
#362		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%
#363		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%
#364		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#365		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#366		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%
#367		61	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%
#368		0	473	0	473	241	91	15	126	50	32	18	78	21.78%	60.32%	70.37%
#369		0	48	0	48	18	14	1	15	1	1	0	14	42.42%	93.33%	93.33%
#370		4218	0	0	4218	1746	196	21	2255	87	47	40	2168	54.73%	96.14%	97.86%
#371		1159	0	0	1159	136	100	24	899	207	134	73	692	71.93%	76.97%	83.78%
#372		103	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%
#373		20	0	0	20	1	3	0	16	1	1	0	15	88.24%	93.75%	93.75%
#374		32244	0	0	32244	4241	2508	67	25428	1211	1085	126	24217	81.97%	95.24%	95.71%
#375		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#376		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#377		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#378		30	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%
#379		19	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%
#380		27	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%
#381		29	0	0	29	4	6	1	18	7	0	7	11	73.33%	61.11%	100.00%
#382		11	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%
#383		240	0	0	240	55	36	1	148	3	3	0	145	71.43%	97.97%	97.97%
#384		0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
#385		0	0	1849	1849	294	236	9	1310	160	87	73	1150	75.11%	87.79%	92.97%
#386		0	0	1007	1007	122	152	1	732	78	41	37	654	80.05%	89.34%	94.10%
#387		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#388		0	0	1882	1682	387	287	4	1204	196	89	107	1008	67.92%	83.72%	91.89%
#389		0	0	1157	1157	171	205	2	779	126	56	70	653	74.20%	83.83%	92.10%
#390		0	0	974	974	160	155	1	658	100	33	67	558	74.30%	84.80%	94.42%
													7	77.78%	77.78%	100.00%
													0	0.00%	0.00%	0.00%
#393		4	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%
#394		1066	0	7	1066	105	78	8	825	33	26	2	792	80.57%	96.00%	96.82%
#395		15	0	0	15	1	1	0	13	0	0	0	13	92.86%	100.00%	100.00%
#396		11	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
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		Mechanized		Interface	Used	Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR'S	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR'S	Total System Fallout	BST Caused Fallout	CLEC Caused Faliout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flo Through
#397		0	2	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#398		58	0	0	58	1	7	0	50	3	1	2	47	95.92%	94.00%	97.92%
#399		2611	0	0	2611	492	330	16	1773	150	72	78	1623	74.21%	91.54%	95.75%
#400		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#401		276	0	0	276	58	17	3	198	19	16	3	179	70.75%	90.40%	91.79%
#402		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#403		1820	0	0	1820	159	97	1	1563	46	40	6	1517	88.40%	97.06%	97.43%
#404		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#405		0	88	0	88	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#406		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#407		0	0	1140	1140	45	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#408		391	0	0	391	78	28	2	283	15	11	4	268	75.07%	94.70%	96.06%
#409		2356	0	0	2356	307	152	13	1884	83	74	9	1801	02.54%	95.59%	96.05%
#410		165	0	0	165	27	11	3	124	22	15	7	102	70.83%	82.26%	87.18%
#411		161	0	0	161	12	6	0	143	4	3	1	139	90.26%	97.20%	97.89%
#412		406	0	0	406	29	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#413		384	0	0	384	45	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#414		540	0	0	540	45	13	0	482	6	6	0	476	90.32%	98.76%	90.76%
#415		333	0	0	333	51	31	3	248	10	10	0	238	79.60%	95.97%	95.97%
#416		0	28	0	28	6	0	2	20	11	10	1	9	36.00%	45.00%	47.37%
#417		0	63	0	63	48	1	0	14	3	1	2	11	18.33%	78.57%	91.67%
#418		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#419		0	28	0	28	20	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#420		0	213	0	213	160	19	3	31	11	6	5	20	10.75%	64.52%	76.92%
#421		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#422		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
#423		64	0	0	64	12	4	0	48	7	6	1	41	69.49%	85.42%	87.23%
#424		496	0	0	496	80	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#425		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#426		0	323	0	323	143	46	6	128	38	27	11	90	34.62%	70.31%	76.92%
#427		83	0	0	83	17	12	4	50	22	5	17	28	56.00%	56.00%	84.85%
#428		5	0	0	5	1	2 '	0	2	1	1	0	1	33.33%	50.00%	50.00%
#429		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#430		155	0	0	155	28	24	1	102	10	6	4	92	73.02%	90.20%	93.88%
#431		631	0	0	631	76	74	8	473	73	62	11	400	74.35%	84.57%	86.58%
#432		84	0	0	84	27	1	2	54	16	6	10	38	53.52%	70.37%	86.36%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#433		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
#434		16	0	0	16	4	3	0	9	2	2	0	7	53.85%	77.78%	77.78%
#435		50	0	0	50	6	6	1	37	5	4	1	32	76.19%	86.49%	88.89%
#436		22	0	0	22	0	0	0	22	6	3	3	16	84.21%	72.73%	84.21%
#437		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%
#438		129	0	0	129	2	6	0	121	7	2	5	114	96.61%	94.21%	98.28%
#439		92	0	0	92	7	6	1	78	6	5	1	72	85.71%	92.31%	93.51%
#440		30	0	0	30	7	4	0	19	6	5	1	13	52.00%	66.42%	72.22%
#441		213	0	0	213	40	33	3	137	14	10	4	123	71.10%	89.78%	92.48%
#442		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#443		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#444		56	0	0	56	5	5	0	46	4	0	4	42	89.36%	91.30%	100.00%
#445		71	0	0	71	11	5	1	54	6	2	4	48	78.69%	88.89%	96.00%
#446		96	0	0	96	10	15	3	70	15	9	6	55	74.32%	78.57%	85.94%
#447		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#448		0	0	661	661	a7	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#449		0	0	92	92	15	6	0	71	a	0	a	63	80.77%	88.73%	100.00%
#450		0	0	228	228	26	31	0	169	14	a	6	155	81.15%	91.72%	95.09%
#451		0	0	353	353	63	25	0	265	19	11	8	246	76.88%	92.03%	95.72%
#452		0	0	229	229	36	27	1	165	18	a	10	147	76.96%	89.09%	94.84%
#453		16	0	0	16	3	0	0	13	1	1	0	12	75.00%	92.31%	92.31%
#454		648	0	0	648	61	46	4	537	43	16	27	494	86.51%	91.99%	96.86%
#455		139	0	0	139	6	6	3	124	13	5	8	111	90.98%	89.52%	95.69%
#456		213	0	0	213	27	18	5	163	19	12	7	144	78.69%	88.34%	92.31%
#457		927	0	0	927	115	76	13	723	77	49	28	646	79.75%	89.35%	92.95%
#458		963	0	0	963	126	79	4	774	74	58	16	700	79.19%	90.44%	92.35%
#459		1929	0	0	1929	174	53	5	1697	86	75	11	1611	66.61%	94.93%	95.55%
#460		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%
#461		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%
#462		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#463		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.28%
LENS Subtotal		251759	0	0	251759	28667	25697	1279	196116	16279	10652	5627	179837	82.06%	91.70%	94.41%
EDI Subtotal		0	74628	0	74628	11278	12080	90	51180	3354	1527	1827	47626	78.88%	93.45%	96.91%
JAG *Subtotal*		0	0	56696	56696	5935	6075	403	44283	4844	2946	1898	39439	81.62%	89.06%	93.05%
TOTAL INTERFACES		251759	74628	56696	363063	45660	43852	1772	291579	24477	15125	9352	267102	81.41%	91.61%	94.64%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		0	4	0	4	1	0	0	3	1	0	1	Z	66.67%	66.6 7%	100.00%
#2		0	18	0	18	0	Z	0	16	5	0	5	CI	100.00%	68.75%	100.00%
#3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		0	2	0	Z	0	0	0	Z	0	0	0	Z	100.00%	100.00%	100.00%
#6		10	0	0	10	1	4	0	5	0	0	0	5	83.33%	100.00%	100.00%
#7		Z	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#8		6	0	0	6	3	1	0	Z	1	1	0	1	20.00%	50.00%	50.00%
#9		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	0	174	18	15	0	141	8	5	3	133	85.26%	94.33%	96.38%
#11		1152	0	0	1152	108	2zz	1	921	18	14	4	903	88.10%	98.05%	98.47%
#12		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		1144	0	0	1144	99	143	1	901	42	33	9	869	86.68%	95.34%	96.30%
#14		2	0	0	Z	0	z	0	0	0	0	0	0	0.00%	0.00%	0.00%
#15		24	0	0	24	6	3	0	15	1	1	0	Cd	99.6 7%	93.33%	93.33%
#16		9	0	0	9	0	Z	0	7	1	0	1	6	100.00%	85.71%	100.00%
#17		500	0	0	500	33	27	0	440	Cd	7	7	426	91.42%	96.82%	98.38%
#18		12	0	0	12	Z	0	1	9	4	Z	Z	5	55.56%	55.56%	71.43%
#19		1208	0	0	1208	96	41	4	1070	69Z	24	5	1041	89.90%	97.29%	97.75%
#20		1902	0	0	1 90Z	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%
#21		21	0	0	21	0	4	0	17	1	0	1	16	100.00%	94.12%	100.00%
#22		COP	0	0	COP	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#23		16	0	0	16	1	1	1	13	4	1	3	9	81.82%	69.23%	90.00%
#24		321	0	0	321	35	zz	Z	262	zz	19	3	240	81.63%	91.60%	92.66%
#25		Cd	0	0	Cd	0	z	0	12	3	Z	1	9	81.82%	75.00%	81.82%
#26		0	Z	0	Z	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#27		2277	0	0	2277	125	EZZ	15	1914	190	146	44	1724	86.42%	90.07%	92.19%
#28		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#29		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#30		18	0	0	18	0	5	0	13	Z	0	Z	11	100.00%	84.62%	100.00%
#31		50	0	0	50	4	Z	0	44	9	6	3	35	77.78%	79.55%	85.37%
#32		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#33		0	0	24	24	4	E1	Z	5	4	1	3	1	16.67%	20.00%	50.00%
#34		0	0	535	535	167	18	8	9LZ	42	18	24	237	56.16%	84.95%	92.94%
#35		69	0	0	69	7	9E	1	22	6	0	6	16	69.57%	72.73%	100.00%
#36		232	0	0	232	17	44	5	991	9E	25	14	127	75.15%	76.51 %	83.55%

AGGREGATE ORDER TYPES																
Company tnfo						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 Statue)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21%
#38		327	0	0	327	48	39	1	239	7	6	1	232	81.12%	97.07%	97.48%
#39		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#40		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#41		261	0	0	261	36	9	1	215	la	9	9	197	81.40%	91.63%	95.63%
#42		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#43		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#44		541	0	0	541	a2	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#45		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#46		191	0	0	191	a	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#47		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#48		6	0	0	6	1	1	0	4	0	0	0	4	ao.oo%	100.00%	100.00%
#49		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#50		56	0	0	56	8	0	0	48	7	6	1	41	74.55%	85.42%	87.23%
#51		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	04.43%	88.06%
#52		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#53		17	0	0	17	3	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#54		0	0	889	889	6	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#55		75	0	0	75	2	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#56		13	0	0	13	0	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
#57		14	0	0	14	2	a	0	4	0	0	0	4	66.67%	100.00%	100.00%
#58		136	0	0	136	13	9	1	113	12	11	1	101	80.80%	89.38%	90.18%
#59		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		30227	0	0	30227	3289	6150	257	20531	3982	2180	1802	16549	75.16%	80.60%	86.36%
#61		342	0	0	342	36	27	1	278	7	5	2	271	86.86%	97.48%	98.19%
#62		43	0	0	43	14	3	0	26	2	2	0	24	60.00%	92.31%	92.31%
X63		25	0	0	25	0	3	1	21	6	1	5	15	93.75%	71.43%	93.75%
#64		1683	0	0	1683	272	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#65		34	0	0	34	2	25	0	7	0	0	0	7	77.78%	100.00%	100.00%
#66		64	0	0	64	4	6	1	53	1	0	1	52	92.86%	98.11%	100.00%
#67		1885	0	0	1885	235	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#68		610	0	0	610	39	34	4	533	45	33	12	488	87.14%	91.56%	93.67%
#69		975	0	0	975	119	53	0	803	24	22	2	779	84.67%	97.01%	97.25%
#70		128	0	0	128	23	10	1	94	9	a	1	a5	73.28%	90.43%	91.40%
#71		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		17	0	0	17	1	3	0	13	5	1	4	a	80.00%	61.54%	88.89%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		0	0	96	96	25	35	4	32	11	7	4	21	39.62%	65.63%	75.00%
#74		565	0	0	565	76	59	5	425	48	36	12	377	77.10%	88.71%	91.28%
$75		11	0	0	11	0	6	0	5	0	0	0	5	100.00%	100.00%	100.00%
#76		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#77		202	0	0	202	46	11	1	144	8	6	2	136	72.34%	94.44%	95.77%
#78		45	0	0	45	4	5	0	36	3	1	2	33	06.04%	91.67%	97.06%
#79		104	0	0	104	10	5	0	89	1	1	0	88	88.89%	98.88%	96.88%
#80		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%
#81		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#82		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.96%	96.07%
#83		828	0	0	828	125	132	2	569	46	39	7	523	76.13%	91.92%	93.06%
#84		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%
#85		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.88%
#86		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#87		493	0	0	493	64	30	2	397	44	26	18	353	79.68%	88.92%	93.14%
#88		2544	0	0	2544	302	187	7	2048	115	93	22	1933	83.03%	94.38%	95.41%
#89		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%
#90		147	0	0	147	14	6	0	127	3	2	1	124	88.57%	97.64%	98.41%
#91		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
#92		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#93		1186	0	0	1186	239	126	2	819	44	38	6	775	73.67%	94.63%	95.33%
#94		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%
#95		2868	0	0	2868	212	193	22	2441	338	302	36	2103	80.36%	86.15%	87.44%
#96		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97		16	0	0	16	0	6	1	9	0	0	0	9	100.00%	100.00%	100.00%
#98		68	0	0	68	11	6	0	51	7	5	2	44	73.33%	86.27%	89.80%
#99		791	0	0	791	41	46	0	704	18	11	7	686	92.95%	97.44%	98.42%
#100		0	0	11192	11192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61%
#101		3725	0	0	3725	354	253	26	3092	213	141	72	2879	85.33%	93.11%	95.33%
#102		73	0	0	73	4	11	1	57	9	3	6	48	87.27%	84.21%	94.12%
#103		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#104		71	0	0	71	18	13	0	40	8	7	1	32	56.14%	80.00%	82.05%
#105		0	7	0	7	2	1	0	4	0	0	0	4	66.67%	100.00%	100.00%
#106		158	0	0	158	10	10	2	136	13	10	3	123	86.01%	90.44%	92.48%
#107		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#108		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total 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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		11	0	0	11	2	3	0	6	1	0	1	5	71.43%	83.33%	100.00%
#110		280	0	0	280	43	48	1	188	25	15	10	163	73.76%	86.70%	91.57%
#111		167	0	0	167	8	4	5	150	114	110	4	36	23.38%	24.00%	24.66%
#112		21	0	0	21	1	0	0	20	0	0	0	20	95.24%	100.00%	100.00%
#113		36	0	0	36	11	0	0	25	1	1	0	24	66.67%	96.00%	96.00%
#114		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#115		202	0	0	201	20	19	1	161	6	4	2	155	86.59%	96.27%	97.48%
#116		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#117		5	0	0	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#118		7	0	0	7	1	0	1	5	0	0	0	5	83.33%	100.00%	100.00%
#119		60	0	0	60	8	4	0	48	3	1	2	45	83.33%	93.75%	97.83%
#120		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#121		84	0	0	84	12	9	0	63	3	3	0	60	80.00%	95.24%	95.24%
#122		0	924	0	924	24	66	0	834	49	39	10	785	92.57%	94.12%	95.27%
#123		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#124		0	328	0	328	40	14	0	274	4	3	1	270	86.26%	98.54%	98.90%
#125		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#126		218	0	0	218	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#127		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#129		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#130		413	0	0	413	19	21	0	331	12	10	2	319	81.79%	96.37%	96.96%
#131		377	0	0	377	27	10	1	219	20	10	4	265	87.75%	94.98%	96.36%
#132		63	0	0	63	10	19	2	32	2	0	2	30	75.00%	93.75%	100.00%
#133		354	0	0	354	62	33	6	253	36	17	19	217	73.31%	85.77%	92.74%
#134		79	0	0	79	03	13	0	53	10	5	5	43	70.49%	81.13%	89.58%
#135		0	0	3423	3423	20	555	31	2823	730	493	237	2093	80.50%	74.14%	80.94%
#136		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#137		0	0	27	27	0	2	0	25	2	1	1	23	95.83%	92.00%	95.83%
#138		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#139		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#140		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
#141		0	0	3	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#142		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#143		21	0	0	21	2	3	0	16	0	0	0	16	88.89%	100.00%	100.00%
#144		18	0	0	18	5	5	0	8	0	0	0	8	61.54%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#146		18	0	0	18	1	2	0	15	3	0	3	12	92.31%	80.00%	100.00%
#147		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#148		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#149		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
#150		252	0	0	252	18	50	0	184	8	5	3	176	80.44%	95.65%	97.24%
#151		76	0	0	76	20	8	0	48	7	5	2	41	62.12%	85.42%	89.13%
#152		67	0	0	67	5	7	0	55	5	3	2	50	86.21%	90.91%	94.34%
#153		0	0	4184	4184	222	79	14	3869	346	306	40	3523	86.97%	91.06%	92.01%
#154		10985	0	0	10985	809	493	4	9679	230	185	45	9449	90.48%	97.62%	98.08%
#155		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		450	0	0	450	70	75	3	302	31	23	8	271	74.45%	89.74%	92.18%
#157		3277	0	0	3277	273	400	4	2600	63	46	17	2537	88.83%	97.58%	98.22%
#158		29	0	0	29	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%
#159		1578	0	0	1578	167	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%
#160		83	0	0	83	10	16	0	57	4	2	2	53	81.54%	92.98%	96.36%
#161		228	0	0	228	34	8	0	186	4	4	0	182	82.73%	97.85%	97.85%
#162		0	0	2303	2303	80	190	0	2033	84	65	19	1949	93.08%	95.87%	96.77%
#163		108	0	0	108	13	7	5	a3	7	5	2	76	80.85%	91.57%	93.63%
#164		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		87	0	0	87	3	1	0	83	4	2	2	79	94.05%	95.18%	97.53%
#166		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#167		98	0	0	98	10	3	0	85	4	4	0	81	85.26%	95.29%	95.29%
#168		963	0	0	963	95	30	2	836	61	60	1	775	83.33%	92.70%	92.81%
#169		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%
#170		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%
#171		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#172		3962	0	0	3962	444	249	25	3244	105	70	35	3139	85.93%	96.76%	97.82%
#173		48	0	0	48	14	12	1	21	11	11	0	IO	28.57%	47.62%	47.62%
#174		1282	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	96.56%
#175		165	0	0	165	36	7	0	122	3	3	0	119	75.32%	97.54%	97.54%
#176		560	0	0	560	80	48	2	432	13	a	5	419	82.64%	96.99%	98.13%
#177		130	0	0	130	15	26	1	88	4	3	1	84	82.35%	95.45%	96.55%
#178		2261	0	0	2261	134	827	2	1298	30	27	3	1268	88.73%	97.69%	97.92%
#179		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%
#180		60	0	0	60	7	6	2	45	4	1	3	41	83.67%	91.11%	97.62%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized		Interface	Used	Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	ED1	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarlficetlon	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		1727	0	0	1727	180	87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%
#182		108	0	0	108	18	2	0	88	3	1	2	85	81.73%	96.59%	98.84%
#183		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%
#184		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.18%
#185		497	0	0	497	46	15	1	435	14	10	4	421	66.26%	96.78%	97.68%
#186		404	0	0	404	39	21	1	343	16	16	0	327	85.60%	95.34%	95.34%
#187		2084	0	0	2084	247	167	6	1664	48	29	19	1616	85.41%	97.12%	98.24%
#188		792	0	0	792	106	112	1	573	17	14	3	556	82.25%	97.03%	97.54%
#189		917	0	0	917	109	26	0	782	12	10	2	770	86.61%	98.47%	98.72%
#1Q0		39	0	0	39	4	2	1	32	3	3	0	29	60.56%	90.63%	90.63%
#191		1851	0	0	1651'	190	80	5	1576	49	33	16	1527	87.26%	96.89%	97.88%
#192		232	0	0	232	13	11	0	208	5	5	0	203	91.86%	97.60%	97.60%
#193		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#194		57	0	0	57	26	2	0	29	2	2	0	27	49.09%	93.10%	93.10%
#195		1297	0	0	1297	181	106	3	1007	30	24	6	977	82.66%	97.02%	97.60%
#196		411	0	0	411	41	17	5	348	7	6	1	341	87.89%	97.99%	98.27%
#197		27	0	0	27	a	0	1	18	2	1	1	16	64.00%	86.89%	94.12%
#198		4235	0	0	4235	537	237	9	3452	201	169	32	3251	62.16%	94.16%	95.06%
#199		8959	0	0	8959	712	539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%
#200		20	0	0	20	0	2	0	18	0	0	0	18	100.00%	100.00%	100.00%
f201		1370	0	0	1370	112	67	3	1168	66	49	17	1102	87.25%	94.35%	95.74%
#202		860	0	0	860	89	56	1	714	33	30	3	681	85.13%	95.38%	95.78%
1203		13	0	0	13	0	3	0	10	0	0	0	10	100.00%	100.00%	100.00%
#204		450	0	0	450	57	27	1	365	18	17	1	347	82.42%	95.07%	95.33%
#205		334	0	0	334	20	32	1	281	7	1	6	274	92.68%	97.51%	99.64%
#206		0	192	0	192	23	43	1	125	27	12	15	98	73.68%	78.40%	89.09%
#207		7	0	0	7	1	1	0	5	0	0	0	5	63.33%	100.00%	100.00%
#208		2983	0	0	2983	237	175	17	2554	213	156	57	2341	65.63%	91.66%	93.75%
#209		412	0	0	412	53	35	3	321	51	42	9	270	73.97%	84.11%	86.54%
#210		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%
#211		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#212		04	0	0	84	7	5	0	72	7	5	2	65	84.42%	90.28%	92.86%
#213		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#214		32	0	0	32	4	0	0	26	1	1	0	27	84.36%	96.43%	96.43%
#215		31	0	0	31	6	1	0	24	1	1	0	23	76.67%	95.83%	95.83%
#216		30	0	0	30	3	1	0	26	0	0	0	26	89.66%	100.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		0	0	34	34	13	2	0	19	1	1	0	18	56.25%	94.74%	94.74%
#218		0	0	482	482	24	38	0	420	11	5	6	409	93.38%	97.38%	98.79%
#219		27	0	0	27	0	9	2	16	0	0	0	16	100.00%	100.00%	100.00%
#220		57	0	0	57	7	4	0	46	4	4	0	42	79.25%	91.30%	91.30%
#221		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#222		636	0	0	636	58	91	1	486	43	38	5	443	82.1 9%	91.15%	92.10%
#223		0	5968	0	5968	773	1383	0	3812	91	40	43	3721	81.92%	97.61%	98.73%
#224		0	8139	0	8139	1366	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#225		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#226		388	0	0	366	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#227		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#228		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#229		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#230		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#231		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#232		97	0	0	97	18	21	11	47	20	0	20	27	60.00%	57.45%	100.00%
#233		11273	0	0	11273	379	1287	12	9595	252	192	60	9343	94.24%	97.37%	97.99%
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#235		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%
#236		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%
#237		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%
#238		61	0	0	61	3	4	0	54	4	3	1	50	69.29%	92.59%	94.34%
x239		0	3	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#240		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#241		110	0	0	110	10	13	1	86	7	4	3	79	84.95%	91.86%	95.10%
#242		103	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%
#243		20	0	0	20	1	3	0	16	1	1	0	15	88.24%	93.75%	93.75%
#244		32243	0	0	32243	4241	2508	67	25427	1211	1085	126	24216	81.97%	95.24%	95.71%
#245		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#246		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#247		11	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%
#248		234	0	0	234	55	34	1	144	3	3	0	141	70.85%	97.92%	97.92%
#249		1061	0	0	1061	162	73	3	823	32	25	7	791	80.88%	96.11%	96.94%
#250		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#251		11	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%
#252		56	0	0	56	1	6	0	49	2	1	1	47	95.92%	95.92%	97.92%

AGGREGATE ORDER TYPES																
Company info						LSR PROCESSING								OWTHROUGH		
						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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#253		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#254		157	0	0	157	23	13	0	121	5	3	2	116	81.69%	95.87%	97.40%
#255		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#256		1814	0	0	1814	159	96	1	1558	45	39	6	1513	88.43%	97.11%	97.49%
#257		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#258		0	88	0	88	0	6	0	82	16	9	7	66	86.00%	80.49%	88.00%
#259		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#260		0	0	1140	1140	45	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#261		390	0	0	390	77	28	2	283	15	11	4	268	75.28%	94.70%	96.06%
#262		2319	0	0	2319	291	150	12	1866	83	74	9	1783	83.01%	95.55%	96.02%
#263		165	0	0	165	27	11	3	124	22	15	7	102	70.83%	82.26%	87.16%
#264		160	0	0	160	12	6	0	142	4	3	1	138	90.20%	97.18%	97.87%
#265		406	0	0	406	29	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#266		384	0	0	384	45	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#267		540	0	0	540	45	13	0	482	6	6	0	476	90.32%	98.76%	98.76%
#268		311	0	0	311	44	29	3	235	10	10	0	225	80.65%	95.74%	95.74%
#269		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
#270		496	0	0	496	60	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#271		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#272		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#273		101	0	0	101	16	11	1	73	5	4	1	68	77.27%	93.15%	94.44%
#274		365	0	0	365	47	45	1	272	25	18	7	247	79.17%	90.81%	93.21%
#275		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
8276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		63	0	0	63	2	11	2	46	11	5	6	37	84.09%	77.08%	88.10%
#278		0	0	196	196	28	21	1	146	14	7	7	132	79.04%	90.41%	94.96%
#279		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#280		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#281		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#282		743	0	0	743	42	56	3	642	55	45	10	587	87.09%	91.43%	92.88%
#283		1929	0	0	1929	174	53	5	1697	86	75	11	1611	86.61%	94.93%	95.55%
#284		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%
#285		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%
#286		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#287		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.20%
LENS Subtotal		191655	0	0	191855	19699	19462	711	151963	10895	7566	3329	141066	83.80%	92.83%	94.91%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
EDI Subtotal		*0*	26971	0	26971	4394	5920	8	16649	1468	824	644	15181	74.42%	91.18%	94.65%
TAG Subtotal		*0*	*0*	*29784*	*29784*	1060	2241	88	26395	1872	1394	478	24523	90.90%	92.91%	94.62%
TOTAL INTERFACES		191855	26971	29784	248610	25153	27643	807	195007	14235	9784	4451	180772	83.80%	92.70%	94.87%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		6	0	0	6	0	0	0	6	5	3	2	1	25.00%	16.67%	25.00%
#2		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#3		22	0	0	22	10	0	0	12	3	2	1	9	42.66%	75.00%	61.82%
#4		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		155	0	0	155	48	9	2	96	12	7	5	84	60.43%	87.50%	92.31%
X6		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
#7		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#8		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#9		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#10		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		18	0	0	18	0	2	1	15	2	1	1	13	92.86%	66.67%	92.66%
#12		23	0	0	23	5	1	1	16	6	4	2	10	52.63%	62.50%	71.43%
#13		71	0	0	71	19	2	3	47	9	4	5	38	62.30%	60.85%	90.48%
#14		22	0	0	22	0	6	4	12	3	1	2	9	90.00%	75.00%	90.00%
#15		7	0	0	7	0	1	0	6	3	2	1	3	60.00%	50.00%	60.00%
#16		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#17		20	0	0	20	1	2	1	16	6	6	0	10	58.82%	62.50%	62.50%
#18		10	0	0	10	2	3	0	5	2	0	2	3	60.00%	60.00%	100.00%
#19		32	0	0	32	1	0	1	30	6	7	1	22	73.33%	73.33%	75.66%
#20		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#21		0	0	111	111	64	11	2	34	14	7	7	20	21.98%	58.82%	74.07%
#22		52	0	0	52	0	12	0	40	10	5	5	30	85.71%	75.00%	85.71%
#23		165	0	0	165	76	12	0	97	36	25	11	61	37.65%	62.89%	70.93%
#24		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#25		0	5	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#26		8	0	0	6	0	6	0	2	1	0	1	1	100.00%	50.00%	100.00%
#27		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#28		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#29		15	0	0	15	5	0	0	10	5	3	2	5	36.46%	50.00%	62.50%
#30		8	0	0	6	0	0	1	7	0	0	0	7	100.00%	100.00%	100.00%
#31		197	0	0	197	21	13	0	163	42	39	3	121	66.85%	74.23%	75.63%
#32		11	0	0	11	6	2	0	3	0	0	0	3	33.33%	100.00%	100.00%
#33		1387	0	0	1387	162	227	28	970	339	228	111	631	61.80%	65.05%	73.46%
#34		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#35		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#36		6	0	0	8	0	0	0	6	1	0	1	7	100.00%	87.50%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#38		105	0	0	105	21	7	2	75	26	13	13	49	59.04%	65.33%	79.03%
#39		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#40		293	0	0	293	51	36	4	202	81	55	26	121	53.30%	59.90%	68.75%
#41		71	0	0	71	10	6	0	55	7	6	1	48	75.00%	87.27%	88.89%
#42		55	0	0	55	10	11	1	33	15	10	5	18	47.37%	54.55%	64.29%
#43		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#44		63	0	0	63	13	7	0	43	4	3	1	39	70.91%	90.70%	92.86%
#45		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#46		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	7	0	0	4	0	0	0	4	36.36%	100.00%	100.00%
#49		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#50		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#51		7	0	0	7	5	0	0	2	0	0	0	2	28.57%	100.00%	100.00%
#52		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#53		9	0	0	9	8	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#54		14	0	0	14	7	0	0	7	2	0	2	5	41.67%	71.43%	100.00%
#55		8	0	0	8	2	0	0	6	3	2	1	3	42.86%	50.00%	60.00%
#56		0	0	5	5	0	0	0	5	2	1	1	3	75.00%	60.00%	75.00%
#57		9	0	0	9	4	0	0	5	3	2	1	2	25.00%	40.00%	50.00%
#58		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#59		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#61		139	0	0	139	28	18	1	92	31	25	6	61	53.51%	66.30%	70.93%
#62		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
#63		369	0	0	369	74	37	9	249	56	37	19	193	63.49%	77.51%	83.91%
#64		87	0	0	87	21	11	2	53	12	7	5	41	59.42%	77.36%	85.42%
#65		0	40	0	40	7	7	0	26	10	9	1	16	50.00%	61.54%	64.00%
#66		339	0	0	339	74	22	4	239	61	42	19	178	60.54%	74.48%	80.91%
#67		43	0	0	43	3	15	0	25	2	1	1	23	85.19%	92.00%	95.83%
#68		29	0	0	29	2	6	0	21	6	1	5	15	83.33%	71.43%	93.75%
#69		49	0	0	49	5	11	1	32	7	3	4	25	75.76%	78.13%	89.29%
#70		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#71		1244	0	0	1244	226	166	9	843	372	262	110	471	49.11%	55.87%	64.26%
#72		92	0	0	92	59	5	1	27	15	13	2	12	14.29%	44.44%	48.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#74		10	0	0	10	2	1	0	7	1	0	1	6	75.00%	85.71%	100.00%
#75		9	0	0	9	1	0	0	8	1	1	0	7	77.78%	87.50%	87.50%
#76		14	0	0	14	5	2	0	7	0	0	0	7	58.33%	100.00%	100.00%
#77		17	0	0	17	7	0	1	9	5	1	4	4	33.33%	44.44%	80.00%
#78		40	0	0	40	2	0	1	37	12	6	6	25	75.76%	67.57%	80.65%
#79		12	0	0	12	1	2	1	8	0	0	0	8	88.89%	100.00%	100.00%
#80		9	0	0	9	3	1	0	5	4	2	2	1	16.67%	20.00%	33.33%
#81		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#82		8	0	0	8	2	2	0	4	2	2	0	2	33.33%	50.00%	50.00%
#83		0	0	7	7	6	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#85		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#87		a	0	0	8	4	1	0	3	1	0	1	2	33.33%	66.67%	100.00%
#88		68	0	0	68	0	0	2	66	3	1	2	63	98.44%	95.45%	98.44%
#89		11	0	0	11	5	0	0	6	0	0	0	6	54.55%	100.00%	100.00%
#90		32	0	0	32	7	2	0	23	5	3	2	18	64.29%	78.26%	85.71%
#91		16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%
#92		0	0	29	29	0	10	1	18	3	3	0	15	83.33%	83.33%	83.33%
#93		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#94		0	0	75	75	45	6	0	24	12	8	4	12	18.46%	50.00%	60.00%
#95		0	0	23	23	0	10	0	13	8	4	4	5	55.56%	38.46%	55.56%
#96		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#97		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#98		29	0	0	29	3	4	0	22	3	1	2	19	82.61%	86.36%	95.00%
#99		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#loo		0	0	10	10	6	2	0	2	0	0	0	2	25.00%	100.00%	100.00%
#101		7	0	0	7	4	0	0	3	2	2	0	1	1429%	33.33%	33.33%
#102		7	0	0	7	1	4	0	2	1	0	1	1	50.00%	50.00%	100.00%
#103		0	0	22	22	4	5	0	13	7	4	3	6	42.06%	46.15%	60.00%
#104		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#105		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#106		0	0	12	12	7	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		95	0	0	95	1	7	0	87	5	0	5	82	98.80%	94.25%	100.00%
#108		0	0	32	32	6	5	1	20	6	2	4	14	63.64%	70.00%	87.50%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		0	0	7	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
#110		49	0	0	49	5	4	0	40	7	7	0	33	73.33%	82.50%	82.50%
#111		15	0	0	15	2	2	0	11	3	3	0	8	61.54%	72.73%	72.73%
#112		24	0	0	24	4	0	0	20	15	12	3	5	23.81%	25.00%	29.41%
#113		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#114		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#115		18	0	0	18	1	10	0	7	1	1	0	6	75.00%	85.71%	85.71%
#116		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#117		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#118		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#119		0	0	11	11	6	1	0	4	3	0	3	1	14.29%	25.00%	100.00%
#120		1280	0	0	1280	426	139	13	702	153	84	69	549	51.84%	78.21%	86.73%
#121		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#123		49	0	0	49	12	0	0	37	2	2	0	35	71.43%	94.59%	94.59%
#124		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#125		22	0	0	22	8	1	0	13	3	2	1	10	50.00%	76.92%	83.33%
#126		16	0	0	16	4	3	0	9	1	1	0	8	61.54%	88.89%	88.89%
#127		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#128		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#129		133	0	0	133	83	0	0	50	3	2	1	47	35.61%	94.00%	95.92%
#130		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#131		12	0	0	12	5	0	0	7	0	0	0	7	58.33%	100.00%	100.00%
#132		0	0	13	13	5	7	0	1	0	0	0	1	16.67%	100.00%	100.00%
#133		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#134		0	0	38	38	9	7	1	21	8	4	4	13	50.00%	61.90%	76.47%
#135		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#136		5	0	0	5	0	1	0	4	2	0	2	2	100.00%	50.00%	100.00%
#137		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#138		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139		45	0	0	45	17	5	0	23	6	4	2	17	44.74%	73.91%	80.95%
#140		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#141		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#142		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#143		0	2	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#144		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		6	0	0	6	4	1	0	1	0	0	0	1	20.00%	100.00%	100.00%
#146		17	0	0	17	5	4	0	8	2	2	0	6	46.15%	75.00%	75.00%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		97	0	0	97	3	7	0	87	8	8	0	79	87.78%	90.80%	90.80%
#149		8	0	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#150		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#151		142	0	0	142	3	27	0	112	11	10	1	101	88.60%	90.18%	90.99%
#152		14	0	0	14	4	2	0	8	0	0	0	8	66.67%	100.00%	100.00%
#153		13	0	0	13	0	0	0	13	2	2	0	11	84.62%	84.62%	84.62%
#154		22	0	0	22	9	8	0	5	0	0	0	5	35.71%	100.00%	100.00%
#155		31	0	0	31	0	5	1	25	5	2	3	20	90.91%	80.00%	90.91%
#156		111	0	0	111	38	7	3	63	11	9	2	52	52.53%	82.54%	85.25%
#157		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#158		12	0	0	12	2	1	3	6	2	2	0	4	50.00%	66.67%	66.67%
#159		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#160		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#161		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#164		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#165		0	639	0	639	233	158	7	241	75	50	25	166	36.97%	68.88%	76.85%
#166		158	0	0	158	47	28	2	81	20	10	10	61	51.69%	75.31%	85.92%
#167		8	0	0	8	1	3	0	4	0	0	0	4	80.00%	100.00%	100.00%
#168		191	0	0	191	28	22	1	140	36	9	27	104	73.76%	74.29%	92.04%
#169		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#170		0	0	71	71	14	10	0	47	8	4	4	39	68.42%	82.98%	90.70%
#171		10	0	0	10	2	6	0	2	0	0	0	2	50.00%	100.00%	100.00%
#172		413	0	0	413	48	19	2	344	70	63	7	274	71.17%	79.65%	81.31%
#173		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#174		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#175		0	0	24	24	12	0	0	12	0	0	0	12	50.00%	100.00%	100.00%
#176		64	0	0	64	0	24	1	39	0	0	0	39	100.00%	100.00%	100.00%
#177		7	0	0	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#178		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#179		25	0	0	25	3	5	0	17	1	0	1	16	84.21%	94.12%	100.00%
#180		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized	Interface	Used		Manual	Rejects	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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		10	0	0	10	3	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
#182		11	0	0	11	4	2	0	5	0	0	0	5	55.56%	100.00%	100.00%
#183		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#184		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#185		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#186		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		0	45	0	45	18	11	1	15	1	1	0	14	42.42%	93.33%	93.33%
#188		112	0	0	112	26	49	1	36	2	1	1	34	55.74%	94.44%	97.14%
#189		1034	0	0	1034	124	80	23	807	200	130	70	607	70.50%	75.22%	82.36%
				0	1	0	0	0	1							
#191		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
#192		9	0	18	18	0	1	0	17	8	2	0	14	[illegible]	[illegible]	[illegible]
#193		0	0	8	8	1	0	0	7	2	2	0	5	62.50%	71.43%	71.43%
#194		0	0	19	19	3	0	0	16	6	2	4	10	66.67%	62.50%	83.33%
#195		0	0	a	a	0	1	0	7	1	0	1	6	100.00%	85.71%	100.0000
#196		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#197		5	0	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#199		4	2	0	2	1	0	0	3	0	0	0	3	[illegible]	[illegible]	100.00%
#200		11	0	0	11	1	7	0	3	0	0	0	3	75.00%	100.00%	100.00%
#201		119	0	0	119	35	4	3	77	14	13	1	63	56.76%	81.82%	82.89%
#202		6	0	0	6	0	1	0	5	1	1	0	4	80.00%	80.00%	80.00%
#203		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#204		37	0	0	37	16	2	1	18	0	0	0	18	52.94%	100.00%	100.00%
#205		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#206		22	0	0	22	7	2	0	13	0	0	0	13	65.00%	100.00%	100.00%
#207		0	4	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#208		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
#209		64	0	0	64	12	4	0	48	7	6	1	41	69.49%	85.42%	87.23%
																85%
#211		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#212		52	0	0	52	12	11	0	29	5	2	3	24	63.16%	82.76%	92.31%
#213		264	0	0	264	28	29	4	200	22	64	17	122	66.00%	76.00%	[illegible]
#214		11	0	0	11	5	0	0	6	1	0	1	5	50.00%	83.33%	100.00%
#215		16	0	0	16	4	3	0	9	2	2	0	7	53.85%	77.78%	77.78%
#216		50	0	0	50	6	6	1	37	5	4	1	32	76.1 9%	86.49%	08.09%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#217		22	0	0	22	0	0	0	22	6	3	3	16	84.21%	72.73%	84.21%
#218		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#219		88	0	0	88	7	6	0	75	6	5	1	69	85.19%	92.00%	93.24%
#220		30	0	0	30	7	4	0	19	6	5	1	13	52.00%	68.42%	72.22%
#221		212	0	0	212	40	33	3	136	14	10	4	122	70.93%	89.71%	92.42%
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#223		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#224		33	0	0	33	8	3	1	21	4	4	0	17	58.62%	80.95%	80.95%
#225		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#226		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#227		0	0	33	33	8	6	0	19	4	1	3	15	62.50%	78.95%	93.75%
#228		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#229		42	0	0	42	6	6	1	29	4	0	4	25	80.65%	86.21%	100.00%
#230		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#231		20	0	0	20	2	2	0	16	2	0	2	14	87.50%	87.50%	100.00%
#232		64	0	0	64	9	5	2	48	9	2	7	39	78.00%	81.25%	95.12%
#233		197	0	0	197	72	8	0	117	18	13	5	99	53.80%	84.62%	88.39%
LENS Subtotal		11540	0	0	11540	2304	1337	156	7743	2012	1337	675	5731	61.15%	74.02%	81.08%
EDI Subtotal		0	738	0	738	260	179	8	291	87	60	27	204	38.93%	70.10%	77.27%
TAG Subtotal		0	0	601	601	204	91	5	301	91	46	45	210	45.65%	69.77%	82.03%
TOTAL INTERFACES		**11540**	**738**	**601**	**12879**	**2768**	**1607**	**169**	**8335**	**2190**	**1443**	**747**	**6145**	**59.34%**	**73.73%**	**80.98%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized		Interface	Used	Manual	Rejects	Validated		Errors						
Name	RESH I 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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		0	67	0	67	9	22	0	36	6	1	5	30	75.00%	63.33%	96.77%
#2		0	711	0	711	157	150	0	404	146	23	125	256	56.72%	63.37%	91.76%
#3		0	13	0	13	2	3	0	8	0	0	0	6	60.00%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	75	0	75	29	2	0	44	3	0	3	41	56.57%	93.18%	100.00%
#7		0	54	0	54	20	12	0	22	2	1	1	20	46.76%	90.91%	95.24%
#8		97	0	0	97	11	15	3	66	15	7	6	53	74.65%	77.94%	68.33%
#9		1666	0	0	1666	306	131	19	1230	131	60	51	1099	74.01%	69.35%	93.21%
#10		10	0	0	10	1	0	1	6	4	3	1	4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	60.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		39	0	0	39	3	6	3	25	6	4	4	17	70.83%	68.00%	60.95%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		497	0	0	497	83	53	1	360	41	11	30	319	77.24%	88.61%	96.67%
#18		0	69	0	69	26	6	3	30	9	4	5	21	39.62%	70.00%	64.00%
#19		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#20		0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
#21		10	0	0	10	1	5	0	4	0	0	0	4	60.00%	100.00%	100.00%
#22		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		1071	0	0	1071	90	260	9	712	66	19	47	646	85.56%	90.73%	97.14%
#24		19	0	0	19	4	1	0	14	3	1	2	11	60.75%	78.57%	91.67%
#25		0	292	0	292	19	74	6	193	65	46	17	128	65.64%	66.32%	72.73%
#26		0	0	14995	14995	2669	2180	168	9756	1550	718	832	6206	69.47%	64.12%	91.96%
#27		0	0	56	56	34	20	1	3	1	1	0	2	5.41%	66.67%	66.67%
#28		7213	0	0	7213	464	286	24	6419	607	452	155	5612	86.13%	90.54%	92.76%
#29		74	0	0	74	40	21	0	13	2	1	1	11	21.15%	84.62%	91.67%
#30		0	635	0	635	285	99	4	247	59	17	42	188	36.37%	76.11%	91.71%
#31		733	0	0	733	98	65	16	534	62	15	47	472	60.68%	88.39%	96.92%
#32		266	0	0	266	25	40	1	200	15	5	10	165	66.05%	92.50%	97.37%
#33		32	0	0	32	4	7	0	21	6	0	6	13	76.47%	61.90%	100.00%
#34		16	0	0	16	4	1	0	11	1	0	1	10	71.43%	90.91%	100.00%
#35		22	0	0	22	1	9	0	12	0	0	0	12	92.31%	100.00%	100.00%
#36		36	0	0	38	6	12	2	18	7	4	3	11	52.36%	61.11%	73.33%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#37		10	0	0	10	1	4	1	4	0	0	0	4	80.00%	100.00%	100.00%
#38		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#39		69	0	0	69	7	4	3	55	19	14	5	36	63.16%	65.45%	72.00%
#40		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#41		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		8	0	0	8	0	3	0	5	0	0	0	5	100.00%	100.00%	100.00%
#44		0	0	141	141	6	52	15	68	55	31	24	13	26.00%	19.12%	29.55%
#45		6	0	0	6	0	1	0	5	2	0	2	3	100.00%	60.00%	100.00%
#46		359	0	0	359	46	93	18	202	103	49	54	99	51.03%	49.01%	66.89%
#47		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#48		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%
#49		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#50		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%
#51		22	0	0	22	6	1	7	8	3	0	3	5	45.45%	62.50%	100.00%
#52		1170	0	0	1170	116	162	15	877	120	58	62	757	81.31%	86.32%	92.86%
#53		0	3	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#54		0	375	0	375	109	55	0	211	33	19	14	178	58.17%	84.36%	90.36%
#55		23	0	0	23	0	10	0	13	2	0	2	11	100.00%	84.62%	100.00%
#56		2481	0	0	2481	349	185	32	1915	306	197	109	1609	74.66%	84.02%	89.09%
#57		2915	0	0	2915	306	462	28	2119	234	68	166	1885	83.44%	88.96%	96.52%
#58		4010	0	0	4010	461	557	31	2961	282	117	165	2679	82.25%	90.48%	95.82%
#59		33	0	0	33	0	6	0	27	7	3	4	20	86.96%	74.07%	86.96%
#60		473	0	0	473	32	348	6	87	29	1	28	58	63.74%	66.67%	98.31%
#61		0	0	36	38	7	2	0	29	1	1	0	28	77.78%	96.55%	96.55%
#62		22	0	0	22	2	1	1	18	5	4	1	13	68.42%	72.22%	76.47%
#63		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#64		147	0	0	147	13	22	7	105	12	5	7	93	83.78%	88.57%	94.90%
#65		9	0	0	9	0	4	0	5	1	0	1	4	100.00%	80.00%	100.00%
#66		134	0	0	134	30	19	0	85	15	8	7	70	64.81%	82.35%	89.74%
#67		5	0	0	5	0	2	0	3	1	0	1	2	100.00%	66.67%	100.00%
#68		4	0	0	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#69		0	39766	0	39766	3843	4893	4	31026	1006	280	726	30020	87.92%	96.76%	99.08%
#70		26	0	0	26	1	12	0	13	1	1	0	12	85.71%	92.31%	92.31%
#71		88	0	0	88	12	9	0	67	8	5	3	59	77.63%	88.06%	92.19%
#72		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%

AGGREGATE ORDER TYPES																
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						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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#73		0	0	5	5	4	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#74		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#75		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#76		148	0	0	148	19	21	2	106	17	9	a	a9	76.07%	83.96%	90.82%
#77		49	0	0	49	9	13	0	27	3	0	3	24	72.73%	88.89%	100.00%
#78		16	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	92.31%
#79		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#80		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#81		154	0	0	154	34	26	3	91	12	8	4	79	65.29%	86.81%	90.80%
#82		9	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
#83		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#a4		12	0	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%
#85		9	0	0	9	2	4	1	2	0	0	0	2	50.00%	100.00%	100.00%
#86		0	17	0	17	5	I	0	11	6	0	6	5	50.00%	45.45%	100.00%
#87		1417	0	0	1417	131	145	2	1139	67	42	25	1072	86.10%	94.12%	96.23%
#88		2364	0	0	2364	258	256	37	1813	122	55	67	1691	84.38%	93.27%	96.85%
#89		25	0	0	25	8	9	0	8	0	0	0	8	50.00%	100.00%	100.00%
#90		0	0	13	13	0	3	3	7	1	1	0	6	85.71%	85.71%	85.71%
#91		0	0	12	12	11	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#92		0	0	32	32	7	1	0	24	3	2	1	21	70.00%	87.50%	91.30%
#93		0	0	73	73	16	22	3	32	14	a	6	18	42.86%	56.25%	69.23%
$94		0	0	18	18	1	10	1	6	2	1	1	4	66.67%	66.67%	80.00%
#95		0	0	160	160	32	49	1	78	33	8	25	45	52.94%	57.69%	84.91%
#96		0	0	49	49	8	7	2	32	8	7	1	24	61.54%	75.00%	77.42%
#97		0	0	7	7	6	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#98		0	0	39	39	3	10	3	23	3	3	0	20	76.92%	86.96%	86.96%
#99		0	0	23	23	10	3	0	10	8	4	4	2	12.50%	20.00%	33.33%
#100		858	0	0	858	98	104	11	845	70	23	47	575	82.61%	89.15%	96.15%
#101		0	0	17	17	16	0	0	1	0	0	0	1	5.88%	100.00%	100.00%
#102		159	0	0	159	14	1	2	142	62	3	59	80	82.47%	56.34%	96.39%
#103		14	0	0	14	5	2	2	5	0	0	0	5	50.00%	100.00%	100.00%
#104		0	0	27	27	15	8	0	4	1	1	0	3	15.79%	75.00%	75.00%
#105		4504	0	0	4504	612	435	35	3422	212	106	106	3210	81.72%	93.80%	96.80%
#106		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		0	0	62	62	9	9	4	40	12	6	6	28	65.12%	70.00%	82.35%
#108		0	0	12	12	0	2	0	10	1	0	1	9	100.00%	90.00%	100.00%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#109		0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	83.33%
#110		0	0	22	22	12	0	0	10	4	1	3	6	31.58%	60.00%	85.71%
#111		0	0	38	38	5	5	0	28	6	2	4	22	75.86%	78.57%	91.67%
#112		108	0	0	108	11	11	0	86	0	0	0	86	88.66%	100.00%	100.00%
#113		18	0	0	18	4	5	0	9	1	0	1	8	66.67%	88.89%	100.00%
#114		5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
#115		19	0	0	19	1	1	0	17	9	3	6	8	66.67%	47.06%	72.73%
#116		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#117		60	0	0	60	7	17	0	36	4	3	1	32	76.19%	88.89%	91.43%
#118		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#119		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#120		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#121		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#122		301	0	0	301	75	14	3	209	20	16	4	189	67.50%	90.43%	92.20%
#123		7	0	0	7	0	4	0	3	0	0	0	3	100.00%	100.00%	100.00%
#124		124	0	0	124	26	23	0	75	11	2	9	64	69.57%	85.33%	96.97%
#125		17	0	0	17	1	8	0	8	0	0	0	8	88.89%	100.00%	100.00%
#126		0	144	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#127		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#129		0	1573	0	1573	686	141	12	734	169	90	79	565	42.13%	76.98%	86.26%
#130		150	0	0	150	40	26	1	83	12	6	6	71	60.68%	85.54%	92.21%
#131		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#132		5	0	0	5	0	0	1	4	2	0	2	2	100.00%	50.00%	100.00%
#133		83	0	0	83	2	8	1	72	16	10	6	56	82.35%	77.78%	84.85%
#134		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#135		496	0	0	496	41	23	1	431	19	15	4	412	88.03%	95.59%	96.49%
#136		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#137		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#138		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#139		479	0	0	479	80	47	2	350	35	18	17	315	76.27%	90.00%	94.59%
#140		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#141		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#142		188	0	0	188	38	26	3	121	11	8	3	110	70.51%	90.91%	93.22%
#143		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#144		3357	0	0	3357	108	86	3	3160	49	37	12	3111	95.55%	98.45%	98.82%

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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#145		14	0	0	14	0	11	2	1	0	0	0	1	100.00%	100.00%	100.00%
#146		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#147		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%
#148		0	472	0	472	240	91	15	126	50	32	18	76	21.84%	60.32%	70.37%
#149		4100	0	0	4100	1720	143	20	2217	85	46	39	2132	54.69%	96.17%	97.89%
#150		15	0	0	15	2	7	0	6	0	0	0	6	75.00%	100.00%	100.00%
#151		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#152		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#153		30	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%
#154		19	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%
#155		27	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%
#156		23	0	0	23	4	3	1	15	7	0	7	8	66.67%	53.33%	100.00%
#157		0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
#158		0	0	1831	1831	294	235	9	1293	157	85	72	1136	74.98%	87.86%	93.04%
#159		0	0	999	999	121	152	1	725	76	39	37	649	80.22%	89.52%	94.33%
#160		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#161		0	0	1863	1863	384	287	4	1188	190	87	103	998	67.94%	84.01%	91.98%
#162		0	0	1149	1149	171	204	2	772	125	56	69	647	74.03%	83.81%	92.03%
#163		0	0	973	973	160	155	1	657	100	33	67	557	74.27%	84.78%	94.41%
#164		0	0	17	17	2	6	0	9	2	0	2	7	77.78%	77.78%	100.00%
#165		4	0	0	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#166		4	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%
#167		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#168		2600	0	0	2600	491	323	16	1770	150	72	78	1620	74.21%	91.53%	95.74%
#169		0	28	0	28	6	0	2	20	11	10	1	9	36.00%	45.00%	47.37%
#170		0	56	0	56	48	1	0	7	1	1	0	6	10.91%	85.71%	85.71%
#171		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#172		0	28	0	28	20	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#173		0	213	0	213	160	19	3	31	11	6	5	20	10.75%	64.52%	76.92%
#174		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#175		0	323	0	323	143	46	6	128	38	27	11	90	34.62%	70.31%	76.92%
#176		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#177		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#179		73	0	0	73	22	1	2	48	15	6	9	33	54.10%	68.75%	84.62%
#180		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%

AGGREGATE ORDER TYPES																	
Company Info							LSR PROCESSING									FLOWTHROUGH	
							LESOG										
		Mechanized		Interface	Used	Manual	Rejects	Validated		Errors							
Name	RESH I 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	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#181		127	0	0	127	2	5	0	120	7	2	5	113	96.58%	94.17%	98.26%
#182		4	0	0	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#183		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#184		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#185		54	0	0	54	5	4	0	45	4	0	4	41	89.13%	91.11%	100.00%
#186		67	0	0	67	11	3	1	52	6	2	4	46	77.97%	88.46%	95.83%
#187		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#188		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#189		0	0	661	661	87	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#190		0	0	92	92	15	6	0	71	8	0	8	63	80.77%	88.73%	100.00%
#191		0	0	226	226	28	31	0	167	14	8	6	153	80.95%	91.62%	95.03%
#192		0	0	351	351	63	25	0	263	19	11	8	244	76.73%	92.78%	95.69%
#193		15	0	0	15	2	0	0	13	1	1	0	12	80.00%	92.31%	92.31%
#194		604	0	0	604	55	38	3	508	39	16	23	469	86.85%	92.32%	96.70%
#195		134	0	0	134	6	6	3	119	13	5	8	106	90.60%	89.06%	95.50%
#196		190	0	0	190	23	16	5	146	17	12	5	129	78.66%	88.36%	91.49%
#197		861	0	0	861	106	70	11	674	68	47	21	606	79.84%	89.91%	92.80%
#198		43	0	0	43	12	15	1	15	1	0	1	14	53.85%	93.33%	100.00%
#199		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
LENS Subtotal		48364	0	0	48364	6664	4878	412	36410	3372	1749	1623	33038	79.70%	90.74%	94.97%
EDI Subtotal		0	46919	0	46919	6624	5981	74	34240	1799	643	1156	32441	81.70%	94.75%	98.06%
TAG Subtotal		0	0	26311	26311	4671	3743	310	17587	2881	1506	1375	14706	70.42%	83.62%	90.71%
TOTAL - INTERFACES		48364	46919	26311	121594	17959	14602	796	88237	8052	3898	4154	80185	78.58%	90.87%	95.36%

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		12
#2		194
#3		7
#4		2
#5		15
#6		17
#7		1
#8		29
#9		4
#10		43
#11		10
#12		7
#13		20
#14		21
#15		8
#16		46
#17		1
#18		9
#19		269
#20		3
#21		2
#22		2
#23		60
#24		45
#25		1
#26		492
#27		77
#28		5
#29		9
#30		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#31		13
#32		8
#33		8
#34		103
#35		88
#36		14
#37		1
#38		1
#39		49
#40		29
#41		11
#42		2
#43		8
#44		1517
#45		8
#46		1
#47		35
#48		18
#49		8
#50		21
#51		5
#52		15
#53		2
#54		2
#55		1
#56		23
#57		26
#58		3
#59		5
#60		13

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#61		1
#62		17
#63		1
#64		1
#65		4
#66		13
#67		6
#68		16
#69		121
#70		1
#71		13
#72		483
#73		1
#74		12
#75		222
#76		13
#77		117
#78		83
#79		55
#80		6
#81		24
#82		8
#83		1
#84		1
#85		8
#86		6
#87		1
#88		4
#89		23
#90		1

AGGREGATE ORDER TYPES		
Company Info		
Name	**RESH / OCN**	**FATAL REJECTS**
#91		14
#92		530
#93		1
#94		6709
#95		6
#96		2
#97		1
#98		18
#99		4
#100		13
#101		1
#102		3
#103		6
#104		29
#105		67
#106		9
#107		5
#108		241
#109		3
#110		6
#111		55
#112		1
#113		72
#114		15
#115		13
#116		3
#117		5
#118		2
#119		4
#120		15

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#121		6
#122		1
#123		78
#124		11
#125		271
#126		21
#127		1
#128		36
#129		5
#130		3
#131		96
#132		2
#133		13
#134		12
#135		12
#136		1
#137		12
#138		14
#139		6
#140		3
#141		1
#142		1
#143		10
#144		59
#145		43
#146		42
#147		10
#148		1
#149		136
#150		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#151		7
#152		9
#153		16
#154		3
#155		2
#156		59
#157		2
#158		7
#159		22
#160		4
#161		1
#162		19
#163		4
#164		2
#165		32
#166		44
#167		161
#168		4
#169		25
#170		13
#171		10
#172		4
#173		564
#174		55
#175		8
#176		17
#177		2
#178		2
#179		2
#180		7

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#181		4
#182		26
#183		16
#184		20
#185		8
#186	I	1
#187	I	229
#188	I	467
#189		17
#190		46
#191		47
#192		81
#193		18
#194		1
#195		79
#196		83
#197		39
#198		2
#199	I	2
#200		516
#201		1
#202		1
#203		7
#204		8
#205		76
#206		27
#207		56
#208		51
#209		21
#210		6

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#211		96
#212		3
#213		2
#214		15
#215		54
#216		21
#217		6
#218		1
#219		7
#220		1
#221		5
#222		2
#223		6
#224		5
#225		5
#226		21
#227		68
#228		6
#229		2
#230		12
#231		13
#232		1
#233		2
#234		5
#235		3
#236		34
#237		7
#238		32
#239		32
#240		29

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#241		19
#242		1
#243		5
Total		17062

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	7322	8.10%	8.10%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT	7043	96.19%	9.58%	279	3.81%	1.655%
7020	1747	1.93%	10.04%	NUM= TELNO= TN NOT FOUND IN CRIS	1747	100.00%	2.38%		0.00%	0.000%
7040	1	0.00%	10.04%	LOGON ABORTED/FAILED	0	0.00%	0.00%	1	100.00%	0.006%
7055	3635	4.02%	14.06%	NUM= TELNO= ACCOUNT IS FINAL	3631	99.89%	4.94%	4	0.11%	0.024%
7095	20	0.02%	14.09%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	2	10.00%	0.00%	18	90.00%	0.107%
7110	1625	1.80%	15.88%	COFFI NOT AVAILABLE	640	39.38%	0.67%	985	60.62%	5.843%
7115	18	0.02%	15.90%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	10	55.56%	0.01%	8	44.44%	0.047%
7150	3	0.00%	15.91%	UNE - ERROR GENERATING ECCKT	3	100.00%	0.00%		0.00%	0.000%
7225	6	0.01%	15.91%	usoc= IS MISSING	6	100.00%	0.01%		0.00%	0.000%
7230	3	0.00%	15.92%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	3	100.00%	0.00%		0.00%	0.000%
7245	84	0.09%	16.01%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	71	64.52%	0.10%	13	15.48%	0.077%
7250	495	0.55%	16.56%	LSR HOUSENUMBER INCORRECT	493	99.60%	0.67%	2	0.40%	0.012%
7267	10	0.01%	16.57%	UNE - LOCBAN MISSING FOR LINP ORDER	10	100.00%	0.01%		0.00%	0.000%
7295	8	0.01%	16.58%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	3	37.50%	0.00%	5	62.50%	0.030%
7300	26	0.03%	16.61%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	24	92.31%	0.03%	2	7.69%	0.012%
7315	171	0.19%	16.80%	CANNOT GENERATE BILLING NAME AND ADDRESS F IDS	150	87.72%	0.20%	21	12.28%	0.125%
7375	43	0.05%	16.84%	UNE - BOCABS SCREEN ERROR ❑ OEOOI ACCOUNT NUMBER NOT FOUND	41	95.35%	0.06%	2	4.65%	0.012%
7380	188	0.21%	17.05%	UNE - ACTL INVALID	188	100.00%	0.26%		0.00%	0.000%
7400	7812	8.65%	25.70%	CLEC DOES NOT OWN THIS ACCOUNT.	7809	99.96%	10.63%	3	0.04%	0.018%
7435	16	0.02%	25.72%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	16	100.00%	0.02%		0.00%	0.000%
7445	66	0.07%	25.79%	UNE - CALL FORWARD TN REQUIRED	65	98.48%	0.09%	1	1.52%	0.006%
7465	2346	2.60%	28.39%	CANNOT CANCEL ORDER	1443	61.51%	1.96%	903	38.49%	5.356%
7495	46	0.05%	28.44%	UNE - DIR LOCATOR PROBLEM	5	10.87%	0.01%	41	89.13%	0.243%
7500	20	0.02%	28.46%	DUE DATE COULD NOT BE DETERMINED	8	40.00%	0.01%	12	60.00%	0.071%
7555	162	0.18%	28.64%	FID MISSING IN FEATURE DETAIL	150	92.59%	0.20%	12	7.41%	0.071%
7570	2	0.00%	28.64%	SEQ1X NOT ALLOWED WITH ZNB	0	0.00%	0.00%	2	100.00%	0.012%
7630	545	0.60%	29.24%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	178	32.66%	0.24%	367	67.34%	2.177%
7640	5	0.01%	29.25%	IDUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	20.00%	0.00%	4	80.00%	0.024%
7645	1892	2.09%	31.34%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1025	54.18%	1.39%	867	45.82%	5.143%
7660	6	0.01%	31.35%	USOC FUJ1X NOT FOR RESALE	5	83.33%	0.01%	1	16.67%	0.006%
7690	15	0.02%	31.37%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	15	100.00%	0.02%		0.00%	0.000%
7705	35	0.04%	31.41%	UNE - ACTL/CLLI CODE MISSING	16	45.71%	0.02%	19	54.29%	0.113%
7710	283	0.31%	31.72%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	177	62.54%	0.24%	106	37.46%	0.629%
7715	23	0.03%	31.74%	SOCS TIMEOUT/NOT AVAILABLE	16	69.57%	0.02%	7	30.43%	0.042%
7718	1578	1.75%	33.49%	UNABLE TO RETRIEVE PSQ TO PROCESS SUP	637	40.37%	0.87%	941	59.63%	5.582%

AGGREGATE ORDER TYPES

ERROR DETAILS (Auto Clarifications (A) & Errors (E))

					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7725	84	0.09%	33.58%	WAITING PERIOD EQUALS 5 MINUTES	23	27.38%	0.03%	61	72.62%	0.362%
7735	8	0.01%	33.59%	INVALID/MISSING LISTING NAME OR TYPE	8	100.00%	0.01%		0.00%	0.000%
7740	8	0.01%	33.60%	LOCAL CALLING PLUS INDICATOR NOT FOUND	5	62.50%	0.01%	3	37.50%	0.018%
7755	6	0.01%	33.61%	UNE - NPANXX NOT FOUND IN CLLI TABLE	5	83.33%	0.01%	1	16.67%	0.006%
7805	164	0.18%	33.79%	SITE COULD NOT BE DETERMINED	88	53.66%	0.12%	76	46.34%	0.451%
7815	52	0.06%	33.85%	FID=RCU INVALID OR MISSING DATA	36	69.23%	0.05%	16	30.77%	0.095%
7825	1	0.00%	33.85%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	1	100.00%	0.00%		0.00%	0.000%
7850	3	0.00%	33.85%	RSAG - NEED ADDITIONAL ADDRESS OR TN	3	100.00%	0.00%		0.00%	0.000%
7660	641	0.71%	34.56%	RSAG - NO EXACT MATCH ON STREET NAME	640	99.84%	0.87%	1	0.16%	0.006%
7890	150	0.17%	34.73%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	149	99.33%	0.20%	1	0.67%	0.006%
7900	20	0.02%	34.75%	RSAG - NO MATCH ON STREET NAME	20	100.00%	0.03%		0.00%	0.000%
7905	1487	1.65%	36.40%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1484	99.80%	2.02%	3	0.20%	0.018%
7910	66	0.07%	38.47%	RSAG - NO MATCH ON EXACT STREET NAME	48	72.73%	0.07%	18	27.27%	0.107%
7935	22	0.02%	36.49%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	22	100.00%	0.03%		0.00%	0.000%
7945	29	0.03%	36.53%	RSAG SYSTEM ERROR	10	34.48%	0.01%	19	65.52%	0.113%
8130	1	0.00%	36.53%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%		0.00%	0.000%
8150	696	0.77%	37.30%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	422	60.63%	0.57%	274	39.37%	1.625%
8167	69	0.08%	37.37%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	69	100.00%	0.09%		0.00%	0.000%
8170	365	0.40%	37.78%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	365	100.00%	0.50%		0.00%	0.000%
8173	53	0.06%	37.84%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	53	100.00%	0.07%		0.00%	0.000%
8180	116	0.13%	37.96%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFE	116	100.00%	0.16%		0.00%	0.000%
8183	31	0.03%	38.00%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :00	31	100.00%	0.04%		0.00%	0.000%
8185	40	0.04%	38.04%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	40	100.00%	0.05%		0.00%	0.000%
8187	767	0.85%	38.89%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 TI EMP1S /TN	767	100.00%	1.04%		0.00%	0.000%
8189	982	1.09%	39.98%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 tl CREX6	982	100.00%	1.34%		0.00%	0.000%
8190	1221	1.35%	41.33%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1221	100.00%	1.66%		0.00%	0.000%
8193	3	0.00%	41.33%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	3	100.00%	0.00%		0.00%	0.000%
8195	405	0.45%	41.78%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 tl GCJ /TN	405	100.00%	0.55%		0.00%	0.000%
8197	397	0.44%	42.22%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	397	100.00%	0.54%		0.00%	0.000%
8199	57	0.06%	42.28%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	57	100.00%	0.08%		0.00%	0.000%
8204	193	0.21%	42.50%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	193	100.00%	0.26%		0.00%	0.000%
8207	84	0.09%	42.59%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 tl NX9 /TN	84	100.00%	0.11%		0.00%	0.000%
8209	587	0.65%	43.24%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	587	100.00%	0.80%		0.00%	0.000%
8240	231	0.26%	43.50%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	231	100.00%	0.31%		0.00%	0.000%
8250	155	0.17%	43.67%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	155	100.00%	0.21%		0.00%	0.000%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
8410	1	0.00%	43.67%	LSF INVALID IN TN	1	100.00%	0.00%		0.00%	0.000%
8415	30	0.03%	43.70%	LSF LP ALREADY EXISTS ON ACCOUNT	30	100.00%	0.04%		0.00%	0.000%
8430	2	0.00%	43.71%	LSF DOES NOT EXIST ON ACCOUNT	2	100.00%	0.00%		0.00%	0.000%
8700	20	0.02%	43.73%	RSAG-INVALID SEARCH AREA	12	60.00%	0.02%	8	40.00%	0.047%
8820	311	0.34%	44.07%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	130	41.80%	0.18%	181	58.20%	1.074%
8825	15474	17.13%	61.20%	ORDER ERR:	3994	25.81%	5.44%	11480	74.19%	68.094%
8830	5587	6.18%	67.38%	CLEC ALREADY OWNS THIS ACCOUNT	5585	99.96%	7.60%	2	0.04%	0.012%
8850	40	0.04%	67.43%	CFA NOT FOUND,PLEASE VERIFY CFA	40	100.00%	0.05%		0.00%	0.000%
8855	4	0.00%	67.43%	NO ACTL IN LSR	4	100.00%	0.01%		0.00%	0.000%
8870	2	0.00%	67.43%	FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE	2	100.00%	0.00%		0.00%	0.000%
8885	1	0.00%	67.44%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%		0.00%	0.000%
8890	3	0.00%	67.44%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	3	100.00%	0.00%		0.00%	0.000%
8940	728	0.81%	68.25%	CALL FORWARDING NUMBER MISSING OR INVALID	724	99.45%	0.99%	4	0.55%	0.024%
8945	89	0.10%	68.34%	LINECLSSVC AND TOS DO NOT MATCH	89	100.00%	0.12%		0.00%	0.000%
8970	935	1.03%	69.38%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	933	99.79%	1.27%	2	0.21%	0.012%
8995	3	0.00%	69.38%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	3	100.00%	0.00%		0.00%	0.000%
9000	18	0.02%	69.40%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	18	100.00%	0.02%		0.00%	0.000%
9015	13	0.01%	69.42%	SUP FAILED TO UPDATE DUE DATE	10	76.92%	0.01%	3	23.08%	0.018%
9040	2	0.00%	69.42%	DDD/DDD-CC REQUIRED	2	100.00%	0.00%		0.00%	0.000%
9045	1	0.00%	69.42%	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING	0	0.00%	0.00%	1	100.00%	0.006%
9060	1	0.00%	69.42%	EU-STREET-1 REQUIRED	1	100.00%	0.00%		0.00%	0.000%
9155	48	0.05%	69.47%	UNE - PORTED OUT NUMBER	48	100.00%	0.07%		0.00%	0.000%
9160	113	0.13%	69.60%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	113	100.00%	0.15%		0.00%	0.000%
9245	369	0.41%	70.01%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	369	100.00%	0.50%		0.00%	0.000%
9263	2	0.00%	70.01%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	2	100.00%	0.00%		0.00%	0.000%
9426	4	0.00%	70.01%	DLNUM=0001 LTN= INVALID NICK DATA	4	100.00%	0.01%		0.00%	0.000%
9432	1	0.00%	70.02%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%		0.00%	0.000%
9433	2	0.00%	70.02%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%		0.00%	0.000%
9438	5	0.01%	70.02%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	4	80.00%	0.01%	1	20.00%	0.006%
9439	118	0.13%	70.15%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	118	100.00%	0.16%		0.00%	0.000%
9441	1	0.00%	70.15%	DLNUM=0014 LTN= ALI VALUE INVALID	1	100.00%	0.00%		0.00%	0.000%
9442	349	0.39%	70.54%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	342	97.99%	0.47%	7	2.01%	0.042%
9446	1	0.00%	70.54%	LNUM=00001 =TC FR REFERENCE OF CALLS UNAVAILABLE FOR THIS NUMBER	1	100.00%	0.00%		0.00%	0.000%
9466	26	0.03%	70.57%	UNABLE TO DETERMINE BLOCK CHOICE	26	100.00%	0.04%		0.00%	0.000%
9471	12	0.01%	70.58%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	11	91.67%	0.01%	1	8.33%	0.006%

AGGREGATE ORDER TYPES

ERROR DETAILS (Auto Clarifications (A) & Errors (E))

					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9474	1	0.00%	70.59%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	1	100.00%	0.00%		0.00%	0.000%
9475	352	0.39%	70.97%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	351	99.72%	0.48%	1	0.28%	0.006%
9476	68	0.08%	7 1.05%	IS NOT FOUND ON CSR TO DISCONNECT	68	100.00%	0.09%		0.00%	0.000%
9477	74	0.08%	71.13%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	74	100.00%	0.10%		0.00%	0.000%
9479	89	0.10%	71.23%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	88	98.88%	0.12%	1	1.12%	0.006%
9481	1878	2.08%	73.31%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1074	99.79%	2.55%	4	0.21%	0.024%
9484	29	0.03%	73.34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	28	96.55%	0.04%	1	3.45%	0.006%
9487	1	0.00%	73.34%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%		0.00%	0.000%
9488	421	0.47%	73.81%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	421	100.00%	0.57%		0.00%	0.000%
9495	17	0.02%	73.83%	EATN= MUST EXIST FOR ACT P AND Q	17	100.00%	0.02%		0.00%	0.000%
9496	3437	3.80%	77.63%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3433	99.88%	4.67%	4	0.12%	0.024%
9497	7	0.01%	77.64%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	7	100.00%	0.01%		0.00%	0.000%
9498	3	0.00%	77.64%	EAN= ON LNUM= AND LEAN= ARE POPULATED	3	100.00%	0.00%	0.00%		0.000%
9510	1	0.00%	77.64%	ONLY ONE TC PER ALLOWED PER LOCATION	0	0.00%	0.00%	1	100.00%	0.006%
9515	2162	2.39%	80.04%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	2154	99.63%	2.93%	8	0.37%	0.047%
9516	26	0.03%	80.07%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	24	92.31%	0.03%	2	7.69%	0.012%
9517	35	0.04%	80.10%	UNDC INVALID IF PIC ALREADY EXISTS	35	100.00%	0.05%		0.00%	0.000%
9523	21	0.02%	80.13%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS	21	100.00%	0.03%		0.00%	0.000%
9526	4	0.00%	80.13%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	4	100.00%	0.01%		0.00%	0.000%
9529	1755	1.94%	82.07%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1752	99.83%	2.38%	3	0.17%	0.016%
9543	59	0.07%	02.14%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	59	100.00%	0.08%		0.00%	0.000%
9544	1	0.00%	82.14%	DLNUM=0001 LTN= WPP PROHIBITED WITH LTY OF 2 OR 3	1	100.00%	0.00%		0.00%	0.000%
9545	2	0.00%	82.14%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	2	100.00%	0.00%		0.00%	0.000%
9602	2694	2.98%	85.13%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2678	99.41%	3.64%	16	0.59%	0.095%
9605	93	0.10%	85.23%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	93	100.00%	0.13%		0.00%	0.000%
9606	12	0.01%	85.24%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	12	100.00%	0.02%		0.00%	0.000%
9613	6	0.01%	85.25%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	6	100.00%	0.01%		0.00%	0.000%
9616	22	0.02%	85.27%	YPH INVALID	22	100.00%	0.03%		0.00%	0.000%
9623	9	0.01%	85.28%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%		0.00%	0.000%
9626	596	0.66%	65.94%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO FORT/LOOP	596	100.00%	0.81%		0.00%	0.000%
9627	5703	6.31%	92.25%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	5701	99.96%	7.76%	2	0.04%	0.012%
9628	192	0.21%	92.47%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	192	100.00%	0.26%		0.00%	0.000%
9629	31	0.03%	92.50%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	30	96.77%	0.04%	1	3.23%	0.006%
9639	57	0.06%	92.56%	CATEGORY L USOC MUST APPEAR FOR SAME TN	57	100.00%	0.08%		0.00%	0.000%
9641	2461	2.72%	95.29%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2461	100.00%	3.35%		0.00%	0.000%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
						Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of	Count	% of Agg	% of BST Caused
9647	518	0.57%	95.86%	BAN DOES NOT EXIST FOR COMPANY CODE	518	100.00%	0.70%		0.00%	0.000%
9654	171	0.19%	96.05%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS	171	100.00%	0.23%		0.00%	0.000%
9656	Z	0.00%	96.05%	SLTN NOI FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	Z	100.00%	0.00%		0.00%	0.000%
9657	1	0.00%	96.05%	ECCKT/UNE1 MISMATCH	1	100.00%	0.00%		0.00%	0.000%
9640	41	0.05%	96.10%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	41	100.00%	0.06%		0.00%	0.000%
9671	90	0.10%	96.20%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	90	100.00%	0.12%		0.00%	0.000%
9673	11	0.01%	96.21%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	11	100.00%	0.01%		0.00%	0.000%
9674	42	0.05%	96.26%	INVALID TN/PN DATA - FORMAT SAE 389 ID DRS /TN /PN /RNP 8	42	100.00%	0.06%		0.00%	0.000%
9675	62	0.07%	96.33%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 11 BBC /TN	62	100.00%	0.08%		0.00%	0.000%
9679	1	0.00%	96.33%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	1	100.00%	0.00%		0.00%	0.000%
9680	33	0.04%	96.36%	INVALID REQTYP OR TOS FOR LIFELINE	32	96.97%	0.04%	1	3.03%	0.006%
9681	35	0.04%	96.40%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	35	100.00%	0.05%		0.00%	0.000%
9682	10	0.01%	96.42%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	10	100.00%	0.02%		0.00%	0.000%
9685	4	0.00%	96.42%	DUE DATE COULD NOT BE CALCULATED	1	25.00%	0.00%	3	75.00%	0.018%
9686	947	1.05%	97.47%	RESID NOT VALID IN LFACS	947	100.00%	1.29%		0.00%	0.000%
9688	1	0.00%	97.47%	ACT=C/LNA=N IS INVALID FOR INITIAL LINESHARE	1	100.00%	0.00%		0.00%	0.000%
9691	S	0.01%	97.48%	ACT=C, LNA=N IS INVALID ON A SINGLE LINE ACCOUNT	S	100.00%	0.01%		0.00%	0.000%
9700	4	0.00%	97.48%	REQUESTED CIRCUIT NUMBER/ECCKT NOI FOUND	4	100.00%	0.01%		0.00%	0.000%
9715	ZEE	0.37%	97.85%	TOS IS INVALID FOR REQUESTED SERVICE	313	94.28%	0.43%	19	5.72%	0.113%
9772	5	0.01%	97.85%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	5	100.00%	0.01%		0.00%	0.000%
9800	10	0.01%	97.87%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	70.00%	0.01%	8	30.00%	0.018%
9850	1	0.00%	97.87%	USOC P25 INVALID WITH USOC AQ3 IN KY	1	100.00%	0.00%		0.00%	0.000%
9860	1927	2.13%	100.00%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1927	100.00%	2.62%		0.00%	0.000%
	90342	100.00%			73483		100.00%	16859		100.000%

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1007	32	0.13%	0.13%	DUPLICATE CC, PON, VER
1012	13	0.05%	0.18%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	4989	20.40%	20.58%	PON DUPLICATE ON INITIAL LSR
1017	1	0.00%	20.59%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS. , - '
1020	1	0.00%	20.59%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS. , -
1022	a	0.03%	20.62%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1023	110	0.45%	21.07%	NO ORIGINAL LSR FOUND FOR THIS SUP
lo25	50	0.20%	21.28%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	190	0.78%	22.06%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	869	3.55%	25.61%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	5	0.02%	25.63%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	14	0.06%	25.69%	VER MUST BE SPACES OR ZEROES FOR 850
1050	17	0.07%	25.76%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	20	0.08%	25.84%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	1	0.00%	25.84%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1065	9	0.04%	25.88%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	14	0.06%	25.94%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1074	1	0.00%	25.94%	ATN REQUIRED FOR ACT TYPE C WHEN NO LNA OF N IS PRESENT
1075	20	0.08%	26.02%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	1	0.00%	26.03%	DDD/DDD-CC MUST BE A VAUD DATE
1085	29	0.12%	26.14%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	5	0.02%	26.17%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1100	5	0.02%	26.19%	SERVICE CENTER MUST BE LCSC
1110	736	3.01%	29.20%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	43	0.18%	29.37%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1131	580	2.37%	31.74%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1135	26	0.11%	31.85%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	1	0.00%	31.85%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N
1145	11	0.04%	31.90%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	23	0.09%	31.99%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES
1154	32	0.13%	32.12%	LSWPON IS COMPLETED
1157	6	0.02%	32.15%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1166	7	0.03%	32.18%	CHC IS PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1175	2	0.01%	32.18%	REQTYP REQUIRED (STOP EDIT)
1180	1	0.00%	32.19%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1200	15	0.06%	32.25%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	57	0.23%	32.48%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1225	33	0.13%	32.62%	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1230	2976	12.17%	44.79%	LSO MUST BE 6 NUMERICS
1235	2	0.01%	44.79%	TOS REQUIRED
1270	7	0.03%	44.82%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1285	1	0.00%	44.83%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1330	5	0.02%	44.85%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	31	0.13%	44.97%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1350	1	0.00%	44.98%	BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1360	1	0.00%	44.98%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	1	0.00%	44.99%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
1407	6	0.02%	45.01%	RESID IS REQUIRED WITH ANY LNA'S OF N OR V
1430	15	0.06%	45.07%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1453	66	0.27%	45.34%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1455	18	0.07%	45.42%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	23	0.09%	45.51%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1 470	2	0.01%	45.52%	B12 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1490	4	0.02%	45.53%	DRC MUST BE 3 ALPHANUMERICS
1505	5	0.02%	45.56%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	5	0.02%	45.58%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1515	1	0.00%	45.58%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1520	6	0.02%	45.60%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1525	1	0.00%	45.61%	FAX NO-INIT MUST BE 10 NUMERICS
1530	17	0.07%	45.68%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1540	10	0.04%	45.72%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1570	4	0.02%	45.74%	TEL NO DSGCON REQUIRED WHEN DSGCON IS POPULATED
1585	1	0.00%	45.74%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1590	1	0.00%	45.74%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED

AGGREGATE - ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1595	1	0.00%	45.75%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1600	3	0.01%	45.76%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	551	2.25%	48.01%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1620	1	0.00%	46.02%	BCS REQUIRED WITH REQTYP/ACT TYPE/TOS COMBINATION
1630	97	0.40%	48.41%	CANNOT SUP A PREVIOUSLY CANCELED LSWPON
1635	168	0.69%	49.10%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	1673	6.84%	55.94%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	6421	26.26%	82.20%	LSR/PON AGED OFF
1650	784	3.21%	85.40%	LSWPON COMPLETED
1655	17	0.07%	85.47%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	72	0.29%	85.77%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	35	0.14%	85.91%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	148	0.61%	86.51%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2005	8	0.03%	86.55%	ELI-STREET-1 REQUIRED
2015	1	0.00%	86.55%	EU-STATE REQUIRED
2040	7	0.03%	86.58%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	1	0.00%	86.58%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2060	35	0.14%	86.73%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION
2065	17	0.07%	86.80%	LOCBAN REQUIRED
2067	2	0.01%	86.80%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	32	0.13%	86.94%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	49	0.20%	87.14%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	8	0.03%	87.17%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	2	0.01%	87.18%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2104	5	0.02%	87.20%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2109	53	0.22%	87.41%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2115	29	0.12%	87.53%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	565	2.31%	89.84%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE
2125	1	0.00%	89.85%	EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTYP/ACT TYPE COMBINATION
2130	12	0.05%	89.90%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	1	0.00%	89.90%	LOCBAN MUST EQUAL EAN OR EATN
2185	40	0.16%	90.06%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ%	Error Description
2200	51	0.21%	90.27%	EATN MUST BE 10 NUMERICS
2220	7	0.03%	90.30%	SBILLNM-FB MUST BE UP TO 25 ALPHANUMERICS WITH EMBEDDED BLANKS
2350	36	0.15%	90.45%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2355	354	1.45%	91.90%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
3010	21	0.09%	91.98%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3020	56	0.23%	92.21%	REFNUM=0001-TELNO= LNA VALID ENTRIES ARE: A, C, D, R, V, W, Y, L, P9
3021	18	0.07%	92.28%	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3025	1	0.00%	92.29%	REFNUM=0002 -TN REQUIRED
3035	115	0.47%	92.76%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3045	1 21	0.09%	92.84%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	17	0.07%	92.91%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	52	0.21%	93.13%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3060	1	0.00%	93.13%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3070	1	0.00%	93.13%	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
3090	4	0.02%	93.15%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP
3100	2	0.01%	93.16%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED
3110	3	0.01%	93.17%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	13	0.05%	93.22%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION
3120	5	0.02%	93.25%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUI RED WITH REQTYP/ACT/LNA COMBINATION
3125	52	0.21%	93.46%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	5	0.02%	93.48%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	92	0.38%	93.85%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	1	0.00%	93.86%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	3	0.01%	93.87%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	10	0.04%	93.91%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	6	0.02%	93.94%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	52	0.21%	94.15%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	17	0.07%	94.22%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3200	2	0.01%	94.23%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	17	0.07%	94.30%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	13	0.05%	94.35%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3260	1	0.00%	94.35%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ%	Error Description
3270	5	0.02%	94.37%	LOCNUM=000 LNUM=00001 TELNO= JK NUM MUST BE 2 ALPHANUMERICS
3290	10	0.04%	94.41%	LOCNUM=000 LNUM=00001 TELNO= JK POS MUST BE TWO NUMERICS
3380	25	0.10%	94.52%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3395	20	0.08%	94.60%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3405	1	0.00%	94.60%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R
3410	68	0.28%	94.88%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	23	0.09%	94.97%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	7	0.03%	95.00%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	10	0.04%	95.04%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)
3427	2	0.01%	95.05%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION
3430	3	0.01%	95.06%	FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	2	0.01%	95.07%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3433	3	0.01%	95.09%	LOCNUM=000 LNUM=00001 TELNO=9047247753 LNA PROHIBITED ON THIS REQTYP/ACT TYPISECNCI COMBINATION
3445	7	0.03%	95.11%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3460	7	0.03%	95.14%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)
3485	10	0.04%	95.18%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3643	1	0.00%	95.19%	LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS
3680	3	0.01%	95.20%	LOCNUM=000 LNUM=00001 TELNO=6624872720 TLI REQUIRED WHEN TERS IS POPULATED
3705	14	0.06%	95.26%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN
3725	5	0.02%	95.28%	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY
3735	23	0.09%	95.37%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3755	25	0.10%	95.47%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	1	0.00%	95.48%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3790	24	0.10%	95.58%	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
4000	28	0.11%	95.69%	DL DATA ELEMENTS REQUIRED
4005	1	0.00%	95.69%	DL DATA ELEMENTS PROHIBITED
4010	205	0.04%	96.53%	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
4015	10	0.04%	96.57%	REFNUM=0001 -TELNO= LIST MUST BE VALID ENTRY
4020	13	0.05%	96.63%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4028	1	0.00%	96.63%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4029	2	0.01%	96.64%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4030	9	0.04%	96.68%	DLNUM=0001 LTN= LACT REQUIRED

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	count	%	Σ %	Error Description
4035	3	0.01%	96.69%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	36	0.15%	96.84%	REFNUM=0001 -TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE
4042	1	0.00%	96.84%	REFNUM=0001 -TELNO= ASTERISK OR PLUS SIGN INVALID FOR IA
4045	213	0.87%	97.71%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	13	0.05%	97.76%	INVALID YPH ENTRY
4055	79	0.32%	98.09%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS I OR 3
4060	5	0.02%	98.11%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	3	0.01%	98.12%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N
4065	211	0.86%	98.98%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND 0 IS MISSING
4090	9	0.04%	99.02%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	1	0.00%	99.02%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE
4097	1	0.00%	99.03%	DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z
4110	9	0.04%	99.06%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4115	1	0.00%	99.07%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS I OR 3
4120	13	0.05%	99.12%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4125	1	0.00%	99.12%	SIC MUST BE 4 NUMERICS
4135	1	0.00%	99.13%	DLNUM=0001 LTN= TOA DATA MUST BE BP
4180	56	0.23%	99.36%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4165	1	0.00%	99.36%	DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z
4170	1	0.00%	99.37%	DLNUM=0001 LTN= DOI MUST BE 1
4180	53	0.22%	99.58%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	9	0.04%	99.62%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	2	0.01%	99.63%	DLNUM=0002 LTN=8502340067 DOI VALUE INVALID FOR STYLE CODE
4200	1	0.00%	99.63%	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	1	0.00%	99.64%	DLNUM=0001 LTN REQUIRED
4220	1	0.00%	99.64%	DLNUM=0001 LTN= LNLN REQUIRED
4280	10	0.04%	99.68%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	1	0.00%	99.69%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4385	46	0.19%	99.87%	DLNUM=0001 LTN= INVALID LAST ENTRY
4405	4	0.02%	99.89%	DLNUM=0002 LTN= LTEXT REQUIRED
4475	1	0.00%	99.89%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	26	0.11%	100.00%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4485	12	0.05%	100.05%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	5	0.02%	100.07%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	29	0.12%	100.19%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	7	0.03%	100.22%	DLNUM=0002 LTN= ONLY ONE SIC ALLOWED PER ACCOUNT
4600	14	0.06%	100.27%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4890	1	0.00%	100.28%	DDADLO IS PROHIBITED
5005	72	0.29%	100.57%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	87	0.36%	100.93%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	66	0.27%	101.20%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5030	7	0.03%	101.23%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5070	6	0.02%	101.25%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	1	0.00%	101.26%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5098	5	0.02%	101.28%	LOCNUM=000 HNUM=00001 HNTYP REQUIRED FOR THIS ACT TYPE/HA COMBINATION
5105	5	0.02%	101.30%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	2	0.01%	101.30%	LOCNUM=OOI HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	5	0.02%	101.32%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	4	0.02%	101.34%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5130	1	0.00%	101.35%	LOCNUM=000 HNUM=00002 HTSEQ=002 HTSEQ MUST BE 4 NUMERICS
5135	8	0.03%	101.38%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5138	2	0.01%	101.39%	LOCNUM=000 HNUM=00001 NOTYP REQUIRED FOR THIS HA/HLA COMBINATION
6005	2	0.01%	101.39%	NC CODE INVALID
6045	33	0.13%	101.53%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6048	13	0.05%	101.58%	COMPANY IS NOT QUALIFIED FOR XDSL/UCL
6050	29	0.12%	101.70%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	10	0.04%	101.74%	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION
7000	6	0.02%	101.77%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7005	39	0.16%	101.93%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
8005	17	0.07%	102.00%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
8040	1	0.00%	102.00%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER
8120	3	0.01%	102.01%	LNUM=00001 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8140	42	0.17%	102.18%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V
8180	51	0.21%	102.39%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
8210	2	0.01%	102.40%	LNUM=00001 τε PER PROHIBITED WHEN LNUM τε OPT IS NOT ST OR τε
8215	2	0.01%	102.41%	LNUM=00001 τε PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	42	0.17%	102.58%	INVALID ACTIVITY TYPE
	24456	100.00%		

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1 FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCS!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! II UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! II UEAC2 /C
8825	ORDER ERR: PA SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! II UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 Lt ZLLU MUST APPEAR!
6825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8625	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1 FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! t 1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 Lt ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! TI 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1 FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 II DRS /I-N
8825	ORDER ERR: ZLLU SAE 009 Lt ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! II 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 Lt PDN MISSING OR DATA INCORRECT!

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: OOOO=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 Li DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN AD1 MUST APPEAR! I1 1 FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 UN SEE SOER DOCUMENTATION! ILA

AGGREGATE ORDER TYPES

ERROR DETAILS - 1000

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

AGGREGATE ORDER TYPES

ERROR DETAILS - 1000

Error Type (by error code)	Error Description
I000	CORRECT SYSTEM ERRORS
I000	CORRECT SYSTEM ERRORS
I000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
I000	CLEARED ERROR
I000	CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT 8ε ON IA-- RQST
1000	CORRECT ERRORS
1 000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
I000	CORRECTED SYSTEM GENERATED ORDER #
I000	SENT S STATUS REFERAL FORM 06-20-00.
1 000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
I000	DD Z000-01-0S
1 000	ORDER CANCELLED
1 000	CLAIMED IN ERROR
I000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
I000	DD 06-14-00
I000	DD 07-06-00
1 000	ORDER NY32B0F8 DOES NOI HAVE PON ON IT..
I 1000	DD 2000-07-05
I000	CORRECT SYSTEM ERRORS
1 000	CLEAR up SYSTEM ERRORS
I000	ERRTODROP OFF, ORD
I000	ERR CLEARED-ORDER ISS TO PROVIDE 1 Ioop
I 0 0 0	CORRECT SYSTEM ERRORS
1 000	CORRECT SYSTEM PROBLEMS
1000	CLEARED up SYSTEM ERRORS
I000	CLEARED ERRORS FROM ORDER TO FLOW THRU
I000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
I000	CORRECT ON ODR NUMBER
I000	ORDER BY PLACING DFDT INFO IN PROPER PIAεε AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

	PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	30.91%	84.40%

AGGREGATE ORDER TYPES							1							
Company Info							LSR PROCESSING					FLOWTHROUGH		
		Mechanized Interface		Used	Manual	Rejects	Valldated		Errors					
Name	RESH / OCN	EDI	TAG	Total Mach LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO'S	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1		240	0	240	140	9	91	13	9	4	76	34.36%	85.71%	89.66%
2		245	0	245	120	4	121	78	55	23	43	19.72%	35.54%	43.66%
3		213	0	213	128	8	77	11	5	6	66	33.17%	85.71%	92.96%
4		754	0	754	304	85	365	63	32	31	302	47.34%	82.74%	90.42%
5		1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		2330	0	2330	790	142	1398	323	191	132	1075	52.29%	76.90%	8491%
7		0	4	4	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
6		0	66	66	42	6	18	14	0	14	4	6.70%	22.22%	100.00%
9		0	107	107	61	11	35	24	10	14	11	13.41%	31.43%	52.38%
10		12	0	12	5	1	6	1	1	0	5	45.45%	83.33%	63.33%
11		2182	0	2162	1760	167	235	95	28	67	140	7.26%	59.57%	63.33%
12		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
13		0	52	52	9	7	36	12	5	7	24	63.16%	66.67%	82.76%
14		636	0	636	172	8	456	56	8	48	400	68.97%	67.72%	98.04%
15		913	0	913	130	59	724	62	11	51	662	82.44%	91.44%	98.37%
16		0	2160	2160	2016	142	0	0	0	0	0	0.00%	0.00%	0.00%
17		0	181	181	82	25	74	25	15	10	49	33.56%	66.22%	76.56%
18		0	38	38	11	5	22	6	1	5	16	57.14%	72.73%	94.12%
19		0	143	143	64	23	56	18	15	I3	38	32.48%	67.66%	71.70%
20		0	69	69	54	2	13	7	5	2	6	9.23%	46.15%	54.55%
21		61	0	61	19	11	31	10	7	3	21	44.68%	67.74%	75.00%
22		0	1884	1884	819	166	697	289	131	158	608	39.02%	67.78%	62.27%
23		59	0	59	14	25	20	10	2	8	10	36.46%	50.00%	83.33%
24		2	0	2	1	0		1	1	0	0	0.00%	0.00%	0.00%
25	0	84		84	28	12	44	14	11	3	30	43.46%	68.18%	73.17%
26	58	0		58	17	9	32	10	6	4	22	48.69%	68.75%	78.57%
27	1	0		1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
26	880	0		880	590	26	262	113	42	71	149	19.08%	56.87%	78.01%
29	151	0		151	141	1	9	6	1	5	3	2.07%	3333%	75.00%
30		355	0	355	227	5	123	71	49	22	52	15.85%	42.28%	51.49%
31		665	0	665	346	33	266	156	88	68	130	23.05%	45.45%	59.63%
32		0	10	10	1	4	5	2	0	2	3	75.00%	60.00%	100.00%
EDI Subtotal		9759	0	9759	4905	615	4239	1079	536	543	3160	36.74%	74.55%	65.50%
TAG Subtotal		0	4798	4798	3192	405	1201	412	194	218	709	16.90%	65.70%	80.26%
TOTAL INTERFACES		9769	4798	14557	8097	Ia20	5440	1491	730	761	3949	30.91%	72.59%	84.40%

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		27
2		14
3		13
4		116
5		0
6		106
7		9
8		9
9		9
10		59
11		1
12		460
13		6
14		3
15		217
16		358
17		86
18		7
19		13
20		2
21		22
22		61
23		71
24		0
25		5
26		13
27		2
28		166
29		26
30		16
31		146

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
Total		2043

Trunk Group Performance - Aggregate

Florida			Average blocking percentage by hour																							
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
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	0.02241	0.0000	0.0221	0.0014	0.0008	0.0053	0.01371	0.0472	0.0471	0.0205	0.0058	0.0021	0.0603	0.0037	0.00431	0.0065	0.0086	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	-0.01151	-0.0320	-0.0365	0.0105	0.0346	0.0001	-0.0559	-0.0026	-0.0027	0.0145	-0.0080	-0.1051	-0.0610	-0.2309	-0.0655	-0.0090
	SF	BellSouth	0.0002	0.00391	0.0010	0.0011	0.0000	0.0002	0.0038	0.2963	0.0645	0.0095	0.02451	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	0.16871	0.0884	0.1032	0.1029	0.0872	0.0977	0.6916	0.1204	0.1906	0.2477	0.1692	0.1639	0.2996	0.3763	0.1603	0.2295
		Difference	-0.1396	-0.0031	-0.0113	-0.0057	0.0000	-0.0009	-0.0308	0.0313	-0.12411	-0.0789	-0.0787	-0.0766	-0.0497	-0.0365	-0.0453	-0.0711	-0.14241	-0.1474	-0.1224	-0.1172	-0.2066	-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	0.0056	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	0.02271	0.0308	0.03741	0.0431	0.0426	0.0518	0.0462	0.0456	0.1250	0.0964	00256	01483	0.1996	0.1181	0.0422	0.0024
		Difference	0.0000	-0.0002	0.0000	-0.0075	-0.0116	-0.0122	-0.0241	-0.0206	-0.0204~	-0.0305	-0.0359	-0.0418	-0.0225	-0.0460	-0.0445	-0.0196	-0.1072	-0.0644	-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	0.13061	0.1554	0.0797	0.0008	0.1474	0.1861	0.1597	0.0782	0.1886	0.1202	0.1576	0.09471	0.01621	0.0023
		CLEC	0.0004	0.0015	0.0008	0.0002	0.0042	0.0146	0.01351	1.0447	0.1032	0.2424	0.4760	0.6243	0.3367	0.2816	0.3334	0.67731	0.4516	0.5186~	0.6668	0.5562	0.8152	0.49791	0.0688	0.0267
		Difference	-0.0063	-0.0015	-0.0009	-0.0002	-0.0035	-0.0145	-0.0088	0.0018	-0.0420	-0.1197	-0.3455	-0.4689	-0.2570	-0.1907	-0.1860	-0.49121	-0.29191	-0.44041	-0.4782	-0.43607	-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	0.0078	0.0044	0.0036	0.0136	0.0043	0.0202	0.0347	0.0095	0.0026	0.0093	0.0068	0.0022	0.04671	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	0.0002	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	0.0006	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	0.0013	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	0.0002	0.0006	0.0025	0.0178	0.0153	0.0084	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	0.0073	0.0205	0.0154	0.0095	0.0131	0.0078	0.0089	0.0714	0.2478	0.0310	0.0000	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	0.0562	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
Jul-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0014	0.0377	0.0173	0.0152	0.0045	0.0222	0.0038	0.0213	0.0088	0.0077	0.0051	0.0119	0.0040	0.0022	0.0025	0.0041	0.0086	0.0026
		CLEC	0.0119	0.0049	0.0001	0.0001	0.0038	0.0008	0.0005	0.0009	0.0100	0.0166	0.0534	0.0541	0.0188	0.0526	0.0428	0.0341	0.0256	0.0165	0.0155	0.0174	0.0217	0.0203	0.0140	0.0146
		Difference	-0.0119	-0.0049	-0.0001	-0.0001	-0.0038	-0.0008	-0.0005	-0.0009	-0.0100	-0.0166	-0.0534	-0.0541	-0.0188	-0.0526	-0.0428	-0.0341	-0.0256	-0.0165	-0.0155	-0.0174	-0.0217	-0.0203	-0.0054	-0.0120
Aug-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0013	0.0865	0.0373	0.0024	0.0048	0.0072	0.0176	0.0090	0.0137	0.0109	0.0275	0.0444	0.0052	0.0053	0.0085	0.0043	0.0004	0.0001
		CLEC	0.0070	0.0000	0.0000	0.0001	0.1356	0.0001	0.0001	0.0009	0.0105	0.0044	0.0233	0.0210	0.0038	0.0100	0.0337	0.0307	0.0327	0.0039	0.0083	0.0222	0.0240	0.0239	0.0056	0.0003
		Difference	-0.0070	0.0000	0.0000	-0.0001	-0.1356	-0.0001	0.0013	0.0856	0.0268	-0.0020	-0.0184	-0.0139	0.0138	-0.0010	-0.0200	-0.0198	-0.0052	0.0106	-0.0031	-0.0169	-0.0155	-0.0195	-0.0053	0.0007

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

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DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

BellSouth is currently producing state level results based on the January 12, 2001, Georgia Order from Docket 7892-U. While there are some differences from the interim Service Quality Measurement (SQM) Version 3.0 approved by this Commission on July 3, 2001, they are minor and should not cause any difficulty in determining BellSouth's overall performance level.

Attachment 1 B is the Monthly State Summary (MSS) for Florida for July 2001. The MSS contains 2,249 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. The MSS for May 2001 data contained 2,251 sub-metrics. (Two items that were counted as sub-metrics with no CLEC activity in May are no longer included in the sub-metric total beginning with the June 2001 filing.) In July 2001, BellSouth met or exceeded the criteria for 622 of these 739 sub-metrics, or 84% for which there were both established benchmarks/retail analogues and CLEC activity. The remainder (1,510) of the 2,249 sub-metrics were either diagnostic (916), had no CLEC activity (472), were parity by design (10), are still under development (2) or are excluded (1 10) due to data calculation deficiencies. All measures and sub-metrics are included in these calculations except three measures that are

currently under investigation that have known deficiencies in their calculations. They are Average Jeopardy Notice Interval, FOC & Reject Completeness, and LNP Disconnect Timeliness. Even though these measures are included in the MSS and in the total number of measurements calculation (2,249), they are excluded from the "Made/Total" percentage calculations (622/739).

During the three-month period of May through July 2001, there were a total of 559 sub-metrics that had CLEC activity for all months and that were compared with either a benchmark or retail analogue. Of those 559 sub-metrics, 474 or 85% satisfied the comparison criteria for a minimum of two of the three months.

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

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

The second issue arises in situations where BellSouth provides very high quality service to both BellSouth's retail units and the CLECs, where there are very large universe sizes, and the difference between the means is very small. This scenario can cause an apparent missed condition from a quantitative viewpoint. For example, in July 2001, the % Missed Installation Appointments (%MIA), for Residence / Non-Dispatch / < 10 Circuits (A.2.1I .1.1.2) showed that BellSouth retail had 0.06% missed appointments for the 607,521 scheduled orders. The CLEC %MIA for the same period is 0.14% missed appointments for 33,535 scheduled orders. While there is very little difference in the results, only eight one hundredths of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, greater than 99.8%. From a practical point of view, the CLECs' ability to compete has not been

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

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

Each sub-metric designated as having not satisfied the benchmark or BellSouth retail analogue requirement for May, June and/or July 2001 is included in this Exhibit. Each sub-metric discussed is labeled as being missed in any one or more of the months (May/June/July) included in this filing.

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

B. CHECKLIST ITEM 1 – INTERCONNECTION

1. Collocation

BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E in Attachment 1 B, Items E.l .1.1 through E.1.3.3, provides these results. BellSouth met the approved benchmarks for all 9 of the 9 sub-metrics in May, all 10 of the 10 sub-metrics in June and all 8 of the 8 sub-metrics in July 2001 with CLEC activity.

For the three-month period, May through July 2001, there were 8 sub-metrics for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. All 8 of these sub-metrics met the retail analogue/benchmark comparisons in all three months.

2. Local Interconnection Trunking

Trunking Reports

Attachment 1 B, Section C, Items C.l .1 to C.4.2 of the MSS contains data for ordering, provisioning, maintenance and repair, and billing associated with Local Interconnection Trunks.

In May 2001, BellSouth met 15 of 18 sub-metrics or 83% and in June, met 18 of 22 sub-metrics or 82% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. In July, BellSouth met 21 of 22 sub-metrics or 96% of the benchmarks/retail analogues having CLEC activity. The sub-metrics that did not meet the benchmarks/retail analogues for May, June and July 2001 are as follows:

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

BellSouth met the standard for 134 of the 144 (93.10%) ASRs received in this sub-metric for May 2001. The 95% benchmark set a requirement of 137 based on the quantity of orders for this sub-metric. Although BellSouth is within 2% of the benchmark for this measure, BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

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

BellSouth missed 4 of the 47 scheduled appointments for this sub-metric in June 2001. A detailed analysis of the four missed appointments did not reveal any systemic issues for this sub-metric in June. BellSouth met the benchmark for this sub-metric in July 2001.

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Dispatch (C.2.11.2.1) (July)

BellSouth met the standard for 16 of the 17 orders reviewed in this sub-metric for July 2001. The 95% benchmark set a requirement of all 17 orders based on the quantity of orders for this sub-metric, With a universe size of 17 orders and a 95% benchmark, a miss on only one order causes a miss for the entire

sub-metric. Although BellSouth is within one order of the benchmark for this measure, BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Non-Dispatch (C.2.11.2.2) (June)

BellSouth met the standard for 31 of the 33 orders reviewed in this sub-metric for June 2001. The 95% benchmark set a requirement of 32 based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in July 2001.

Customer Trouble Report Rate / Local Interconnection Trunks / Non-Dispatch (C.3.2.2) (May)

BellSouth provided over 99.95% trouble free service for both retail and the CLECs for this sub-metric for the month of May. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not

been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch (C.3.3.2) (June)

There were a total of 16 trouble reports that averaged 1.52 hours per completion for this sub-metric in June 2001. One of the reports was a translation problem that required 22 hours to repair. The other 15 reports required an average of less than 8 minutes per report to fix. The retail analogue comparison averaged just over 28 minutes per report for June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Repeat Reports in 30 Days / Local Interconnection Trunks / Non-Dispatch (C.3.4.2) (May)

A data problem was identified for this sub-metric in May 2001. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Invoice Accuracy - Interconnection (C.4.1) (June)

The CLECs experienced Local Interconnection invoice accuracy rates that were slightly less than the invoices BellSouth sends to its customers during June 2001 (98.46% accuracy for BellSouth versus 94.29% for the CLEC invoices). The difference in performance was the result of two adjustments issued to two CLECs in Florida. The first adjustment resulted from usage that was being investigated for possible error conditions. A keying error was made

and the usage was included on the wrong account, which was subsequently adjusted for the customer. The second situation involved a keying mistake on a billing transaction causing an inaccurate amount to be included on a bill for a customer and subsequently corrected. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Trunk Blockaae

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group Performance Report (TGP), Attachment 3B, displays trunk blocking in a manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic, and provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The analogue/benchmark for the Trunk Group Performance measure is any two consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-metric in May, June and July 2001.

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

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

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

Product	Checklist Item:
Combo (Loop & Port)	#2 – Unbundled Network Elements
Combo (Other)	#2 – Unbundled Network Elements
Other Design	#2 – Unbundled Network Elements
Other Non-Design	#2 – Unbundled Network Elements
xDSL Loop	#4 – Unbundled Local Loops
UNE ISDN Loop	#4 – Unbundled Local Loops
Line Sharing	#4 – Unbundled Local Loops
2w Analog Loop Design	#4 – Unbundled Local Loops
2w Analog Loop Non Design	#4 – Unbundled Local loops
2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
Digital Loop c DS1	#4 – Unbundled Local Loops

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

6

7 An overall review of the UNE sub-metrics for Ordering, Provisioning,
8 Maintenance & Repair and Billing indicates that BellSouth met the
9 benchmark/analogue for 82%, 74% and 84% of the sub-metrics during the
10 months of May, June and July 2001, respectively.

11

12 For the three-month period, May through July 2001 , there were 273 sub-
13 metrics in the UNE measurements for which there was CLEC activity in all
14 three months and were compared to retail analogues or benchmarks. Of
15 those 273 sub-metrics, 219 sub-metrics (80%) met the retail
16 analogue/benchmark comparisons in at least two of the three months.

17

18 **1. UNE Ordering Measures**

19

20 Items B.1.1 – B.1.19 in Attachment 1B show data for Percent Rejected
21 Service Requests, Reject Interval, FOC Timeliness and FOC & Reject
22 Response Completeness. These reports are disaggregated by interface type
23 (electronic, partial electronic and manual), as well as product type.

Percent Rejected Service Requests

Results for individual CLECs in this measure vary. Some CLECs have few rejected service requests, while some CLECs have many. Of the CLECs submitting LSRs, three of the five CLECs that submitted the largest volumes of fully mechanized LSRs had rejection rates ranging from 2% to 8% in May, June and July 2001.

In order to lower the rejection rate for individual CLECs, BellSouth has developed an action plan template to be used in conjunction with an analysis of the pre-order and order activity of a CLEC who is performing at less than 90% on flow-through on mechanically submitted orders and has a clarification rate of 20% or higher. So far, seven CLECs in the BellSouth region have agreed to utilize this template. Five CLECs have had presentations concerning their individual results and are currently reviewing the proposals. Meetings are being scheduled with two additional CLECs and twenty-two others are either in the final stages of the action plan preparation or data analyzation. The initial results after implementation indicates a 5% overall reduction in clarifications and rejected requests.

Reject Interval

Items B.1.4 - B.1.8 in Attachment 1 B examine the Reject Interval for the month of July 2001. For orders submitted electronically, the benchmark is

97% within one hour. In May, 74% of the rejected service requests were delivered within the one-hour time period. In June 2001, 95% of the rejected service requests were delivered within the one-hour benchmark. In July 2001, 97% of all rejected service requests were delivered within the one-hour benchmark interval. (See the write-up below for Items B.1.4.2 – B.1.4.17 for further discussion concerning electronically submitted orders.)

For partially mechanized orders, which are LSRs submitted electronically and requiring service representative intervention, the current benchmark is 85% within 18 hours. BellSouth exceeded this benchmark in May, June and July 2001, with over 98%, 93% and 96%, respectively, of partially mechanized rejects being returned to the CLECs within the 18-hour time period.

For manual orders, the current benchmark is 85% within 24 hours. BellSouth also exceeded this requirement, with over 96% of the LSRs submitted manually being returned to the CLECs within the 24-hour time period in May, 97% in June and 98% in July 2001.

The following sub-metrics did not meet the established benchmarks in May, June and/or July 2001:

Reiect Interval / Local Interoff ice Transport / Electronic (B. 1.4.2) (June)

Reiect Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (May/June/July)

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

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

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

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

Reiect Interval / Other Design / Electronic (B.1.4.14) (June/July)

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

Reiect Interval / LNP (Standalone) / Electronic (8.1.4.17) (May/June)

The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth is conducting a detailed root cause analysis of the process for electronic rejects. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because certain of the back-end legacy systems are not in service. LSRs submitted during these periods should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs. An analysis of the July 2001 rejected LSRs for this sub-metric revealed that 42% of the rejects

missing the benchmark interval were processed during this period. Excluding these rejects from the total, this sub-metric would have met the benchmark, with 97.64% of the remaining rejects meeting the one-hour interval.

With the May 2001, data month, BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). However, with this change, BellSouth is currently unable to identify multiple issues of the same version of LSRs that have been rejected (fatal rejects). These rejected LSRs should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the interval from the initial issue to the final issue of the LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

In the May and June updates, the data for the UNE Loop & Port Combination was included in the UNE Other Non-Design sub-metric. This condition has been corrected in the July data.

Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.6.9) (July)

BellSouth met the benchmark for 124 of the 150 LSRs rejected in this sub-metric for July 2001. This sub-metric missed the overall benchmark by less than 3% for the month. No systemic issues were uncovered for the items that missed the benchmark for this sub-metric.

Reiect Interval / 2w Analoq Loop w/LNP Design / Partially Electronic (B. 1.6.12) (June)

BellSouth met the benchmark for 276 of the 352 LSRs rejected in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June IO, 2001. Basically, for the first IO days of the month this sub-metric met very few of the LSRs that were rejected in 18 hours and almost all for the last 20 days. BellSouth met the benchmark for this sub-metric in July 2001.

Reject Interval / Other Design / Partially Electronic (B.1.6.14) (July)

BellSouth met the benchmark for 18 of the 22 LSRs rejected in this sub-metric for July 2001. This sub-metric missed the overall benchmark by less than 4% for the month. No systemic issues were uncovered for the items that missed the benchmark for this sub-metric.

Reiect Interval / LNP (Standalone) / Partially Electronic (B.1.6.17) (June)

BellSouth met the benchmark for 812 of the 982 LSRs rejected in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were rejected in 18 hours and almost all for the last 20 days. BellSouth met the benchmark for this sub-metric in July 2001.

Reject Interval / 2w Analog Loop Design / Manual (B.1.8.8) (July)

There were only five rejected LSRs for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

Reject interval / 2w Analog Loop w/INP Design / Manual (B.1.8.10) (July)

There was only one rejected LSR for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

Reject Interval / Other Design / Manual (B.1.8.14) (July)

BellSouth met the benchmark for 9 of the 14 LSRs rejected in this sub-metric for July 2001. No systemic issues were uncovered for the items that missed the benchmark for this sub-metric.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. For partially mechanized LSRs, the benchmark is 85% returned within 18 hours. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. In July 2001, BellSouth met the benchmark for 20,755 of the 21,189 (98%) LSRs that received a FOC. In June 2001, BellSouth met the benchmark for 39,801 of the 41,273 (96%) LSRs that received a FOC. In May 2001, BellSouth met the benchmark for 44,471 of the 45,368 (98%) LSRs that received a FOC. The sub-metrics that did not meet the benchmark in May, June and/or July 2001 are as follows:

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

BellSouth met the benchmark for 137 of the 153 LSRs that received a FOC in May, 264 of 287 for this sub-metric in June and 393 of 485 FOCs in July 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information, see the explanation included with the electronic reject interval measurement, item B.1.4.x.

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

BellSouth met the benchmark for 456 of the 575 LSRs in May and 57 of the 79 LSRs in June that received a FOC for this sub-metric, BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item B.1.4.x. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / 2w Analog Loop w/LNP Non Design / Electronic (B.1.9.13) (May)

BellSouth met the benchmark for 14 of the 90 LSRs for this sub-metric in May 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item B.1.4.x. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

FOC Timeliness / LNP (Standalone) / Electronic (B.1.9.17) (June)

BellSouth met the benchmark for 2,687 of the 3,173 LSRs confirmed in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed on June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were confirmed in 18 hours and almost all for the last 20 days. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / xDSL / Partially Electronic (B. 1.1 i .5) (May/June)

There were only nine orders for May and five in June 2001 in this sub-metric with BellSouth meeting the benchmark for seven and four of them, respectively. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / ISDN Loops / Partiallv Electronic (8.1 .1 1.6) (June)

There were only four orders in June 2001 for this sub-metric with BellSouth meeting the benchmark for three of them. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in July 2001.

FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.11.12) (June)

BellSouth met the benchmark for 556 of the 703 LSRs confirmed in this sub-metric for June 2001. On June 2, 2001, an update was loaded in the LNP Gateway software. Due to problems associated with this release, it had to be removed *on* June 10, 2001. Basically, for the first 10 days of the month this sub-metric met very few of the LSRs that were confirmed in 18 hours and almost all for the last 20 days. BellSouth met the benchmark for this sub-metric in July 2001.

FOC & Reject Response Completeness

This measurement was introduced with the March 2001 data month. The benchmark is 95%. In this sub-metric, BellSouth did not meet the benchmark in May, June and/or July 2001 for the FOC and Reject Response Completeness metrics listed below:

FOC & Reject Response Completeness / Local Interoffice Transport / Electronic (B.1.14.2) (May/June)

FOC & Reiect Response Completeness / Combo (Loop & Port) / Electronic (B.1.14.3) (June/July)

FOC & Reiect Response Completeness / xDSL / Electronic (B.1.14.5) (May/June/July)

FOC & Reiect Response Completeness / ISDN Loop / Electronic (8.1 .1 4.6) (May)

FOC & Reiect Response Completeness / Line Sharina / Electronic (B.1.14.7) (Ju

FOC & Reiect Response Completeness / 2w Analog LOOP Design / Electronic (B.1.14.8) (July)

FOC & Reiect Response Completeness / 2w Analog Loop Non Design / Electronic (B.1.14.9) (May/June/July)

FOC & Reiect Response Completeness / Other Design / Electronic (B.1.14.14) (May/June/July)

FOC & Reject Response Completeness / Other Non-Design / Electronic (8.1 .14.15) (June)

FOC & Reiect Response Completeness / xDSL / Partial Electronic (B.1.15.5) (May/July)

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

FOC & Reiect Response Completeness / xDSL / Manual (B.1.16.5) (July)

FOC & Reiect Response Completeness / Line Sharing / Manual (B.l .1 6.7) (June)

FOC & Reiect Response Completeness / 2w Analoa LOOP Desian / Manual (B.1 .16.8) (June)

FOC & Reiect Response Completeness / 2w Analoa LOOP Non-Desian / Manual (B. 1.16.9) (May/June/July)

FOC & Reiect Response Completeness / 2w Analoa Loop w/INP Desian / Manual (B. 1.16.10) (May/July)

FOC & Reject Response Completeness / Other Non-Design / Manual (B.1.16.15) (May)

FOC & Reiect Response Completeness (Multiple Responses) / xDSL / Electronic (B. 1.17.5) (May)

FOC & Reiect Response Completeness (Multiple Responses) / Local Interoff ice Transport / Partial Electronic (B. 1.18.2) (May/June)

FOC & Reiect Response Completeness (Multiple Responses) / Combo (LOOP & Port) / Partial Electronic (B.1.18.3) (May/June/July)

FOC & Reiect Response Completeness (Multiple Responses) / xDSL / Partial Electronic (B.1.18.5) (May/July)

FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop / Partial Electronic (B.1.18.6) (May)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analoq Loop Design / Partial Electronic (B.1.18.8) (July)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analoq Loop Non-Design / Partial Electronic (B.l .1 8.9) (May/June)

FOC & Reiect Response Completeness (Multiple Responses) / Other Design / Partial Electronic (B. 1.18.14) (May/June/July)

FOC & Reject Response Completeness (Multiple Responses) / Other Non-Design / Partial Electronic (8.1 .18.15) (May/June)

FOC & Reject Response Completeness (Multiple Responses) / Local Interoffice Transport / Manual (B.l. 19.2) (May/June/July)

FOC & Reiect Response Completeness (Multiple Responses) / Combo [Loop&Port) / Manual (B.1 .1 9.3) (May/July)

FOC & Reiect Response Completeness (Multiple Responses) / xDSL / Manual (B.1 .1 9.5) (May/June)

FOC & Reiect Response Completeness (Multiple Responses) / ISDN Loop / Manual (B.1.19.6) (May/June)

FOC & Reject Response Completeness (Multiple Responses) / Line Sharing / Manual (B.1 .19.7) (June)

FOC & Reiect Response Completeness (Multiple Responses) / 2w Analog Loop Design / Manual (B. 1.19.8) (May/June/July)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop Non Design / Manual (B.1 .19.9) (May/June/July)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop w/INP Design / Manual (B.1 .1 9.10) (May/June)

FOC & Reiect Response Completeness (Multiple Responses) / Other Design / Manual (B.1.19.14) (May/June/July)

FOC & Reject Response Completeness (Multiple Responses) / Other Non Design / Manual (B.1.19.15) (May)

BellSouth has determined that the coding for the FOC and Reject Completeness measures failed to include rejections that were classified as "auto clarifications." This coding change will impact all FOC and Reject Completeness measures that include auto clarification rejects. The code for this measurement is being rewritten and is projected to be included with the

August data, available at the end of September. BellSouth continues to review this measurement in order to improve results to meet the benchmark.

Flow-Through

Attachment 1 B, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. Detailed flow-through results for individual CLECs are included in Attachment 2B. The following table shows the Regional Flow-Through results for May, June and July 2001 as compared with the Interim SQM benchmarks.

% Flow-through Service Requests (F.l .1.1 – F.1.3.4)

Customer Type	May 2001	June 2001	July 2001	Benchmark
Residence	90.25%	92.21%	87.09%	95%
Business	61.15%	57.26%	69.62%	90%
UNE	74.80%	78.33%	90.00%	85%
LNP	90.65%	91.83%	86.36%	85%

The table above excludes those LSRs designed to "'fall out" for manual handling. The Business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result,

there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is being done to determine trends and identify flow-through problems. To date, fifteen system enhancements have been identified and are targeted for Encore releases. Three of the enhancements were implemented in August. The remainder of the enhancements are scheduled for release between October 2001 and January 2002.

2. UNE Provisioning Measures

BellSouth met 81% of the overall UNE Provisioning measurements in the month of May, 73% of these measurements in June and 84 % in July 2001.

The following sub-metrics did not meet the applicable retail analogues in the months of May, June and/or July 2001:

Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.1.3.1.2) (June)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. A temporary fix was installed at the end of June, until the final update can be added. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

There were only a total of five orders completed in this sub-metric in June and five orders completed in July 2001 . This small universe does not provide a statistically conclusive comparison with the retail analogue.

Held Orders / Other Design / < 10 Circuits / Facilities (B.2.3.14.1 .1) (July)

There was only one order associated with this sub-metric in July 2001. this small universe does not provide a statistically conclusive comparison with the retail analogue.

% Jeopardies / Other Non-Design (8.2.5.15) (July)

There were a total of 4 jeopardies issued for the 26 orders that were scheduled for this sub-metric in July 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 1 of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there was only 1 missed installation appointment for this sub-metric in July 2001. The 1 missed appointment in this sub-metric did not result in a held order in July.

% Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10 Circuits (B.2.10.3) (May/June/July)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) is currently scheduled for a September 2001 system update. Based on this schedule, the October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.18.3.1.2) (May/June/July)

BellSouth missed 25 of the 10,487 scheduled appointments in this sub-metric for May, missed 28 of the 10,251 appointments for June and missed 23 of the 10,347 appointments for July 2001. BellSouth met over 99% of the scheduled appointments for both retail and the CLECs in this sub-metric for all three months. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed 23 of the 5,556 appointments in this sub-metric scheduled in July 2001. BellSouth completed over 99.5% of the appointments as scheduled in July.

% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits / Dispatch (B.2.18.3.2.1) (June)

BellSouth missed 3 of the 14 appointments for this sub-metric in June 2001. The detailed analysis did not indicate any systemic problems with the three missed appointments for this sub-metric in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

BellSouth missed 2 of the 12 appointments for this sub-metric in June 2001. The detailed analysis did not indicate any systemic problems with the two missed appointments for this sub-metric in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

BellSouth is currently analyzing the data for this sub-metric. The extremely high number of troubles indicated does not match the overall report rates for June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

There were four troubles reported for the thirteen orders that completed in the 30 days prior to May and three troubles reported for the fifteen orders completed in the 30 days prior to July 2001 for this sub-metric, No systemic problems were identified for this small number of orders in either May or July. BellSouth met or exceeded the retail analogue for this sub-metric in June 2001.

% Provisioning Troubles w/i 30 Davs / Other Design / < 10 Circuits / Dispatch (B.2.19.14.1 .1) (June)

There were seven troubles reported for the thirty-four orders that completed in the 30 days prior to June 2001 for this sub-metric. No systemic problems were identified for the seven reports received in June for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Average Completion Notice Interval / Combo (Loop & Port) / < IO Circuits / Dispatch (B.2.21.3.1.1) (May/June)

Average Completion Notice Interval / Combo (Loop & Port) / < IO Circuits / Non-Dispatch (B.2.21.3. 1 .2) (May/June)

Average Completion Notice Interval / Combo (LOOP & Port) / >= IO Circuits / Dispatch (B.2.21.3.2. 1) (May/June)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs.

The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results. BellSouth met the retail analogue comparison for all these sub-metrics in July 2001.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (B.2.34.1.1.1) (July)

BellSouth met the standard for 38 of the 61 orders reviewed in this sub-metric for July 2001. The 95% benchmark set a requirement of 58 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch (B.2.34.1.1.2) (June/July)

BellSouth met the standard for 40 of the 48 orders reviewed in this sub-metric for June and for 59 of the 98 orders reviewed in July 2001. The 95% benchmark set a requirement of 46 orders for June and 93 orders for July based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch (B.2.34.1.2.2) (July)

There were only two orders reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / LOOPS Non-Design / c 10 Circuits / Dispatch (B.2.34.2.1.1) (May/July)

There were only 12 orders reviewed for this sub-metric in May and 4 orders reviewed in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

Service Order Accuracy / Loops Non-Desian / <10 Circuits / Non-Dispatch (B.2.34.2.1.2) (May/July)

BellSouth met the standard for 168 of the 186 orders reviewed in this sub-metric for May and for 31 of the 51 orders reviewed in July 2001. The 95% benchmark set a requirement of 177 orders for may and 49 orders for July based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

Service Order Accuracy / LOOPS Non-Desian / >= 10 Circuits / Dispatch (B.2.34.2.2.1) (May)

There were only two observations in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

Service Order Accuracy / LOOPS Non-Desian / >= 10 Circuits / Non-Dispatch (B.2.34.2.2.2) (May/June/July)

BellSouth met the standard for 14 of the 20 orders reviewed in this sub-metric for May and 9 of 17 orders in June 2001. The 95% benchmark set a requirement of 19 and 16 in May and June, respectively based on the quantity

of orders for this sub-metric. In July, there were only two orders reviewed for the sub-metric, which is too small a universe to provide a conclusive benchmark comparison. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

BellSouth met the applicable performance standard for 79% in May, 75% in June and 81% in July 2001 of the overall UNE M&R measurements. The sub-metrics that did not meet the fixed critical value for this checklist item in May, June and/or July are as follows:

% Missed Repair Appointments / Other Design / Dispatch (B.3.1 .1 0.1) (June)

BellSouth missed 19 of the 269 repair appointments scheduled for this sub-metric in June 2001. No systemic problems were identified for the 19 appointments missed in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Other Design / Non-Dispatch (B.3.1.1 0.2) (June)

BellSouth missed 5 of the 118 repair appointments scheduled for this sub-metric in June 2001. No systemic problems were identified for the 5 appointments missed in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Other Non-Design/ Non-Dispatch JB.3.1 .11.2) (May)

BellSouth missed 4 of the 67 repair appointments scheduled for this sub-metric in May 2001. No systemic problems were identified for the four appointments missed in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1) (May/June/July)

The difference between the retail analogue and the CLEC aggregate was less than 3% for this sub-metric in May and June 2001. In July, the difference was less than 0.5%. Both the CLECs and BellSouth retail had greater than 97% trouble free service for all in service lines in this sub-metric in May and June. In July over 99% of the tines in service were trouble free. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Customer Trouble Report Rate / Other Design / Non-Dispatch (B.3.2.10.2) (May/June)

The difference between the retail analogue and the CLEC aggregate was less than 1% for this sub-metric in May and June 2001. Both the CLECs and

BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric in May and June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / Other Non Design / Dispatch (B.3.2.11.1) (May/June/July)

There were a total of 48 troubles reported for the 688 in service lines for this sub-metric in May, 58 trouble reports for the 697 in service lines in June and 46 trouble reports for the 708 lines in service in July 2001. A preliminary analysis indicated that 17% of the troubles were closed out as found OK in June and 19% found OK in July. Further analysis is underway to determine any systemic issues with this sub-metric.

Customer Trouble Report Rate / Other Non Design / Non-Dispatch (B.3.2.11.2) (May/June/July)

There were a total of 67 troubles reported for the 688 in service lines for this sub-metric in May, 57 troubles reports for the 697 in service lines in June and 41 troubles reported for the 708 lines in service in July 2001. An analysis of July orders revealed that 28 of the 41 trouble reports (68%) were closed out as found OK, or over half of the troubles reported had minimal impact on the end-user customer. Further analysis is underway to determine any systemic issues with this sub-metric.

% Repeat Troubles within 30 Days / Combo (Loop & Port) / Non-Dispatch (B.3.4.3.2) (May/June)

There were a total of 898 trouble reports of which 379 were repeats in this sub-metric for May 2001. A detailed analysis has identified 268 of the 379 repeats to be from the third party test CLEC. Also, 337 of the 379 repeat reports were closed as Test OK / Found OK or approximately 90% of the troubles had minimal impact on the end-user customer. In June, there were a total of 938 trouble reports of which 231 were repeats. A detailed analysis has identified 108 of the 231 repeats to be from the third parry test CLEC. Also, 189 of the 23i repeat reports were closed as Test OK / Found OK or approximately 82% of the troubles had minimal impact on the end-user customer. The exclusion of the third party tests reports from this sub-metric would meet or exceed the retail analogue for May and June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Repeat Troubles within 30 Days / Combo Other / Dispatch (B.3.4.4.1) (July)

There were only 11 troubles reported for this sub-metric in July 2001 for which 5 were repeat troubles. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

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

19 of the 269 repair appointments scheduled for this sub-metric in June 2001 were out of service longer than 24 hours. No systemic problems were identified for the 19 appointments in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

BellSouth missed 5 of the 118 repair appointments scheduled for this sub-metric in June 2001 were out of service longer than 24 hours. No systemic problems were identified for the 5 appointments in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

11 of the 25 repair appointments scheduled for this sub-metric in July 2001 were out of service longer than 24 hours. No systemic problems were identified for the 11 appointments in July.

Invoice Accuracy – UNE (B.4.1) (June)

The CLECs experienced UNE invoice accuracy rates that were slightly lower than the invoices BellSouth sends to its customers during June 2001 (98.46% accuracy for BellSouth versus 89.32% for the CLEC invoices). The difference in performance was the result of a single adjustment for one CLEC caused by an inaccurate rate being used for ***one*** type of unbundled switch port. The incorrect rate has been changed and the problem has been resolved. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1 .1), Loop Makeup Manual (F.2.1 .1) and Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering measurements. All measures met the established benchmarks for May 2001. The sub-metrics did not meet the benchmarks in June and July 2001 are as follows:

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

BellSouth met 129 of the 136 inquiries within the 3 business day benchmark in June 2001 or 94.85%. Normal rounding would indicate that this quantity met the 95% benchmark. BellSouth met the benchmark for this sub-metric in July 2001.

Service Inquiry with Firm Order / xDSL (F.3.1 .1) (June/July)

BellSouth met 218 of the 234 inquiries within the 5 business day benchmark in June and met 271 of the 298 inquiries within the 5-day period in July 2001. The 95% benchmark for this quantity of orders required 222 to be met in June and 283 to be met in July. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

The remainder of the UNE measurements for which BellSouth did not meet the applicable analogue or benchmark in May, June and/or July 2001 is as follows:

Operations Support Systems

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in May, June and/or July 2001 were:

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS (D.1.3.5.1) (May/June/July)

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS (D. 1.3.5.2) (May/June/July)

Detailed analysis has identified a problem in the LENS software that deals with response times from HAL/CRIS. This was corrected in an update on July 28, 2001.

Average Response Interval – CLEC (TAG) / HAL / CRIS / Reaion / RNS (D.1.4.7.1) (July)

Average Response Interval – CLEC (TAG) / HAL / CRIS / Region / ROS (D. 1.4.7.2) (July)

BellSouth is currently investigating the results for July. There was basically, one tenth of one percent difference for this measure between the CLEC and BellSouth retail results.

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

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

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

The average response interval for this sub-metric is measured in three separate intervals. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In June 2001, the average response interval for the CLEC requests did not meet the

retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Average Response Interval / LMOS / Region (D.2.4.4.1, D.2.4.4.2, D.2.4.4.3) (July)

The average response intervals for these sub-metrics are measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For all three measurements, the results are virtually identical, with the less than 4 seconds measure having a difference of 0.03%, the less than 10 seconds interval and the greater than 10 second interval having differences of only 0.01%. These results indicate equivalent service levels for both the CLECs and BellSouth retail.

Averaae Response Interval / LMOSupd / <= 4 sec. / Region (D.2.4.5.1) (April/May/June/July)

Averaae Response Interval / LMOSupd / <= 10 sec. / Region (D.2.4.5.2) (May/June/July)

Average Response Interval / LMOSupd / > 10 sec. / Region (D.2.4.5.3) (May/June/July)

The average response interval for these sub-metrics is measured in three separate disaggregations. The percentage of queries that are responded to

in less than 4 seconds, less than 10 seconds and greater than IO seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for all three of these sub-metrics in May, June and July 2001. For each of the three sub-metrics, there was less than a 1% difference in the responses received by the CLECs and BellSouth retail. The one percent difference for all of these intervals indicates equivalent service levels for both the CLECs and BellSouth retail.

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

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than IO seconds and greater than IO seconds. In May, June and July, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than IO and greater than IO seconds responses. In May 2001, the CLEC response interval was 99.28% within 4 seconds as compared with 99.62% for the retail analogue. For the less than IO second response, the CLECs received 99.84% of their responses and the retail analogue received 99.84%. In June 2001 , the CLEC response interval was 98.78% within 4 seconds as compared with 99.35% for the retail analogue. For the less than IO second response, the CLECs received 99.67% of their responses and the retail analogue received 99.67%.

Similarly, in July 2001, both the CLECs and BellSouth retail received over 99.4% of responses in less than 4 seconds and less than 0.2% in more than 10 seconds. The less than one-half percent difference for these intervals indicates equivalent service levels for the CLECs and BellSouth retail.

Average Response Interval / OSPCM / <= 4 Seconds / Region (D.2.4.8.1) (July)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In July 2001, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but met the standard for both the less than 10 and greater than 10 seconds responses. In July, the CLEC response interval was 34.75%, within 4 seconds as compared with 45.00% for the retail analogue. For the less than 10 second response interval, the CLECs received 96.61% of their responses and the retail analogue received 97.54%. With an activity level of only 118 requests from this system for the month, 12 additional responses within 4 seconds would have brought the sub-metric into parity with the retail analogue.

General – Billing

Usaae Data Delivery Accuracy (F. 9.1) (May)

This measure compares the rate at which usage data is sent accurately to CLECs with the same measure for the BellSouth retail analogue. In May 2001, a software problem caused an error for one CLEC which dropped the results to 99.99% compared to BellSouth's 100%. Out of approximately 14,000 packs (or groupings) of usage data sent to CLECs in May only one of the packs was impacted by the problem. Once the software was fixed, the corrected pack of data was resent to the CLEC. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

This measure tracks the percentage of usage data delivered within six calendar days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during July 2001 (98.95% for BellSouth versus 96.62% for CLECs). The difference in performance was the result of some input files being left out of the ADUF job for 4 cycles before the files were recovered and processed. It is important to point out that the CLEC result of 96.62% still provides the CLECs a meaningful opportunity to compete. BellSouth has developed a fix that should prevent this type of error from occurring in the future. The fix was implemented in September 2001.

Mean Time to Deliver Usage (F.9.4) (May/July)

This measure compares the average number of days to deliver usage to CLECs with the BellSouth retail analogue. In May, 2001 the CLEC result was

3.76 days compared to BellSouth's 3.73 days. In July 2001 , the BellSouth result was 3.37 days compared to the CLEC result of 3.83 days. This difference in performance was also the result of the input files being left out of the ADUF job for 4 cycles. While the CLEC measurement is slightly greater than the BellSouth results, the CLECs are provided with substantially the same opportunity to bill end users as is BellSouth. BellSouth met or exceeded the retail analogue for this sub-metric in June 2001.

Recurring Charge Completeness / UNE (F.9.5.2.1) (July)

In July 2001, the result for this measure was 56.41% against a benchmark of 90%. This result was negatively impacted by service orders issued to move billed amounts from one billing account to another connected with CLECs which have filed for bankruptcy. These orders were backdated several months to the date of the bankruptcy. None of these orders impacted the CLECs' total billed amounts but were issued to separate pre-bankruptcy billed amounts from post-bankruptcy amounts. The CLECs are provided with a meaningful opportunity to compete as these issues do not impede the ability to serve end users.

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

This measure tracks the ability of the ordering and billing systems to begin billing an CLEC recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been

set as the level of performance to meet. In July 2001, BellSouth's performance was 82.27%. This measure was missed because of problems encountered in correcting service order errors in a timely manner.

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

This measure tracks the ability of the ordering and billing systems to begin billing a CLEC non-recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been set as the level of performance to meet. In July 2001, BellSouth's performance was 86.94%. This measure was missed because of problems encountered in correcting service order errors in a timely manner.

General - Change Management

% Software Release Notices Sent on Time (F. 10.1) (May)

There were only four releases in this sub-metric for May 2001 with BellSouth meeting the benchmark for three of them. BellSouth missed one release for this sub-metric in May. All personnel with posting responsibility for these notices have been advised of the need to make sure that they meet the 30-day requirement of this measure. BellSouth met or exceeded the benchmark for this sub-metric in June 2001. There was no activity for this sub-metric in July 2001.

% Change Manaoement Documentation Sent On Time (F. 10.3) (July)

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

Two of the four change management documentation letters issued in July 2001 were released with less than the 30-day benchmark window. Both of these letters were, however, primarily dealing with clarifications and information on existing documentation and/or business rules and did not require CLEC coding changes.

General – New Business Requests

% Quotes Provided in 10 Business Davs (F.11.2.1) (June/July)

There were only two requests processed in June and three requests in July 2001 in sub-metric F.11.2.1. Such a small universe does not provide a conclusive benchmark comparison.

% Quotes Provided Within 60 Business Days (F.1 1.2.3) (May)

The MSS for this item indicates that there were a total of 13 requests for this sub-metric in June 2001 and that one of the 13 requests met the 60 day interval. This was a reporting error in that there were a total of thirteen requests for all intervals, 10, 30 and 60 days. Only one of the requests was in the 60 day interval sub-metric and it was returned in 26 days, thus meeting the benchmark. The results should have indicated one quote with 100% returned on time for this sub-metric, not 13 quotes with 1 returned on time. This has been corrected on a going-forward basis. BellSouth met or exceeded this sub-metric in June and July 2001.

General – Ordering

% Acknowledgement Message Timeliness / EDI (F.12.1.1) (May)

A root cause analysis has identified 8,856 of 10,01 0 (88%) failed EDI acknowledgements were submitted by the Florida Third Party Test (3PT) CLEC and should have been filtered out of the acknowledgement calculations. During the setup for the 3PT volume tests, a problem was encountered in the EDI system. Since the setup had to be redone, all of the acknowledgements that had been generated for the test were eliminated. With the removal of these test messages, the results would have been 98.8%, well above the 90% benchmark for this sub-metric in May 2001. BellSouth met or exceeded the benchmark comparison for this sub-metric in June and July 2001.

% Acknowledgement Message Completeness / EDI (F.12.2.1) (May/June/July)

BellSouth experienced EDI outages in May that caused 723 of the over 96,000 acknowledgement messages to not be returned. A Stability Plan to improve EDI availability was put into effect. This plan included implementing both a manual application monitoring schedule (24 / 7) and increased mechanized application alarms to more adequately monitor and react to application outages. The database parameters were also adjusted to allow

for maximum processing in the EDI system. In July 2001, problems occurred on only 39 (0.05%) of the total 78,663 messages returned in this sub-metric.

% Acknowledgement Message Completeness / TAG (F.12.2.2) (May/June/July)

BellSouth failed to deliver 16 of the 183,966 messages in May, 51 of the 127,390 messages in June and 485 of the 194,073 messages in July 2001 for this sub-metric. Analysis continues to identify any issues in this process. However, such a small number of failed records have not revealed any systemic process problems.

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

As discussed in Checklist Item 2, Sections 6.2 and B.3 of Attachment 1 B provide data for provisioning and maintenance & repair measures for unbundled local loops.

For purposes of discussion in this checklist item, the local loop sub-metrics have been separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital loop sub-metrics.

xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for May, June and/or July 2001 are as follows:

Order Completion Interval / Line Sharing / c 6 Circuits / Non-Dispatch (B.2.f .7.3.2) (June/July)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software toad, it had to be removed. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. 'I" coded orders are excluded from the OCI metrics.

Order Completion Interval / xDSL w/o conditioning / < 6 Circuits / Dispatch (B.2.2.2) (May)

There wee a total of 239 orders completed for this sub-metric in May 2001 that averaged 7.18 days The benchmark is 7.0 days. A detailed analysis revealed that the CLECs requested extended intervals on 18 orders that should have been excluded from the measure. Also, there were 8 orders that were extended due to customer missed appointments and should have been excluded. The exclusion of these 26 orders would have resulted in a 6.90 day average, thus meeting the 7.0 day benchmark. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were only two orders associated with this sub-metric in July 2001. Such a small universe does not provide a statistically conclusive comparison to the retail analogue.

% Jeopardies – Mechanized / UNE ISDN (B.2.5.6) (June/July)

There were 88 jeopardies issued for the 250 orders issued in this sub-metric in June and 15 jeopardies for the 70 orders issued in July 2001. All of these were resolved prior to the due date and the scheduled installations were completed on time.

% Missed Installation Appointments / UNE ISDN / < 10 Circuits / Dispatch (B.2.18.6.1.1) (May)

There were a total of 58 missed appointments for the 527 scheduled in this sub-metric in May 2001. Thirty-three of the missed appointments were due to a lack of cable facilities. The Work Management Center has implemented a new monitoring system that will allow for a more proactive approach to resolving facility issues. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Dispatch (B.2.18.7.1 .1) (July)

There were only seven orders for this sub-metric in July 2001. Such a small universe does not provide a statistically conclusive comparison to the retail analogue.

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.18.7.1.2) (June)

There was only one missed appointment for the 57 scheduled orders in this sub-metric in June 2001. There was no systemic problem identified for the one missed appointment. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles within 30 Davs / UNE ISDN / < 10 Circuits / Dispatch (B.2.19.6.1.1) (June/July)

There were a total of 55 troubles reported for this sub-metric for the orders that completed in the 30 days prior to June and 40 troubles reported for orders that completed in the 30 days prior to July 2001. BellSouth is currently investigating this sub-metric.

% Provisioning Troubles within 30 Davs / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.19.7.1.2) (July)

There were 9 troubles reported for this sub-metric for the 69 orders completed in the 30 days prior to July 2001. An analysis of these reports did not reveal any distinct patterns or systemic installation problems.

2. Maintenance & Repair Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for May, June and/or July 2001 are as follows:

% Missed Repair Appointments / xDSL / Non-Dispatch (B.3.1.5.2) (May)

BellSouth missed one of the twelve scheduled appointments for this sub-metric in May 2001. There was no systemic problem found for the missed appointment. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Missed Repair Appointments / UNE ISDN / Dispatch (B.3.1 .6.1) (July)

BellSouth messed 14 of the 118 scheduled repair appointments in July 2001. Factors contributing to the missed appointments in July included access issues, problems in coordination of cooperative testing, cable and facilities problems, etc. Analysis of these orders did not reveal distinctive patterns or systemic issues.

% Missed Repair Appointments / ISDN Loops / Non-Dispatch (B.3.1.6.2) (May/June)

BellSouth missed one of the twenty-six scheduled appointments for this sub-metric in May and three of the twenty-nine in June 2001. There was no systemic problem found for the missed appointments in May or June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Line Sharing / Dispatch (B.3.1.7.1) (June)

There were only two scheduled appointments for this sub-metric in June 2001. Such a small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2) (May/June/July)

BellSouth missed one of the twelve scheduled appointments for this sub-metric in May, seven of twenty-eight appointments scheduled in June and six

of thirty-seven appointments scheduled in July 2001. There was no systemic problem found for the missed appointments.

Customer Trouble Report Rate / xDSL Loops / Dispatch (B.3.2.5.1) (May/June/July)

A total of 62 troubles were reported for the 5,870 in service lines for this sub-metric in May, 84 troubles for the 5,674 in service lines in June and 67 troubles for the 5,902 in service lines in July 2001. Both the CLECs and BellSouth retail had 99% trouble free service for all in service lines in this sub-metric in May and 98% in June and July. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Customer Trouble Report Rate / xDSL / Non-Dispatch (B.3.2.5.2) (June)

A total of 23 troubles were reported for the 5,674 in service lines for this sub-metric in June 2001. Both the CLECs and BellSouth retail had 99% trouble free service for all in service lines in this sub-metric in June. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1) (May/June/July)

Both the CLECs and BellSouth retail had 99% trouble free service for all in service lines in this sub-metric in May and 98% trouble free service in June and July 2001. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Customer Trouble Report Rate / UNE ISDN / Non-Dispatch (B.3.2.6.2) (May)

There were a total of 26 troubles reported for the 2,803 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free service for all in service lines in this sub-metric in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Customer Trouble Report Rate / Line Sharing / Dispatch (5.3.2.7.1) (July)

There were a total of 10 troubles reported for the 884 in service lines for this sub-metric in July 2001. Of the 10 troubles reported in July, 5 were closed as "no trouble found." With the exclusion of these reports, this sub-metric would have met the retail analogue comparison for July.

Customer Trouble Report Rate / Line Sharing / Non-Dispatch (5.3.2.7.2) (May/June/July)

There were a total of 12 troubles reported for the 747 in service lines for this sub-metric in May, 28 troubles for the 807 in service lines in June and 37 troubles for the 884 in service lines in July 2001. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric in May and 97% in June. An analysis of the July 2001 troubles for this sub-metric revealed that 27 of the 37 troubles (73%) were closed as "no trouble found." With the exclusion of these reports, 98.8% trouble free service was provided for the in service lines in this sub-metric. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Maintenance Average Duration / UNE ISDN / Dispatch (B.3.3.6.1) (July)

BellSouth missed this sub-metric for July 2001 with an average duration of 11.22 days as compared to 8.03 days for the retail analogue. Factors contributing to the longer interval maintenance orders in July included access issues, problems in coordination of cooperative testing, cable and facilities problems, etc. Analysis of these orders did not reveal distinctive patterns or systemic issues. BellSouth is placing additional focus on ISDN orders in scheduling and prioritizing maintenance activities.

Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (May/June/July)

There were a total of 26 troubles reported for this sub-metric in May and 29 troubles in June 2001. BellSouth missed this sub-metric for July 2001 with an average duration of 5.59 days as compared to 3.48 days for the retail analogue. Two orders in July had significantly longer durations than the other orders, which increased the average for the entire sub-metric. There was no systemic problem identified in this sub-metric for May or June. BellSouth is placing additional focus on ISDN orders in scheduling and prioritizing maintenance activities.

% Repeat Troubles within 30 Days / UNE ISDN / Non-Dispatch (B.3.4.6.2) (May/July)

Six of the twenty-six reports filed in this sub-metric in May 2001 were repeat reports in the past 30 days. In July 2001, 29 of the 76 trouble reports were repeat reports. No systemic problems were identified for any of these reports. BellSouth met or exceeded the retail analogue for this sub-metric in June 2001.

% Repeat Troubles within 30 Days / Line Sharing / Dispatch (B.3.4.7.1) (July)

There were only ten trouble reports for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

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

Sixteen of the twenty-eight reports filed in this sub-metric in June and fifteen of the thirty-seven reports for July 2001 were repeat reports in the past 30 days. In July, eleven of the fifteen repeat reports were closed as found OK. With the exclusion of these reports, BellSouth would have met the retail analogue comparison for this sub-metric in July. No systemic problems were identified in any of these issues.

% Out of Service > 24 hours / xDSL / Non-Dispatch (B.3.5.5.2) (May)

There was only one trouble report of the twelve reports issued in this sub-metric for May 2001 that was out of service greater than 24 hours. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Out of Service > 24 hours / UNE ISDN / Dispatch (B.3.5.6.1) (July)

Factors contributing to the longer interval maintenance orders in July included access issues, problems in coordination of cooperative testing, cable and facilities problems, etc. Analysis of these orders did not reveal distinctive patterns or systemic issues,

% Out of Service > 24 hours / UNE ISDN / Non-Dispatch (B.3.5.6.2) (May/June)

There was only one trouble out of the twenty-six reports issued in this sub-metric for May 2001 that was out of service greater than 24 hours. In June, there were three troubles out of the twenty-nine reports that were out of service greater than 24 hours. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

SL1/SL2/Digital Loop Group

1. Provisioning Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for May, June and July 2001 are as follows:

Order Completion Interval (OCI)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request

intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.1.8.1 .1) (May/June)

There were a total of 453 completed orders in this sub-metric in May 2001. A detailed analysis indicated that 211 of the 453 orders had intervals that were longer than the due date calculator system would have assigned and should have been given an "L Code" for extended interval. In June there were 37 of the 340 orders that should have been L coded. When an LSR is received, the due date calculator determines what the current available interval for that product is, based on the available resources from Network. If the CLEC requests a longer interval ("extended interval"), the order is given an "L Code" and excluded from the OCI measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four days. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

There were only seven orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

Order Completion Interval / 2w Analog Loop w/INP Non-Design / < 10 Circuits / Dispatch In (B.2.1.11 .1.4) (July)

There were only two orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.1.12.1 .1) (May/June/July)

There were a total of 370 orders that completed for this sub-metric in May, 236 completed in June and 223 orders completed in July 2001. A detailed analysis indicated a significant number of orders with customer requested extended intervals were not "L coded" and should have been excluded from the measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for orders in this sub-metric is four days.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / < 10 Circuits / Dispatch (B.2.1.13.1 .1) (May/June)

There were a total of 103 orders that completed for this sub-metric in May and 178 in June 2001. In May, six of the orders were extended due to customer misses and should have been "L coded." No other systemic problems have been identified for this sub-metric. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four days. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / < IO Circuits / Dispatch In (B.2.1.13.1.4) (June)

BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. BellSouth applied a temporary fix at the end of June to correct this issue. There was no CLEC activity for this sub-metric in July 2001.

Order Completion Interval / 2w Analog Loop w/LNP Non Design / >= 10 Circuits / Dispatch In (B.2.1.13.2.4) (June)

There were only two orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. There was no CLEC activity for this sub-metric in July 2001.

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

Held Orders / 2w Analog Loop Design / < 10 Circuits / Facility (B.2.3.8.1.1) (June)

There were a total of three held orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Held Orders / 2w Analog Loop w/LNP Design / < 10 Circuits / Facility (B.2.3.12.1 .1) (June)

There were a total of two held orders for this sub-metric in June 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Jeopardies / 2w Analog Loop Design (B.2.5.8) (May/June/July)

There were a total of 209 jeopardies issued for the 279 orders that were scheduled for this sub-metric in May 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 29 of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there were only 29 missed installation

appointments for this sub-metric in May 2001. Of the 29 missed appointments, only 5 resulted in held orders. All of the five orders were completed within an average of less than 14 days. In June 2001, there were a total of 108 jeopardies issued for the 383 orders that were scheduled for this sub-metric. All but 26 of the orders were worked as scheduled, with only 2 resulting in held orders that were resolved within an average of less than 28 days. In July 2001, there were a total of 29 jeopardies issued for the 128 orders that were scheduled for this sub-metric. All but 3 of the jeopardies were resolved and the orders were worked as scheduled. None of the 3 missed appointments in this sub-metric resulted in a held order in July.

% Jeopardies / 2w Analog Loop Non-Design (B.2.5.9) (June/July)

There were a total of 61 jeopardies issued for the 332 orders that were scheduled for this sub-metric in June 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 10 of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there were only 10 missed installation appointments for this sub-metric in June 2001. None of the 10 missed appointments in this sub-metric resulted in a held order in June. In July 2001, there were a total of 44 jeopardies issued for the 431 orders that were scheduled for this sub-metric. All but 21 of the jeopardies were resolved and the orders were worked as scheduled. Only 1 of the 3 missed appointments in

this sub-metric resulted in a held order that was resolved and completed in 7 days.

% Jeopardies / 2w Analog Loop w/INP Non-Design (8.2.5.11) (May/June)

There was only one trouble reported out of the twenty-six reports issued in this sub-metric for May and one trouble out of the seven reports in June 2001 that was out of service greater than 24 hours. This small universe does not provide a statistically conclusive comparison with the retail analogue. There was no activity for this sub-metric in July 2001.

% Jeopardies / Digital Loop >= DS1(B.2.5.19) (July)

There were a total of 60 jeopardies issued for the 88 orders that were scheduled for this sub-metric in July 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but 19 of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there were only 19 missed installation appointments for this sub-metric in July 2001 . Of the 19 missed appointments, only 3 resulted in held orders. All of the five orders were completed within an average of less than 13 days.

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop Non-Design (B.2.10.9) (July)

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/iNP Non Design (B.2.10.11) (May)

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Design (B.2.10.12) (July)

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Non Design (B.2.10.13) (June/July)

% Jeopardy Notices issued >= 48 Hours / Digital Loop < DS1 (B.2.10.18) (May)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) is currently scheduled for a September 2001 system load date. Based on this schedule, the October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / 2w Analog Loop Non-Design / >= 10 Circuits / Dispatch (8.2.18.9.2.1) (July)

There were only eight orders associated with this sub-metric in July 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Provisioning Troubles w/l 30 Days / 2w Analog LOOP Design / >= 10 Circuits / Dispatch (B.2.19.8.2.1) (June)

There were only three troubles reported for the nineteen orders that completed in the previous 30 days to June 2007 for this sub-metric, This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles w/I 30 Days / 2w Analog Loop w/INP Design / < 7 0 Circuits / Dispatch (B.2.1 9.7 0.7 .1) (May)

There was only one trouble reported for the five orders that completed in the previous 30 days to May 2001 for this sub-metric. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2007.

% Provisioning Troubles w/I 30 Days / 2w Analog LOOP w/LNP Design / < 7 0 Circuits / Dispatch (B.2.1 9.7 2.7 .1) (May/June)

There were a total of 7 76 trouble reports for the 7,776 orders that completed in the 30 days prior to May 2007. A detailed analysis indicated that 78 of the reports were closed with no trouble found, which had minimal impact on the end-user customer. In June 2007, there were a total of 153 trouble reports for the 7,548 orders that completed in the 30 days prior to June 2007. A detailed analysis indicated that 49 of the reports were closed with no trouble found,

which had minimal impact on the end-user customer. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / >= 10 Circuits / Dispatch (B.2.19.12.2.1) (May/June)

There were a total of 8 trouble reports for the 22 orders that completed in the 30 days prior to May and three trouble reports for the 16 orders that completed in the 30 days prior to June 2001. No systemic issues have been found for the reports in this sub-metric in May or June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles within 30 Davs / Digital Loops < DS1 / < IO Circuits / Dispatch (B.2.19.18.1.1) (June/July)

There were a total of 55 troubles reported for this sub-metric for the 527 orders that completed in the 30 days prior to June and 59 troubles reported for the 813 orders that completed in the 30 days prior to July 2001. Analysis of the trouble reports indicates that a significant portion were closed as "no trouble found." BellSouth is currently investigating this sub-metric. There are no troubles indicated for the retail analogue for this sub-metric in either June or July, which is also being reviewed.

% Provisioning Troubles within 30 Days / Diaital LOOPS >= DS1 / < 10 Circuits / Dispatch (B.2.19.19.1.1) (June/July)

There were a total of 57 troubles reported for this sub-metric for the 770 orders that completed in the 30 days prior to June and 26 troubles reported for the 222 orders that completed in the 30 days prior to July 2001. BellSouth is currently investigating this sub-metric. There are no troubles indicated for the retail analogue for this sub-metric in either June or July, which is also being reviewed.

Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.21.8.1 .1) (May/June/July)

Average Completion Notice Interval / 2w Analog Loop Desian / >= 10 Circuits / Dispatch (B.2.21.8.2.1) (June/July]

Average Completion Notice Interval / 2w Analoa Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.21.12.1.1) (May/June/July)

Average Completion Notice Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch (B.2.21.13. 1. 1) (June/July)

Average Completion Notice Interval / 2w Analog Loop w/LNP Non-Design / >= 10 Circuits / Dispatch (B.2.21.13.2.1) (June/July)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the

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

2. Maintenance & Repair Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for May, June and/or July 2001 are as follows:

% Missed Repair Appointments / 2W Analog Loop Non Design / Dispatch (B.3.1.9.1) (May)

There were a total of 72 missed appointments out of the 534 scheduled for this sub-metric in May 2001. Twenty of the appointments were missed due to a damaged cable facility. Removal of these twenty reports would have met or

exceeded the retail analogue for this sub-metric in May 2001. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Repeat Reports w/i 30 Davs / 2W Analog Loop Design / Non-Dispatch (B.3.4.8.2) (July)

There were a total of 299 trouble reports of which 79 were repeats in this sub-metric for July 2001. Eighteen of the repeat reports were closed as "no trouble found." With the exclusion of these reports, this sub-metric would have met the retail analogue comparison for July.

% Repeat Reports w/i 30 Days / 2W Analog Loop Non-Design / Non-Dispatch (B.3.4.9.2) (May/June)

There were a total of 63 trouble reports of which 37 were repeats in this sub-metric for May 2001. A detailed analysis has identified 34 of the 37 repeats to be from the third party test CLEC. Also, 36 of the 37 repeat repot-k were closed as Test OK / Found OK. In June 2001, there were a total of 96 troubles with 69 of them being repeat reports. A detailed analysis has identified 63 of the 67 repeats to be from the third party test CL-EC. The exclusion of the third patty tests reports from this sub-metric would meet or exceed the retail analogue for May and June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Out of Service > 24 hours / 2w Analog Loop Non-Design / Non-Dispatch (B.3.5.9.2) (June)

There were a total of 30 out of service troubles reported for this sub-metric in June 2001 with 5 being longer than 24 hours. No systemic issues were identified for these 5 reports in June. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 5 for May 2001. The sub-metrics that did not meet the retail analogue in June and July 2001 are as follows:

Maintenance Average Duration / Local Interoffice Transport / Non-Dispatch (B.3.3.2.2) (June/July)

There were only three troubles reported in this sub-metric for June and eight troubles reported in July 2001. This small universe does not provide a statistically conclusive comparison with the retail analogue.

% Repeat Troubles within 30 Davs / Local Interoffice Transport / Non-Dispatch (B.3.4.2.2) (June)

There were only three troubles (same reports) reported in these two sub-metrics for June 2001. This small universe does not provide a statistically

conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 6 for May, June and July 2001.

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

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

As indicated in Attachment 1B, Sections F.6, F.7 and F.8, BellSouth met the benchmark/analogue requirements of Checklist Items 7a and 7b in May, June and July 2001. Even though BellSouth tracks and reports these measures, the processes used in providing these services are designed to provide parity for all users.

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

BellSouth made three of the four sub-metrics associated with this checklist item in May, all four of four in June and two of four in July 2001. See items F.13.2.1 through F.13.3 in Attachment 1 B for further details. The items that

did not meet the appropriate benchmark in May and/or July 2001 are as follows:

% Update Accuracy / LIDB (F.13.2.1) (July)

The results in this sub-metric are based on a statistical sample of LSRs and service orders which are manually checked for the accuracy of information that impacts the LIDB database. The July 2001 results were based on a sample size of 59 orders, of which 9 orders were found to contain errors. BellSouth has refocused its effort on all LSRs processed in the partial mechanized and manual categories to eliminate basic errors made by the representatives that should meet the benchmark for this sub-metric.

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

The measure indicated that in May only 21 of the 33 NXXs were loaded by their effective date for the entire BellSouth region, and in July 152 of 153 NXXs were loaded by their effective dates. Florida met three of the thirteen NXXs that could have loaded for this sub-metric in May 2001. Initially the CLECs in Florida requested 34 NXXs to be loaded for May. Twenty-one of these were rescheduled due to the CLEC requests. Of the ten items that were missed, eight were worked within two days of the due date. BellSouth will re-focus its effort to verify all due dates ahead of time and make sure that the loads are done in a timely manner. BellSouth met or exceeded the

benchmark for this sub-metric in June 2001. The NXX load miss for July was not associated with Florida activity.

J. CHECKLIST ITEM 11 – NUMBER PORTABILITY

All the measurements in this Checklist Item were met or exceeded for May, June and/or July 2001 except for the following:

Order Completion Interval / LNP (Standalone)) / c 10 Circuits / Dispatch (B.2.1 .17.1 .I) (May)

The unadjusted order completion interval was 13.79 days compared to the retail analogue of 4.16 days. BellSouth is currently investigating this data, as there should not be dispatched LNP standalone orders. This is a change within the switching system only and therefore classified as non-dispatched. There was no data for this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Non-Dispatch (B.2.1 .17.1.2) (May/June)

The unadjusted order completion interval was 1.84 days compared to the retail analogue of 1 .01 days in May and I .58 days compared to the retail anafogue of 0.85 days in June 2001. A root cause analysis for OCI for non-dispatched orders revealed that BellSouth was offering the same interval as "dispatched" orders. An interim solution for this problem, a modification to the

due date calculation process was installed at the end of June. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Order Completion Interval / LNP (Standalone)) / >=1 0 Circuits / Non-Dispatch (B.2.1.17.2.2) (May/June)

The unadjusted order completion interval was 9.00 days compared to the retail analogue of 3.33 days in May 2001. Three of the eighteen orders included in this sub-metric were "'trigger" orders for disconnecting service with extended intervals and should have been excluded. The trigger orders are completed at the request of the CLEC and should have been excluded from this sub-metric. In June 2001, there were only seven orders in this sub-metric. This small universe does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

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

BellSouth missed only 16 of the 7,615 scheduled appointments in this sub-metric for June and only 6 of the 2,569 scheduled appointments in July 2001. BellSouth met over 99% of the scheduled appointments for both retail and the CLECs in this sub-metric for both June and July. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Averaae Completion Notice Interval / LNP(Standalone) / < 10 Circuits / Non-Dispatch (B.2.21.17.1.2) (May/June/July)

Averaae Completion Notice Interval / LNP(Standalone) / >= IO Circuits / dispatch (B.2.21.17.2.1) (July)

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

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

Disconnect Timeliness / LNP / < 10 Circuits (B.2.31 .1) (May/June)

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

On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user

customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation. This ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked.

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

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 79% of the resale metrics for the month of May, for 89% in June and for 88% of the sub-metrics in July 2001. The details are delineated in Attachment 1 B, Items A. 1. 1.1 through A.4.2.

For the three-month period, May through July 2001, there were 152 sub-metrics in the Resale measurements for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. Of those 152 sub-metrics, 139 sub-metrics (91%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. Resale Ordering Measures

FOC Timeliness

For the month of June 2001, BellSouth processed approximately 45,530 Resale LSRs in Florida and met the relevant benchmark on 96% of all FOCs. Of the 45,530 LSRs, 32,724 were fully mechanized with 98% meeting the 3-hour benchmark, clearly exceeding the 95% target. In July, BellSouth issued FOCs for 45,994 resale LSRs and met the relevant benchmark for 98% of them. Of the 45,995 FOCs returned, 32,639 were fully mechanized with 99% meeting the 3-hour benchmark interval. See Attachment 1 B, Sections A.I.9 through A.1 .1 3 for further details.

Reject Interval

During the month of June 2001, there were 11,226 rejected LSRs, either mechanically or manually processed, with 94% meeting the benchmark. The benchmark for electronic rejects is 97% within 1 hour. 52% of all orders were processed electronically, and 96% met the 1 -hour benchmark. In July 2001, there was a total of 12,088 resale LSRs rejected, with 97% meeting the relevant benchmark or retail analogue. Of the 12, 088 rejected LSRs, 52% were processed electronically with 96% of them meeting the 1 -hour benchmark interval. See Attachment 1 B, Items A.l.4 through A.1.8 for further details.

The Ordering sub-metrics for which BellSouth did not meet the benchmarks/analogues for May, June and/or July 2001 were:

Reject Interval / Residence / Electronic (A.1.4.1) (May/June/July)

The current benchmark for this sub-metric is >= 97% within one hour. There were 8,905 LSRs rejected in this sub-metric in May 2001 with 7662 or 95% meeting the one-hour benchmark. In June 2001, there were 5,285 LSRs rejected with 5,037 or 95% meeting the one-hour benchmark. In July, BellSouth met the one-hour benchmark for 96% of the 5,799 rejected LSRs in this sub-metric. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering

systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because some of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs. An analysis of the July 2001 rejected LSRs for this sub-metric revealed that 66% of the rejects missing the benchmark interval were processed during this period. Excluding these rejects from the total, this sub-metric would have met the benchmark, with 98.64% of the remaining rejects meeting the one-hour interval.

With the implementation of May data BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was unable to identify multiple issues of the same version of the LSRs that may be rejected (fatal rejects), which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the interval from the initial issue to the final issue of the

LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

Reject Interval / Business / Electronic (A.1 .4.2) (May)

The current benchmark for this sub-metric is >= 97% within one hour. There were 696 LSRs rejected in this sub-metric in May 2001 with 672 or 96.6% meeting the one hour benchmark. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item A.1.4.1. BellSouth met or exceeded the benchmark for this sub-metric in June and July 2001.

Reject Interval / ISDN / Partially Electronic (A.1 .6.6) (May)

There were only nine orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for seven of them. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in June 2001. There was no CLEC activity for this sub-metric in July 2001.

Reject Interval / Centrex / Manual (A.I.8.5) (June)

There were only two orders in this sub-metric for June 2001 with BellSouth meeting the benchmark for one of them. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in July 2001.

FOC Timeliness / PBX / Partial Electronic (A.1 .1 1.4) (July)

There were only four orders for which FOCs were returned in this sub-metric in July 2001. Such a small universe does not provide a conclusive benchmark comparison.

FOC Timeliness / Centrex / Manual (A.1 .13.5) (May}

There was only one order in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met or exceeded the benchmark for this sub-metric in June 2001. There was no CLEC activity for this sub-metric in July 2001.

FOC Reject & Response Completeness / Residence / Electronic (A. 1 .1 4.1) (July)

FOC Reiect & Response Completeness / Business / Electronic (A.1 .1 4.2) (May/June/July)

FOC Reject & Response Completeness / PBX / Electronic (A.1 .1 4.4) (June/July)

FOC Reiect & Response Completeness / ISDN / Electronic (A.1.14.6) (May)

FOC Reiect & Response Completeness / Residence / Manual (A.1 .1 6.1) (June/July)

FOC Reject & Response Completeness / Business / Manual (A.1.16.2) (May/June)

FOC Reiect & Response Completeness / Design (Specials) / Manual (A. 1. 16.3) (May/June)

FOC Reiect & Response Completeness / PBX / Manual (A.1 .1 6.4) (May/June/July)

FOC Reiect & Response Completeness / PBX / Manual (A.1 .1 6.6) (June)

FOC Reject & Response Completeness (Multiple Responses) / Residence / Partially Electronic (A.1 .18.1) (May)

FOC Reiect & Response Completeness (Multiple Responses) / Business / Partially Electronic (A. 1.18.2) (May/June/July)

FOC Reject & Response Completeness (Multiple Responses) / PBX / Partially Electronic (A. 1.18.4) (June)

FOC Reject & Response Completeness (Multiple Responses) / ISDN / Partially Electronic (A. 1.18.6) (May)

FOC Reiect & Response Completeness (Multiple Responses) / Residence / Manual (A. 1.19.1) (May/June/July)

FOC Reiect & Response Completeness (Multiple Responses) / Business / Manual (A.1 .19.2) (May/June/July)

As indicated in Checklist Item 2, BellSouth has determined that the coding for the FOC and Reject Completeness measures failed to include rejections that

were classified as "auto clarifications." This coding change will impact all FOC and Reject Completeness measures that include auto clarification rejects. The code for this measurement is being rewritten and is projected to be included with the August data, available at the end of September. BellSouth continues to review this measurement in order to improve results to meet the benchmark.

2. **Resale Provisioning Measures**

For the months of May, June and July 2001, BellSouth met or exceeded the benchmark or retail analogue for 73%, 84% and 87% of all resale provisioning measures. The details supporting the July percentage are delineated in Items A.2.1 .1.1.1 through A.2.25.3.2.2 of Attachment 1 B.

Order Completion Interval

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. A temporary fix was installed at the end of July, until the final update can be added. In addition to the appointment interval issue, OCI is adversely affected by LSRs for which

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

The following are the measures for which BellSouth did not meet the retail analogue in May, June and/or July 2001.

Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch (A.2.1 .1. 1.2) (May/June)

The unadjusted order completion interval was 2.17 days compared to the retail analogue of 0.97 days in May 2001. In June 2001, the unadjusted order completion interval was 1.08 days compared to the retail analogue of 0.81 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1) (May/June/July)

The unadjusted order completion interval was 4.03 days compared to the retail analogue of 3.32 days in May. In June 2001, the unadjusted order completion interval was 3.70 days compared to the retail analogue of 3.02

days. In July, the unadjusted order completion interval for this sub-metric was 3.97 days compared to the retail analogue of 3.13 days. OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the available interval offered by BellSouth, an "L" code is entered on the Service Order generated by BellSouth. "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / Business / < 10 Circuits / Non-Dispatch (A.2.1.2.1.2) (May)

The unadjusted order completion interval was 1.77 days compared to the retail analogue of 1.51 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Order Completion Interval / Design (Specials) / >= 10 Circuits / Non-Dispatch (A.2.1.3.2.2) (June)

The unadjusted order completion interval was 8.74 days compared to the retail analogue of 3.61 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. There was no CLEC activity for this sub-metric in July 2001.

Order Completion interval / PBX / >= 10 Circuits / Dispatch (A.2.1.4.2.1) (May)

There were only six orders in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive comparison to the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

The unadjusted order completion interval was 5.91 days compared to the retail analogue of 1.87 days in May. In June 2001, the unadjusted order completion interval was 2.48 days compared to the retail analogue of 1.51 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Order Completion Interval / Centrex / >= 10 Circuits / Non-Dispatch (A.2.1.5.2.2) (May)

There were only eight orders in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive

comparison to the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Other resale provisioning sub-metrics for which BellSouth did not meet the benchmark/retail analogue were:

Held Order Interval / Business / c 10 Circuits / Facility (A.2.2.2.1. 1) (July)

There were only four orders for this sub-metric in July 2001. The small universe for this sub-metric does not proved a statistically conclusive comparison to the retail analogue.

% Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1) (May/June/July)

% Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2) (May/June/July)

The calculations for this measure have been determined to be incorrect. The coding change in the Service Order Control System (SOCS) is currently scheduled for a September 2001 system load date. Based on this schedule, the October data month will be the first full month that the change will be in effect.

% Missed Installation Appointments / Residence / < 10 Circuits / Non-Dispatch (A.2.11, 1. 1.2) (May/June/July)

BellSouth missed 39 of the 48,383 scheduled appointments for this sub-metric in May, 53 of the 33,424 appointments in June and 47 of the 33,535 appointments scheduled in July 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in May, June and July.

% Missed Installation Appointments / Business / < 10 Circuits / Dispatch (A.2.11.2.1 .1) (May/June/July)

There were a total of 26 missed appointments out of the 569 scheduled for this sub-metric in May, 23 missed appointments out of the 435 scheduled for June and 15 missed appointments of the 429 appointments scheduled in July 2001. Both BellSouth retail and the CLECs had at least 95% of all scheduled appointments completed on time in May, June and July.

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

BellSouth missed 19 of the 2,462 scheduled appointments for this sub-metric in July 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in July.

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

BellSouth missed 10 of the 131 scheduled appointments for this sub-metric in July 2001. Both the CLECs and BellSouth retail had over 92% of all orders completed as scheduled in July.

% Missed Installation Appointments / Design (Specials) / < 10 Circuits / Non-Dispatch (A.2.11.3.1.2) (May)

There was only one order in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Dispatch (A.2.12.1.1.1) (May)

There were a total of 168 troubles reported for the 2002 orders that completed in the 30 days prior to May 2001 for this sub-metric. A detailed analysis indicated that 50 of the reports were closed as found OK, which had minimal impact on the end-user customer. The exclusion of these reports for this sub-metric would have met or exceeded the retail analogue in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-Dispatch (A.2.12.1.1.2) (May/June/July)

There were 1,356 troubles reported for the 27,342 orders that completed in the 30 days prior to May 2001 for this sub-metric. 307 of the 1,356 were closed as test OK / found OK ("TOWFOK"), which means that the end-user customer experienced minimal trouble levels for these reports. There were also 448 closed to facilities issues. In June 2001, there were 1,993 troubles reported for the 48,383 orders that completed in the 30 days prior to June 2001. 1216 of the troubles were reported by one CLEC with 535 of the 1216 closed as "TOWFOK." In July 2001, there were 1, 538 troubles reported for the 33,424 orders that completed in the prior 30 days. 50% of the troubles reported in July for this sub-metric were reported by one CLEC, and 44% of those troubles were closed as TOWFOK. BellSouth is conducting an analysis of the provisioning situation with this particular CLEC.

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch (A.2.12.2.1.1) (May/June)

There were 47 troubles reported for the 758 orders that completed in the 30 days prior to May 2001 for this sub-metric. 20 of the 47 were closed as TOWFOK or the end-user experienced minimal trouble levels for these reports. There were also 17 closed to facilities issues. In June 2001, there were 38 troubles reported for the 569 orders that completed in the 30 days prior to June 2001. 12 of the 39 were closed as TOWFOK with minimal impact on the end-user customer. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisionina Troubles w/i 30 days / Design (Specials) / < 10 Circuits / Non-Dispatch (A.2.12.3.1.2) (July)

There were 8 troubles reported for the 592 orders that completed in the 30 days prior to July 2001 for this sub-metric. Both the CLECs and BellSouth retail had over 98% of all orders completed as scheduled in July..

% Provisionina Troubles w/i 30 days / PBX / < 10 Circuits / Dispatch (A.2.12.4.1.1) (May)

There was only one trouble reported for the 10 orders that completed in the 30 days prior to May 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Provisioning Troubles w/i 30 davs / PBX / < 10 Circuits / Non-Dispatch (A.2.12.4.1.2) e)

There were only three troubles reported for the 34 orders that completed in the 30 days prior to June 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

% Provisioning Troubles w/i 30 davs / Centrex / c 10 Circuits / Dispatch (A.2.12.5.1.1) (July)

There was only one trouble reported for the 5 orders that completed in the 30 days prior to July 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue.

% Provisioning Troubles w/i 30 davs / Centrex / >= 10 Circuits / Dispatch (A.2.12.5.2.1) (June)

There was only one orders that completed in the 30 days prior to June 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Average Completion Notice Interval / Residence / < 10 Circuits / Dispatch / Electronic (A.2.14.1.1.1) (May)

Average Completion Notice Interval / Residence / < 10 Circuits / Non-Dispatch / Electronic (A.2.14.1.1.2) (May/June)

Average Completion Notice Interval / Residence / >= 10 Circuits / Dispatch / Electronic (A.2.14.1.2.1) (May)

Average Completion Notice Interval / Business / < 10 Circuits / Dispatch / Electronic (A.2.14.2.1 .1) (May)

Averaoe Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch / Electronic (A.2.14.2.1.2) (May/June)

Averaoe Completion Notice Interval / Business / >= 10 Circuits / Non-Dispatch / Electronic (A.2.14.2.2.2) (May)

Averaoe Completion Notice Interval / PBX / >= 10 Circuits / Non-Dispatch / Electronic (A.2.14.4.2.2) (July)

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

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

BellSouth met the standard for 124 of the 131 orders reviewed in this sub-metric for June 2001. The 95% benchmark set a requirement of 125 based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in July 2001.

Service Order Accuracy / Residence / >= 10 Circuits / Non-Dispatch (A.2.25.1.2.2) (July)

There was only one order reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

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

There were only eleven orders reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

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

BellSouth met the standard for 101 of the 121 orders reviewed in this sub-metric for June and for 165 of the 193 orders reviewed in July 2001. The

95% benchmark set requirements of 115 orders for June and 184 orders for July based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

There was only one order reviewed for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1) (May/July)

BellSouth met the standard for 12 of the 17 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 16 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June 2001. There were only four orders reviewed for this sub-metric in July 2001. This small universe size does not provide a conclusive benchmark comparison.

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

BellSouth met the standard for 3 of the 4 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of all 4 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met or exceeded the benchmark for this sub-metric in June 2001. There were no service orders reviewed for this sub-metric in July 2001.

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

There was only one order in this sub-metric for May and three in June 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. There were no service orders reviewed for this sub-metric in July 2001. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

BellSouth met the relevant retail analogues for 85%, 96% and 89% of all the Resale Maintenance & Repair measurements in May, June and July, respectively. The sub-metrics for which BellSouth did not meet the retail analogues were:

Missed Repair Appointments / Design (Specials) / Dispatch (A.3.1.3.1) (July)

BellSouth completed 17 of the 19 repair appointments scheduled in July 2001. The 2 missed appointments did not reveal any systemic repair process issues.

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

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

Missed Repair Appointments / ISDN / Non-Dispatch (A.3.1.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1 .1) (May)

There were 2,635 troubles reported for the approximately 125,000 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had 98% of the in service lines trouble free in May. There was less than a quarter of one percent difference in the report rates between retail and resale results for this sub-metric in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were 1,073 troubles reported for the approximately 65,000 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had 98% of the in service lines trouble free in May. There was less than a quarter of one percent difference in the report rates between retail and resale results for this sub-metric in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were 790 troubles reported for the approximately 65,000 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had 98% of the in service lines trouble free in May. There was less than a third of one percent difference in the report rates between retail and resale results for this sub-metric in May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (May)

There were only 41 trouble reports for the 4,561 in service lines for this sub-metric in May 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month of May. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other

words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

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

There were only 12 trouble reports for the 4,561 in service lines for this sub-metric in May and 24 reports for the 4,278 in service lines in June 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month of May and June. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may

technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (May)

There were only 33 trouble reports for the 4,167 in service lines for this sub-metric in May 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month of May. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

Maintenance Average Duration / ISDN / Non-Dispatch (A.3.3.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Repeat Troubles in 30 Days / Residence / Non-Dispatch (A.3.4.1.2) (May)

There were a total of 1,431 trouble reports of which 296 were repeats in this sub-metric for May 2001. A detailed analysis has identified 80 of the 296 repeats to be from the third party test CLEC. Also, 258 of the 296 repeat reports were closed as Test OK / Found OK with the end-user customer experiencing minimal trouble levels for these reports. The exclusion of the third party tests reports from this sub-metric would meet or exceed the retail analogue for May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Repeat Troubles in 30 Days / Business / Non-Dispatch (A.3.4.2.2) (May)

There were a total of 792 trouble reports of which 245 were repeats in this sub-metric for May 2001. A detailed analysis has identified 135 of the 245 repeats to be from the third party test CLEC. Also, 206 of the 245 repeat reports were closed as Test OK / Found OK with the end user customer experiencing minimal trouble levels for these reports. The exclusion of the third party tests reports from this sub-metric would meet or exceed the retail analogue for May. BellSouth met or exceeded the retail analogue for this sub-metric in June and July 2001.

% Repeat Troubles in 30 Days / PBX / Non-Dispatch (A.3.4.4.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Repeat Troubles in 30 Davs / Centrex / Non-Dispatch (A.3.4.5.2) (June)

There were a total of 8 troubles reported with three of them being repeat reports for this sub-metric in June 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue. BellSouth met or exceeded the retail analogue for this sub-metric in July 2001.

Out of Service > 24 Hours / Design (Specials) / Dispatch (A.3.5.3.1) (July)

Of the 19 trouble reports for this sub-metric in July 2001, 2 of the troubles caused out of service conditions longer than 24 hours. These 2 situations did not reveal any systemic maintenance issues.

Out of Service > 24 Hours / ISDN / Non-Dispatch (A.3.5.6.2) (July)

There were only five orders for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

II. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 499 of the 608 sub-metrics (82%) for which there was CLEC activity in May, for 517 of 637 sub-metrics (81%) in June and for 622 of 739 sub-metrics (84%) in July 2001.

During the three-month period of May through July 2001, there were a total of 559 sub-metrics that had CLEC activity for all months and that were compared with either a benchmark or retail analogue. Of those 559 sub-metrics, 474 or 85% satisfied the comparison criteria for a minimum of two of the three months.