ORIGINAL

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May 24, 2002

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

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

Dear Ms. Bayó:

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

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

Sincerely,

Lisa S. Foshee   *(KA)*

AUS ___
CAF ___
CMP ___
COM *5*
CTR ___
ECR ___
GCL ___
OPC ___
MMS ___
SEC _I_
OTH ___

Enclosures

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

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

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by Federal Express this 24th day of May, 2002 to the following:

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Lisa S. Foshee   (LM)

(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth	)		
Telecommunications, Inc.'s entry into	)		Docket No. 960786-B-TL
interLATA services pursuant to Section	)	&	Docket No. 981834-TP
271 of the Federal Telecommunications	)		
Act of 1996.	)		
	)		Filed: May 24, 2002

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING
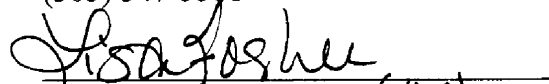
BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of

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

for the month of March, 2002. The Affidavit and the accompanying attachments describe

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

Respectfully submitted this 24th day of May 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

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406732

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED MAY 24, 2002

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

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

PROFESSIONAL AND EDUCATIONAL BACKGROUND

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

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

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

II. PURPOSE OF AFFIDAVIT

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

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DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

1   # DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

2

3   ## I. ANALYSIS OF PERFORMANCE MEASUREMENTS

4

5   ### A. Introduction

6

7   Attachment 1J is the Monthly State Summary (MSS) for Florida Performance

8   Measurements for March 2002. The MSS contains 2,330 sub-metrics based

9   on the Georgia Public Service Commission (GPSC) Docket 7892-U. As

10   shown in Attachment 1J, there were 874 sub-metrics for which there was

11   CLEC activity in March 2002 and that were compared to either benchmarks or

12   retail analogues. BellSouth met or exceeded the criteria for 741 of these 874

13   sub-metrics, or 85%.

14

15   As explained in previous updates to this Exhibit, three of the measures were

16   identified by BellSouth as having deficiencies in their calculations and were

17   investigated and evaluated for appropriate program code corrections. These

18   three measures were Average Jeopardy Notice Interval, FOC & Reject

19   Completeness (including the "Multiple Responses" sub-metrics), and LNP

20   Disconnect Timeliness. Program coding modifications have been completed

21   for the Average Jeopardy Notice Interval and FOC and Reject Completeness

22   measures. A variation on the FOC & Reject Response Completeness (O-11)

1   measurement, FOC/Reject Completeness (Multiple Responses), indicates the

2   proportion of times that multiple FOCs/Rejects for an LSR are returned. The

3   Georgia PSC did <u>not</u> order this measure to be implemented.   Also, this

4   measurement can be misleading because sometimes multiple responses are

5   required for efficient operation of the business, such as when a second FOC

6   is returned to notify a CLEC when a jeopardy is cleared. Consequently, while

7   BellSouth reports data on this measure in the Monthly State Summary,

8   BellSouth has not included it in the calculation of performance measurements

9   that had CLEC activity and has not addressed those sub-metrics in this

10   Exhibit. The LNP Disconnect Timeliness measure is still under review by the

11   Georgia PSC. These measures are included in the MSS and in the total

12   number of measurements calculation (2,330), but are excluded from the

13   "Met/Total" (741/874) percentage calculations.

14

15   During the three-month period, January through March 2002, again adjusting

16   for the measures mentioned above where appropriate, there were a total of

17   792 sub-metrics that had CLEC activity for all three months and that were

18   compared with either benchmarks or retail analogues. Of these 792 sub-

19   metrics, 689 sub-metrics (87%) satisfied the comparison criteria in at least

20   two of the three months.

21

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

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

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

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

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

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

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

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

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

10   provides to CLECs.

11

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

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

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

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

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

17   inconclusive universe sizes.

18

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

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

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

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

1   quantitative viewpoint. For example, in March 2002, the % Missed Installation

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

3   (A.2.11.1.1.2) showed that BellSouth retail had 0.02% missed appointments

4   for the 630,511 scheduled orders. The CLEC %MIA for the same period is

5   0.31% missed appointments for 57,811 scheduled orders. While there is very

6   little difference in the results, less than one half of a percentage point, the

7   universe is so large that the Z-test becomes overly sensitive to any difference.

8   As a result, the statistical test shows that the sub-metric missed the standard

9   criteria, but BellSouth's actual performance is at a very high level for both the

10 CLECs and BellSouth retail, in this case, over 99.6%. From a practical point

11 of view, the CLECs' ability to compete has not been hindered, even though

12 the statistical result does not technically meet the retail analogue.

13

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

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

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

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

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

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

20 performance.

21

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

2   BellSouth retail analogue requirement for January, February and/or March

3   2002 is included in this Exhibit. Each sub-metric discussed is labeled as

4   being missed in any one or more of the months (January/February/March)

5   included in this filing.

6

7   The following paragraphs will address specific performance measurements

8   associated with each checklist item.

9

10   **B. <u>CHECKLIST ITEM 1 – INTERCONNECTION</u>**

11

12   <u>**1. Collocation**</u>

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

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

15   Section E in Attachment 1J, Items E.1.1.1 through E.1.3.2, provides these

16   results. BellSouth met the approved benchmarks for all 10 of the 10 sub-

17   metrics that had CLEC activity in January, for all 9 of the 9 benchmarks that

18   had CLEC activity in February and for all 11 of the 11 benchmarks that had

19   CLEC activity in March 2002.

20

21   For the three-month period, January through March 2002, there were 8 sub-

22   metrics for which there was CLEC activity in all three months and were

1   compared to retail analogues or benchmarks. All 8 of these sub-metrics met

2   the retail analogue/benchmark comparisons in all three months.

3

4   **2. Local Interconnection Trunking**

5   Trunking Reports

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

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

8   Local Interconnection Trunks. Trunk Blocking, Item C.5.1, will be discussed

9   separately following this suction.

10

11 In January BellSouth met 20 of 25 sub-metrics or 80% and in February 2002,

12 met 22 of the 24 sub-metrics or 92% of the applicable benchmarks/analogues

13 for all local interconnection trunking measures having CLEC activity. In

14 March 2002, BellSouth met 24 of the 25 sub-metrics or 96% of the

15 benchmarks/retail analogues having CLEC activity. The sub-metrics that did

16 not meet the benchmarks/retail analogues for January, February and/or

17 March 2002 are as follows:

18

19 FOC Timeliness / Local Interconnection Trunks (C.1.3) (January)

20 BellSouth met the 10-day benchmark interval for 147 of the 159 FOCs

21 (92.45%) returned for this sub-metric in January 2002. The 95% benchmark

22 required that 152 of the 159 FOCs meet the standard interval, based on the

1   number of orders in the period. BellSouth met the benchmark for this sub-

2   metric in February and March 2002.

3

4   <u>Order Completion Interval / Local Interconnection Trunks (C.2.1) (February)</u>

5   The average order completion interval for CLEC orders for this sub-metric for

6   February was 21.96 days compared to 15.49 days for the BellSouth retail

7   analogue. The standard interval for trunk orders covered by this

8   measurement is 30 days for new trunks and 20 days for augments, and the

9   orders are managed as "projects." The CLEC orders are meeting the due

10   dates committed to the customer, but the intervals are longer than for the

11   retail analogue. BellSouth met the retail analogue comparison for this sub-

12   metric in January and March 2002.

13

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

15   <u>(C.3.2.1) (January)</u>

16   In January 2002, there were only 3 troubles reported for the 142,560 lines in

17   service for the sub-metric, a trouble report rate of only 0.002%. BellSouth

18   provided over 99.9% trouble free service for both retail and CLEC orders in

19   this sub-metric for the month. When BellSouth provisions high quality service

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

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

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

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

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

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

4   own retail operations is at a very high level – in this case over 99%. From a

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

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

7   to meet the benchmark/analogue. BellSouth met the retail analogue for this

8   sub-metric in February and March 2002.

9

10 Customer Trouble Report Rate / Local Interconnection Trunks / Non-Dispatch

11 (C.3.2.2) (January)

12 In January 2002, there were 53 troubles reported for the 142,560 lines in

13 service for the sub-metric, a trouble report rate of only 0.04%. BellSouth

14 provided over 99.9% trouble free service for both retail and CLEC orders in

15 this sub-metric for the month. When BellSouth provisions high quality service

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

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

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

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

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

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

22 own retail operations is at a very high level – in this case over 99%. From a

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

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

3   to meet the benchmark/analogue. BellSouth met the retail analogue for this

4   sub-metric in February and March 2002.

5

6   Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch

7   (C.3.3.2) (January)

8   In January 2002, appropriate adjustment of the duration interval data for

9   orders in this sub-metric to exclude the "non-circuit specific" troubles would

10   have produced a CLEC result better than for the retail analogue. BellSouth

11   met the retail analogue comparison for this sub-metric in February and March

12   2002.

13

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

15   (January/March)

16   In January 2002 there were 4 repeat troubles for this sub-metric. In actuality,

17   all four of the reports were due to routing troubles and should not have been

18   included in this measure. This reporting related error was corrected in

19   January 2002. In March 2002, there were only two orders for the sub-metric.

20   The small universe size does not provide a conclusive benchmark

21   comparison. BellSouth met the retail analogue comparison for this sub-metric

22   in February 2002.

23

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

2   The CLECs experienced Local Interconnection invoice accuracy rates in

3   February that were slightly less than for the invoices BellSouth sent to its

4   customers (97.86% accuracy for BellSouth versus 97.34% for the CLEC

5   invoices). The difference in performance was the result of adjustments given

6   to customers who were billed for some rate elements for which they should

7   not have been billed because of bill and keep provisions in their contracts.

8   These bill and keep rate elements were not distinguishable in the contract so

9   the corresponding rate element fields were populated with non-zero amounts

10   on the rate file. As a result, a new process was implemented which requires

11   all bill and keep rate element Universal Service Order Codes (USOCs) be

12   followed by "BK" so that the rate groups will know to zero rate these

13   elements. BellSouth met the retail analogue comparison for this sub-metric in

14   January and March 2002.

15
16   Trunk Blockage

17   BellSouth has developed a trunk blocking report that compares BellSouth

18   retail's trunk blockage rates to those of CLECs. The report, Trunk Group

19   Performance Report (TGP), Attachment 3J, displays trunk blocking in a

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

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

22   comparable trunk groups administered by BellSouth that handle CLEC and

23   BellSouth traffic, and provides a direct comparison of hour-by-hour blocking

24   between CLEC and BellSouth trunk groups. The analogue/benchmark for the

1   Trunk Group Performance measure is any consecutive two-hour period in 24

2   hours where CLEC blockage exceeds BellSouth blockage by more than

3   0.5%. BellSouth met or exceeded the benchmark for this sub-metric in

4   January, February and March 2002.

5

6   **C. <u>CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)</u>**

7

8   This section addresses the measures associated with UNEs under checklist

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

10   Ordering, Provisioning and Maintenance & Repair operations. In general, the

11   Ordering function is disaggregated into 17 sub-metrics, the Provisioning

12   function has 19 sub-metrics, and there are 12 sub-metrics for the

13   Maintenance & Repair function. All Ordering measures will be included in this

14   checklist item because of the overall relationship of the mechanized, partially

15   mechanized and manual processing of Local Service Requests (LSRs). The

16   Provisioning and Maintenance & Repair measures for the following products

17   are included in the checklist item as shown below:

18   <u>Product</u>   <u>Checklist Item</u>:

19   Combo (Loop & Port)   #2 – Unbundled Network Elements

20   Combo (Other)   #2 – Unbundled Network Elements

21   Other Design   #2 – Unbundled Network Elements

22   Other Non-Design   #2 – Unbundled Network Elements

1	xDSL Loop	#4 – Unbundled Local Loops
2	UNE ISDN Loop	#4 – Unbundled Local Loops
3	Line Sharing	#4 – Unbundled Local Loops
4	2w Analog Loop Design	#4 – Unbundled Local Loops
5	2w Analog Loop Non Design	#4 – Unbundled Local Loops
6	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
7	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
8	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
9	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
10	Digital Loop < DS1	#4 – Unbundled Local Loops
11	Digital Loop => DS1	#4 – Unbundled Local Loops
12	Local Interoffice Transport	#5 – Unbundled Local Transport
13	Switch Ports	#6 – Unbundled Local Switching
14	INP Standalone	#11 – Local Number Portability
15	LNP Standalone	#11 – Local Number Portability

16

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

18   Maintenance & Repair and Billing indicates that BellSouth met the

19   benchmark/analogue for 88%, 84% and 84% of the sub-metrics during the

20   months of January, February and March 2002, respectively.

21

1   For the three-month period, January through March 2002, there were 445

2   sub-metrics in the UNE measurements for which there was CLEC activity in

3   all three months and that were compared to retail analogues or benchmarks.

4   Of those 445 sub-metrics, 384 sub-metrics (86%) met the retail

5   analogue/benchmark comparisons in at least two of the three months.

6

7   **1. UNE Ordering Measures**

8

9   Items B.1.1 – B.1.19 in Attachment 1J show data for Percent Rejected

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

11   Response Completeness. These reports are disaggregated by interface type

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

13

14   **Reject Interval**

15   Items B.1.4 - B.1.8 in Attachment 1J examine the Reject Interval for the

16   month of March 2002. For orders submitted electronically, the benchmark is

17   97% within one hour. In January, February and March 2002, 80%, 73% and

18   86%, respectively, of all rejected electronic service requests were delivered

19   within the one-hour benchmark interval. (See the write-up below for Items

20   B.1.4.2 – B.1.4.17 for further discussion concerning electronically submitted

21   orders.)

22

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

2   requiring service representative intervention, the benchmark is 85% returned

3   within 10 hours. BellSouth exceeded these benchmarks in January, February

4   and March 2002, with 95%, 93% and 92%, respectively, of partially

5   mechanized rejects being returned to the CLECs within the benchmark

6   interval.

7

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

9   also exceeded this requirement, with over 99% of the LSRs submitted

10   manually being returned to the CLECs within the 24-hour time period in each

11   of the three months.

12

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

14   January, February and/or March 2002:

15

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

17   (January/February/March)

18   Reject Interval / UNE ISDN / Electronic (B.1.4.6) (March)

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

20   Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8)

21   (January/February/March)

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

2   (January/February/March)

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

4   (January/February)

5   Reject Interval / Other Design / Electronic (B.1.4.14)

6   (January/February/March)

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

8   (January/February/March)

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

10   BellSouth's root cause analysis determined that a number of LSRs that did

11   not meet the one-hour benchmark were submitted when back-end legacy

12   systems were out of service and were unable to process the LSRs. Because

13   such LSRs should be excluded from the measurement, BellSouth

14   implemented a coding change in PMAP, intended to ensure that scheduled

15   OSS downtime was properly excluded. This change was made with

16   September 2001 data and was expected to improve sub-metric results for

17   Reject Interval performance.

18

19   The coding change assumed that EDI and TAG timestamps reflected Eastern

20   Time. However, the timestamps used by EDI and TAG actually reflects

21   Central time. As a result of this discrepancy, an hour is being added during

22   PMAP timestamp "synchronization," which causes the results to inaccurately

1   reflect the reject Interval duration. A change to address this issue for EDI was

2   implemented effective with February 2002 data reporting, and BellSouth is in

3   the process of scheduling a similar change for TAG. BellSouth's root cause

4   analysis has determined that, had the scheduled OSS downtime exclusion

5   been properly implemented, BellSouth's Reject Interval performance would

6   generally have met the Commission's benchmark.

7

8   BellSouth's root cause analysis also identified an additional issue that impacts

9   the electronic Reject Interval sub-metrics. This issue arises when a fully

10   mechanized Firm Order Confirmation ("FOC") is followed by a manual

11   Clarification, a scenario that occurs when the Local Carrier Service Center

12   ("LCSC") must resolve specific types of errors after the issuance of the FOC.

13   This issue distorts the timeliness of BellSouth's electronic reject notices, and

14   BellSouth is currently analyzing this situation to determine an appropriate

15   solution.

16

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

18   There were only ten LSRs rejected for this sub-metric in February 2002. The

19   small universe of orders for the month does not provide a conclusive

20   benchmark comparison for this sub-metric. BellSouth met the benchmark for

21   this sub-metric in March 2002. There was no CLEC activity for this sub-

22   metric in January 2002.

1

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

3   (January/February)

4   BellSouth met the 10-hour benchmark interval for 21 of the 34 LSRs rejected

5   in January and for 67 of the 83 LSRs rejected in February 2002. The 85%

6   benchmark required that 29 of the 34 rejects for January and 71 of the 83

7   rejects for February be returned within the benchmark interval. BellSouth met

8   the benchmark for this sub-metric in March 2002.

9

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

11   (March)

12   BellSouth met the 10-hour benchmark interval for 161 of the 190 (84.74%)

13   LSRs rejected for this sub-metric in January 2002. Normal rounding

14   convention indicates that there is no significant difference between the results

15   for this sub-metric and the benchmark. BellSouth met the benchmark for this

16   sub-metric in January and February 2002.

17

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

19   (February/March)

20   BellSouth met the 10-hour benchmark interval for 114 of the 147 rejected

21   LSRs for this sub-metric in February and for 201 of the 283 rejected LSRs in

22   March 2002. The 85% benchmark required that 125 of the 147 orders for

1   February and 241 of the 283 orders for March be returned within 10 hours.

2   BellSouth met the benchmark for this sub-metric in January 2002. BellSouth

3   continues to focus on this measurement in order to improve results to meet

4   the benchmark.

5

6   Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic

7   (B.1.7.12) (February/March)

8   BellSouth met the benchmark for 220 of the 275 of the LSRs rejected in this

9   sub-metric for February and for 232 of the 288 LSRs rejected in March 2002.

10   The 85% benchmark required that 224 of the 275 rejects for February and

11   274 of the 288 rejects for March be returned within the benchmark interval.

12   BellSouth met the benchmark for this sub-metric in January 2002. BellSouth

13   continues to focus on this measurement in order to improve results to meet

14   the benchmark.

15

16   Reject Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic

17   (B.1.7.13) (January/February/March)

18   BellSouth met the benchmark for 633 of the 747 rejected LSRs for this sub-

19   metric in January, for 426 of the 543 rejected LSRs in February and for 639 of

20   the 840 rejected LSRs in March 2002. The 85% benchmark required that 635

21   of the 747 orders for January, 462 of the 543 orders for February and 714 of

22   the 840 orders for March be returned within the benchmark interval.

1   BellSouth continues to focus on this measurement in order to improve results

2   to meet the benchmark.

3

4   **FOC Timeliness**

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

6   returned within 3 hours. BellSouth met the benchmark interval for 99% of the

7   electronically submitted LSRs in January, February and March 2002. For

8   partially mechanized LSRs, the benchmark is 85% of FOCs returned within

9   10 hours. BellSouth met the benchmark for 94%, 92% and 94% of partially

10   electronic FOCs in January, February and March 2002, respectively. For

11   LSRs submitted manually, the benchmark is 85% returned within 36 hours.

12   BellSouth met the benchmark interval for 99% of the manual LSRs submitted

13   in all three months. The sub-metrics that did not meet the benchmark in

14   January, February and/or March 2002 are as follows:

15

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

17   BellSouth met the 3-hour benchmark interval for 16 of the 18 FOCs returned

18   for this sub-metric in February and for 51 of the 54 FOCs returned in March

19   2002. The 95% benchmark set a requirement that all 18 of the 18 FOCs for

20   February and 52 of the 54 FOCs for March meet the interval. BellSouth met

21   the benchmark for this sub-metric in January 2002.

22

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

2   BellSouth met the benchmark for 144 of the 152 LSRs (94.74%) that received

3   a FOC in February 2002. Normal rounding convention indicates that there is

4   no significant difference between the result for this sub-metric and the

5   benchmark. BellSouth met the benchmark for this sub-metric in January and

6   March 2002.

7

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

9   BellSouth met the 10-hour benchmark for 16 of the 22 FOCs returned for this

10 sub-metric in March 2002. The 85% benchmark required that 19 of the 22

11 orders be returned, based on the number of orders for this sub-metric.

12 BellSouth met the benchmark for this sub-metric in January and February

13 2002.

14

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

16 (March)

17 BellSouth met the benchmark for 271 of the 319 LSRs (84.95%) that received

18 a FOC in March 2002. Normal rounding convention indicates that there is no

19 significant difference between the result for this sub-metric and the

20 benchmark. BellSouth met the benchmark for this sub-metric in January and

21 February 2002.

22

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

2   (January/February/March)

3   BellSouth met the 10-hour benchmark interval for 75 of the 96 FOCs returned

4   for this sub-metric in January, for 146 of the 180 FOCs returned in February

5   and for 78 of the 92 FOCs returned in March 2002. The 85% benchmark set

6   requirements of 82 of the 96 orders in January, 153 of the 180 orders in

7   February and 79 of the 92 orders for March, based on the quantity of orders

8   in the sub-metric

9

10   FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-Design

11   / TAG / Electronic (B.1.14.13.2) (February)

12   BellSouth met the benchmark standard for 134 of the 147 responses for this

13   sub-metric in February 2002. The 95% benchmark required that the criteria

14   be met for 140 of the 147 responses based on the number of orders for this

15   sub-metric. BellSouth met the benchmark for this sub-metric in January and

16   March 2002.

17

18   FOC & Reject Response Completeness / Local Interoffice Transport / Manual

19   (B.1.16.2) (January/March)

20   BellSouth met the benchmark standard for 47 of the 51 responses for this

21   sub-metric in January and for 66 of the 71 responses returned in March 2002.

22   The 95% benchmark required that the criteria be met for 49 of the 51

1   responses in January and for 68 of the 71 responses in March, based on the

2   number of orders for this sub-metric. BellSouth met the benchmark for this

3   sub-metric in February 2002.

4

5   FOC & Reject Response Completeness / Combo (Loop & Port) / Manual

6   (B.1.16.3) (January/March)

7   BellSouth met the benchmark standard for 694 of the 755 responses for this

8   sub-metric January and for 1,357 of the 1,473 responses returned in March

9   2002. The 95% benchmark required that the criteria be met for 718 of the

10   755 responses in January and for 1,400 of the 1,473 responses returned in

11   March, based on the number of orders for this sub-metric. BellSouth met the

12   benchmark for this sub-metric in February 2002.

13

14   FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6)

15   (January)

16   BellSouth met the benchmark standard for 633 of the 673 responses for this

17   sub-metric in January 2002. The 95% benchmark required that the criteria be

18   met for 640 of the 673 responses, based on the number of orders for this sub-

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

20   March 2002.

21

1   FOC & Reject Response Completeness / Line Sharing / Manual (B.1.16.7)

2   (January)

3   BellSouth met the benchmark standard for 185 of the 203 responses for this

4   sub-metric in January 2002. The 95% benchmark required that the criteria be

5   met for 193 of the 203 responses, based on the number of orders for this sub-

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

7   March 2002.

8

9   FOC & Reject Response Completeness / 2w Analog Loop Non-Design /

10   Manual (B.1.16.9) (January)

11   BellSouth met the benchmark for 1,239 of the 1,309 responses for this sub-

12   metric in January 2002. The 95% benchmark set a requirement 1,104 orders,

13   based on the number of orders for this sub-metric. BellSouth met the

14   benchmark for this sub-metric in February and March 2002.

15

16   FOC & Reject Response Completeness / 2w Analog Loop w/INP Non-Design

17   / Manual (B.1.16.11) (March)

18   BellSouth met the benchmark standard for 13 of the 14 responses for this

19   sub-metric in March 2002. The 95% benchmark required that the criteria be

20   met for all 14 of the 14 responses. BellSouth met the benchmark for this sub-

21   metric in and January and February 2002.

22

1 FOC & Reject Response Completeness / Other Design / Manual (B.1.16.14)

2 (January)

3 BellSouth met the benchmark standard for 598 of the 648 responses for this

4 sub-metric in January 2002. The 95% benchmark required that the criteria be

5 met for 616 of the 648 responses, based on the number of orders for this sub-

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

7 March 2002.

8

9 Flow-Through

10

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

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

13 results for individual CLECs are included in Attachment 2J. The following

14 table shows the Regional Flow-Through results for January, February and

15 March 2002 as compared with the Interim SQM benchmarks.

16

17 % Flow-through Service Requests (F.1.1.1 – F.1.3.4)

Customer Type	January 2002	February 2002	March 2002	Benchmark
Residence	88.56%	87.17%	86.49%	95%
Business	74.56%	75.20%	73.55%	90%
UNE	85.50%	84.86%	83.88%	85%
LNP	92.81%	94.12%	92.25%	85%

1

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

3   handling. The business flow-through rate is well below the 90% objective.

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

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

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

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

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

9

10   BellSouth has established a Flow-Through Improvement Program

11   Management process that includes seven different internal organizations.

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

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

14   are targeted for Encore releases. Three of the enhancements were

15   implemented in August, five enhancements implemented in November and

16   two enhancements implemented in January 2002. The remainder of the

17   enhancements are scheduled for release during 2002.

18

19   **2. UNE Provisioning Measures**

20   BellSouth met 88% of the overall UNE Provisioning measurements in the

21   month of January, 82% of these measurements in February and 84% in

22   March 2002.

1

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

3   months of January, February and/or March 2002:

4

5   <u>Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Switch</u>

6   <u>Based Orders (B.2.1.3.1.3) (January/February/March)</u>

7   This sub-metric is a further disaggregation of Item B.2.1.3.1.2.   The

8   completion interval difference between the CLEC result and the result for the

9   BellSouth retail analogue for this sub-metric was less than 0.01 days in each

10   of the three months. Both measures were approximately one-third day. This

11   indicates virtually identical service for both the CLECs and the retail analogue

12   for each month.

13

14   <u>Order Completion Interval / Combo Other / < 10 Circuits / Dispatch</u>

15   <u>(B.2.1.4.1.1) (January/February/March)</u>

16   The primary factor for the miss in this sub-metric is that the standard

17   installation interval for this product is 10 days. This is much longer than for

18   the retail analogue product. Even though the committed dates to the

19   customer are being met, the intervals are longer than for the retail analogue

20   product.

21

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

2   <u>(B.2.1.15.1.1) (March)</u>

3   In March 2002, 23 of the 35 CLEC orders for this sub-metric carried a

4   standard installation interval of 5 days. This interval is longer than the

5   "available in 3 days" standard set for the retail analogue. BellSouth met the

6   retail analogue comparison for this sub-metric in January and February 2002.

7

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

9   <u>(B.2.1.15.1.2) (March)</u>

10   There were 26 orders completed for this sub-metric in March 2002. The

11   average completion interval for the CLEC orders was 1.9 days compared to .9

12   days for the retail analogue. No systemic installation issues were identified

13   for the orders in this sub-metric. BellSouth met the retail analogue

14   comparison for this sub-metric in January and February 2002.

15

16   <u>% Jeopardies / Combo Other (B.2.5.4) (February/March)</u>

17   There were nine orders for this sub-metric placed in jeopardy status in

18   February and four orders placed in jeopardy ion March 2002. All of these

19   jeopardy situations were resolved prior to the order due dates and were

20   completed as scheduled. BellSouth met the retail analogue for this sub-

21   metric in January 2002.

22

1   % Jeopardies / Other Non-Design (B.2.5.15) (January)

2   There were a total of 2 jeopardies issued for the 25 orders scheduled for this

3   sub-metric in January 2002. While the data indicates that BellSouth placed a

4   higher percentage of CLEC orders in jeopardy status, all of the jeopardies

5   were resolved prior to the due dates, and the orders were completed on time.

6   BellSouth met the retail analogue comparison for this sub-metric in February

7   and March 2002.

8

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

10   (February)

11   BellSouth met the 48-hour benchmark for 17 of the 18 jeopardy notices for

12   this sub-metric in February 2002. The 95% benchmark required that all 18 of

13   18 notices meet the 48-hour interval. As was discussed in the Introduction

14   section, the coding for this measurement was undergoing modification in

15   January 2002. BellSouth met the retail analogue comparison for this sub-

16   metric in March 2002.

17

18   % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /

19   Dispatch (B.2.18.3.1.1) (March)

20   BellSouth missed 46 of the 998 scheduled appointments in this sub-metric for

21   March 2002. BellSouth is investigating the data underlying this sub-metric to

22   determine the accuracy of the apparent disparity with the retail analogue in

29

1   March. BellSouth met the retail analogue comparison for this sub-metric in

2   January and February 2002.

3

4   % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /

5   Non-Dispatch (B.2.18.3.1.2) (January/February/March)

6   BellSouth missed 32 of the 11,490 scheduled appointments in this sub-metric

7   for January, missed 29 of the 12,390 appointments for February and missed

8   48 of the 20,137 appointments for March 2002. BellSouth met over 99% of

9   the scheduled appointments for both retail and CLEC orders in this sub-metric

10   for all three months. When BellSouth provisions high quality service coupled

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

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

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

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

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

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

17   own retail operations is at a very high level – in this case over 99%. From a

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

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

20   to meet the benchmark/analogue.

21

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

2   <u>Switch Based Orders (B.2.18.3.1.3) (February)</u>

3   This is a further disaggregation of Item B.2.18.3.1.2, above.   BellSouth

4   missed only 1 of the 6,007 appointments in this sub-metric scheduled for

5   February 2002. BellSouth met over 99% of the scheduled appointments for

6   both retail and CLEC orders in this sub-metric for the month. When BellSouth

7   provisions high quality service coupled with very large universe sizes, it can

8   cause an apparent out of equity condition from a quantitative viewpoint.   In

9   these cases, there is very little variation and the universe size is so large that

10   the Z-test becomes overly sensitive to any difference. In other words, the

11   statistical test shows that the measurement does not meet the fixed critical

12   value when compared with the retail analogue, but BellSouth's actual

13   performance for both CLECs and its own retail operations is at a very high

14   level – in this case over 99%. From a practical point of view, the CLECs'

15   ability to compete has not been hindered even though the statistical results

16   may technically show that BellSouth failed to meet the benchmark/analogue.

17   BellSouth met the retail analogue comparison for this sub-metric in January

18   and March 2002.

19

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

21   <u>Dispatch In (B.2.18.3.1.4) (January/February/March)</u>

1   This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth

2   missed 32 of the 5,576 appointments in this sub-metric scheduled in January,

3   missed 28 of the 6,383 appointments scheduled in February and missed 49 of

4   the 9,201 appointments scheduled for March 2002. BellSouth completed

5   over 99% of the appointments as scheduled in January, February and March

6   2002. From a practical point of view, the CLECs' ability to compete has not

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

8   BellSouth failed to meet the benchmark/analogue.

9

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

11   Dispatch (B.2.18.3.2.1) (January)

12   BellSouth completed 14 of the 19 installation appointments scheduled for this

13   sub-metric in January 2002. There were no patterns or systemic installation

14   issues identified for any of the 5 missed appointments. BellSouth met the

15   retail analogue for this sub-metric in February and March 2002.

16

17   % Missed Installation Appointments / Combo Other / < 10 Circuits / Dispatch

18   (B.2.18.4.1.1) (January)

19   BellSouth missed 9 of the 125 installation appointments scheduled for this

20   sub-metric in January 2002. None of these missed appointments resulted in

21   held orders. No systemic installation issues or patterns were identified for

1   these missed appointments. BellSouth met the retail analogue comparison

2   for this sub-metric in February and March 2002.

3

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

5   <u>Dispatch (B.2.18.15.1.2) (March)</u>

6   BellSouth missed 2 of the 29 installation appointments scheduled for this sub-

7   metric in March 2002. No systemic installation issues or patterns were

8   identified for these two missed appointments. BellSouth met the retail

9   analogue comparison for this sub-metric in January and February 2002.

10

11   <u>% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /</u>

12   <u>Dispatch (B.2.19.3.1.1) (February)</u>

13   There were 57 troubles reported for this sub-metric in February 2002 for the

14   779 orders completed in the prior 30 days. Of the 57 total reports, 18 reports

15   were closed to "no trouble found." Without these reports, the CLEC measure

16   would have been better than for the retail analogue. BellSouth met the retail

17   analogue comparison for this sub-metric in January and March 2002.

18

19

20   <u>% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / >= 10 Circuits /</u>

21   <u>Dispatch (B.2.19.3.2.1) (February)</u>

1   There were only 4 troubles reported for this sub-metric in February 2002.

2   There were no patterns or systemic installation issues identified for these 4

3   reports. BellSouth met the retail analogue comparison for this sub-metric in

4   January and March 2002.

5

6   % Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch

7   (B.2.19.4.1.1) (February/March)

8   BellSouth is currently checking the data for this sub-metric to verify that the

9   appropriate trouble reports are being included in the measurement. Of the 11

10   troubles reported for March, 4 reports (36%) were closed as "no trouble

11   found." BellSouth met the retail analogue comparison for this sub-metric in

12   January 2002.

13

14   % Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch

15   In (B.2.19.4.1.4) (February)

16   BellSouth is currently checking the data for this sub-metric to verify that the

17   appropriate trouble reports are being included in the measurement. There

18   was no CLEC activity for this sub-metric in either January or March 2002.

19

20   % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch

21   (B.2.19.14.1.1) (February)

1   There were only 2 troubles reported for the 20 orders completed in the 30

2   days prior to February 2002 for this sub-metric. No patterns or systemic

3   installation issues were identified for the two troubles. BellSouth met the

4   retail analogue comparison for this sub-metric in January and March 2002.

5

6   % Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits /

7   Non-Dispatch (B.2.19.15.1.2) (February)

8   There were only five orders completed for this sub-metric in the 30 days prior

9   to February 2002. The small universe of orders for this sub-metric does not

10   provide a statistically conclusive comparison to the retail analogue. BellSouth

11   met the retail analogue comparison for this sub-metric in January and March

12   2002.

13

14   Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /

15   Dispatch In (B.2.21.3.1.4) (January/February)

16   The difference between the average notice intervals for CLECs and the retail

17   analogue for this sub-metric in January 2002 was less than 8 minutes. The

18   root cause analysis of this measure indicated that the only differences

19   between the performance between BellSouth retail and CLECs are the

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

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

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

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

2   provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

9   Work Management Centers have been assigned to resolve any completion

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

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

12   analogue results. BellSouth met the retail analogue comparison for this sub-

13   metric in March 2002.

14

15   Service Order Accuracy / Design (Specials) / >= 10 Circuits / Dispatch

16   (B.2.34.1.2.1) (February)

17   In February 2002, BellSouth met the standard criteria for 27 of the 29 orders

18   (93.10%) reviewed. The 95% benchmark set a requirement that 28 of the 29

19   orders meet the criteria. BellSouth met the benchmark for this sub-metric in

20   January and March 2002.

21

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

1   BellSouth met the applicable performance standard for 87% in January, 83%

2   in February and 82% in March 2002 of the overall UNE M&R measurements.

3   The sub-metrics that did not meet the fixed critical value for this checklist item

4   in January, February and/or March 2002 are as follows:

5

6   <u>% Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch</u>

7   <u>(B.3.1.3.2) (March)</u>

8   BellSouth completed 1,690 of the 1,720 repair appointments as scheduled for

9   this sub-metric in March 2002. This represented an over 98% completion rate

10   for the month. There were no systemic maintenance issues identified for the

11   missed appointments. From a practical point of view, the CLECs' ability to

12   compete has not been hindered even though the statistical results may

13   technically show that BellSouth failed to meet the benchmark/analogue.

14   BellSouth met the retail analogue comparison for this sub-metric in January

15· - and February 2002.

16

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

18   <u>(February)</u>

19   BellSouth completed 13 of the 15 repair appointments as scheduled for this

20   sub-metric in February 2002. There were no systemic maintenance problems

21   identified for the two missed appointments. BellSouth met the retail analogue

22   comparison for this sub-metric in January and March 2002.

1

2

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

4   (B.3.1.11.2) (March)

5   BellSouth missed only 2 of the 51 repair appointments scheduled for this sub-

6   metric in March 2002. No systemic problems or patterns were identified for

7   the missed appointments. BellSouth met the retail analogue comparison for

8   this sub-metric in January and February 2002.

9

10   Customer Trouble Report Rate / Combo Other / Dispatch (B.3.2.4.1)

11   (February/March)

12   There were a total of 34 trouble reports for this sub-metric for the 1,434 lines

13   in service in February and 34 trouble reports for the 1,527 lines in service in

14   March 2002. Both the CLECs and BellSouth retail customers received more

15   than 97% trouble free service for two-month period. From a practical point of

16   view, the CLECs' ability to compete has not been hindered even though the

17   statistical results may technically show that BellSouth failed to meet the

18   benchmark/analogue. BellSouth met the retail analogue comparison for this

19   sub-metric in January 2002.

20

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

22   (February)

1   There were a total of 36 trouble reports for this sub-metric for the 1,434 lines

2   in service in February 2002. Of the 36 total trouble reports, 19 (53%) were

3   closed to "no trouble found." Both the CLECs and BellSouth retail customers

4   received more than 97% trouble free service for the month. From a practical

5   point of view, the CLECs' ability to compete has not been hindered even

6   though the statistical results may technically show that BellSouth failed to

7   meet the benchmark/analogue. BellSouth met the retail analogue

8   comparison for this sub-metric in January and March 2002.

9

10   <u>Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)</u>

11   <u>(January/February/March)</u>

12   The difference between the results for the retail analogue and the CLEC

13   aggregate was 1.1% or less in January and February, and 1.2% in March

14   2002. Both the CLECs and BellSouth retail had greater than 98% trouble free

15   service for all in service lines in this sub-metric in all three months. Of the 15

16   total troubles reported in February 2002, 40% were closed as "no trouble

17   found," indicating minimal impact on the customer. In March, 5 of the 13 total

18   trouble reports were the result of one facility problem in one central office.

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

20   hindered even though the statistical results may technically show that

21   BellSouth failed to meet the benchmark/analogue.

22

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

2   (January/February/March)

3   There were a total of 47 trouble reports for the 616 in service lines for this

4   sub-metric in January, 71 trouble reports for the 619 lines in service in

5   February and 67 trouble reports for the 590 lines in service in March 2002.

6   Continuing analysis is underway to determine if any systemic issues or data

7   reporting problems exist with this sub-metric.

8

9   Customer Trouble Report Rate / Other Non-Design / Non-Dispatch

10   (B.3.2.11.2) (January/February/March)

11   There were a total of 49 troubles reports for the 616 in service lines for this

12   sub-metric in January, 46 troubles reported for the 619 lines in service in

13   February and 51 troubles reported for the 590 in service lines for March 2002.

14   An analysis revealed that 36 of the 49 trouble reports (73%) for January, 26 of

15   the 46 reports (57%) for February and 25 of the 51 trouble reports (49%) for

16   March 2002 were closed out as "no trouble found," or about half to two-thirds

17   of the troubles reported had minimal impact on the end-user customer.

18   Continuing analysis is underway to determine if any systemic issues exist with

19   this sub-metric.

20

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

1   There were two service affecting trouble reports for this sub-metric in

2   February 2002 that caused service outages longer than 24 hours. Neither of

3   these outages revealed a systemic maintenance process issue. BellSouth

4   met the retail analogue comparison for this sub-metric in January and March

5   2002.

6

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

8   There were 10 trouble reports out of service longer than 24 hours for this sub-

9   metric in March 2002. Of these 10 outages, 6 were from the same customer

10   and were received on Friday but not cleared until Monday. BellSouth met the

11   retail analogue comparison for this sub-metric in January and February 2002.

12

13   **UNE – Billing**

14

15   Invoice Accuracy – UNE (B.4.1) (January)

16   The CLECs experienced UNE invoice accuracy rates that were slightly less

17   than the rates for the invoices BellSouth sent to its retail customers during

18   January 2002 (98.37% for BellSouth compared to 98.10% for the CLECs).

19   The difference in performance was the result of adjustments made to remove

20   back-billed zone pricing charges from one CLEC customer's UNE account

21   because the customer's contract specifically states that the customer should

22   not be back-billed for zone pricing. In order to prevent this type of problem

1   from occurring in the future, BellSouth has implemented a procedure that

2   requires review of a customer's contracts for back-billing limitations before

3   any back billing is done to the customer's accounts. BellSouth met the retail

4   analogue comparison for this sub-metric for February and March 2002.

5

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

7   This metric measures the mean interval for timeliness of billing records

8   delivered to CLECs. The CLECs experienced UNE invoice delivery rates that

9   were higher than the rates for BellSouth's retail customers during February

10   and March 2002 (3.64 days for BellSouth versus 6.13 for CLECs in February

11   and 3.68 days for BellSouth compared to 7.51 days for CLECs in March).

12   The difference in performance for both months was the result of bill period

13   delays encountered with BellSouth's billing system upgrade associated with

14   UNE CLEC bills and usage volumes. Processing cycles ran longer than

15   expected. BellSouth is currently working on enhancements that will decrease

16   processing time and speed the delivery of bills that will help to improve

17   performance for this metric. BellSouth met the retail analogue comparison for

18   this sub-metric in January 2002.

19

20   **4. Other UNE Measures**

21

22   **Pre-Ordering**

1   Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and

2   Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering

3   measurements. BellSouth met the benchmarks for all four of the sub-metrics

4   for these measurements in February and March 2002. The sub-metric that

5   did not meet the benchmarks in January 2002 is as follows:

6

7   Loop Makeup Inquiry (Electronic) (F.2.2) (January)

8   BellSouth met the 1-minute response time benchmark for 1,304 of the 1,401

9   inquiries for this sub-metric in January 2002. The 95% benchmark set a

10   requirement of 1,331 of the 1,401 responses returned within the 1-minute

11   interval. BellSouth met the benchmark for this sub-metric in February and

12   March 2002.

13

14   **Operations Support Systems (OSS)**

15

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

17   benchmark/retail analogue in January, February and/or March 2002 were:

18

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

20   (February)

21   The CLECs received slightly longer response times from this system in

22   February 2002 than for the retail analogue standard (3.77 seconds average

1   for CLECS compared to 3.11 seconds for BellSouth). BellSouth met the retail

2   analogue comparison for this sub-metric in January and March 2002.

3

4   Average Response Interval / CRIS / Region (D.2.4.1.)

5   (January/February/March)

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

7   separate disaggregations -- the percentage of queries that are responded to

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

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

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

11   both the less than 10 and greater than 10 seconds responses. For the 4-

12   second interval, there was only approximately 1% difference between the

13   CLEC responses as compared with the retail analogue in all three months.

14   Both the CLECs and the retail analogue received approximately 99% or more

15   within the less than 10 second response interval. Similarly, for the greater

16   than 10 seconds interval measure, the CLECs and the BellSouth retail

17   analogue received approximately 1% or less of responses in over 10

18   seconds. These very small differences in response intervals indicate

19   equivalent service levels for the CLECs and BellSouth retail.

20

21   Average Response Interval / DLR / Region (D.2.4.3)

22   (January/February/March)

1   The average response intervals for these sub-metrics are measured in three

2   separate disaggregations -- the percentage of queries that are responded to

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

4   BellSouth missed the standard for percentage of queries responded to in less

5   than 4 seconds during January, February and March 2002, but met the

6   standards for both the "less than 10 seconds" and "greater than ten seconds"

7   intervals.   Even though BellSouth technically missed the standard the

8   difference in performance for the CLECs versus BellSouth's retail analogue

9   was only 1.4% in January, 2.4% in February and 1.9% in March. There is no

10   evidence of disparate performance for this sub-metric.

11

12   Average Response Interval / LMOSupd / Region (D.2.4.5, D.2.5.5, D.2.6.5)

13   (January/February/March)

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

15   separate disaggregations -- the percentage of queries that are responded to

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

17   For each of the three sub-metrics, there was less than a 9% difference in the

18   percentage of responses received by the CLECs and BellSouth retail in each

19   month, January through March 2002.   Differences of 10%, or less, for these

20   intervals indicate virtually equivalent service levels for both the CLECs and

21   BellSouth retail.

22

1 <u>Average Response Interval / LNP/ Region (D.2.4.6) (January/March)</u>

2 <u>Average Response Interval / LNP/ Region (D.2.5.6, D.2.6.6) (March)</u>

3 The average response interval for this measurement is measured in three

4 separate disaggregations -- the percentage of queries that are responded to

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

6 In both January and March 2002, the average response interval for the CLEC

7 requests did not meet the retail analogue interval for the less than 4-second

8 disaggregation but exceeded the less than 10 and greater than 10 seconds

9 responses. In January 2002, both the CLECs and BellSouth retail received

10 over 98.8% of responses in less than 4 seconds and less than 0.3% in more

11 than 10 seconds. The less than one percent difference for these intervals

12 indicates virtually equivalent service levels for the CLECs and BellSouth

13 retail. In March the "less than 4 second" and "less than 10 second" measures

14 for both BellSouth retail and for CLECs was over 99%. The "greater than 10

15 second" measure for both BellSouth retail and for CLECs was less than 0.2%.

16 These performance results also indicate virtually equivalent service being

17 provided for the CLECs and BellSouth retail.

18

19 <u>Average Response Interval / OSPCM / Region (D.2.4.8) (January/March)</u>

20 The average response interval for these sub-metrics is measured in three

21 separate disaggregations -- the percentage of queries that are responded to

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

1   In January 2002, the CLEC response interval for the "less than, or equal to 4

2   seconds" measure was 13.92% compared to 26.31% for the retail analogue.

3   In March the CLECs had 13.59% of responses in less than 4 seconds

4   compared to 23.94% for the retail analogue.   BellSouth met the retail

5   analogue comparison for all three of the sub-metrics in this measure for

6   February 2002 and two out of three in both January and March 2002.

7

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

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

10   separate disaggregations -- the percentage of queries that are responded to

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

12   In both January and March 2002, the average response interval for the CLEC

13   requests did not meet the retail analogue intervals for the less than 4-second

14   disaggregation but exceeded both the less than 10 and greater than 10

15   seconds responses.   The CLEC response interval was 85.67% within 4

16   seconds in January, as compared with 87.02% for the retail analogue, and

17   81.81% within 4 seconds in March, as compared to 82.97% for the retail

18   analogue.   The small difference between the CLEC and retail analogue

19   results should not impede the CLECs' ability to compete in this area.

20   BellSouth met the retail analogue comparison for this sub-metric in February

21   2002.

22

1   **General – Maintenance Center**

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

3   BellSouth missed the retail analogue comparison for this measure in February

4   2002 but met the retail analogue comparison for both January and March

5   2002.

6

7   **General – Billing**

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

9   This measure compares the rate at which error-free usage data is sent to

10   CLECs with the same measure for the BellSouth retail analog. The CLECs

11   experienced usage data delivery accuracy rates that were slightly lower than

12   the rates for BellSouth customers during February 2002 (99.85% for

13   BellSouth versus 99.62% for CLECs). The difference in performance was the

14   result of a problem with ODUF pack sequence numbers. This problem did

15   not involve any missing or incorrect usage data from ODUF. The problem

16   only involved ODUF pack sequence numbers which normally go in sequence

17   from '01' to '99' for each customer. After a system problem occurred with the

18   output sequence table on February 19, 2002, the sequence numbers were

19   inadvertently restarted to '01' on all ODUFs for all CLECs.   The sequence

20   table was corrected, and the correct pack number for each customer was

21   restarted on February 22, 2002. All CLECs, who questioned BellSouth about

22   this problem, reported that they understood that no usage data was actually

1   missing or incorrect as a result of the problem, and none of the CLECs

2   requested that BellSouth retransmit any ODUF data. Bellsouth met the retail

3   analogue comparison for this sub-metric in January and March 2002.

4

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

6   This measure tracks the percentage of usage data delivered within six

7   calendar days for both BellSouth retail and the CLEC aggregate. The CLECs

8   experienced usage data delivery timeliness rates that were slightly lower than

9   the rates for BellSouth customers during March 2002 (98.37% for BellSouth

10   compared to 93.11% for CLECs). The difference in performance for March

11   was the result of bill period delays encountered with BellSouth's billing system

12   upgrade associated with UNE CLEC bills and usage volumes. Processing

13   cycles ran longer than expected. BellSouth is currently working on

14   enhancements that will decrease processing time and speed the delivery of

15   bills that will help to improve performance for this metric. BellSouth met the

16   retail analogue comparison for this sub-metric in January and February 2002.

17

18   Non-Recurring Charge Completeness / UNE (F.9.6.2) (January)

19   This measure tracks the ability of the ordering and billing systems to begin

20   billing a CLEC non-recurring charges for UNE services on the next invoice

21   after an order has "completed". A benchmark of 90% has been set as the

22   level of performance to meet. In January 2002, the result was 89.43%. The

1   benchmark was not met in January because of back-billed OSS charges

2   applied to CLEC accounts. These OSS charges are due to BellSouth for

3   handling LSRs that were cancelled by CLEC customers. In the past,

4   BellSouth's systems have not been equipped to apply these cancellation

5   charges. During 2002, BellSouth plans to complete an initiative to bill these

6   OSS charges on a current basis for cancelled LSRs. BellSouth met the

7   benchmark for this sub-metric in February and March 2002.

8
9   Non-Recurring Charge Completeness / Interconnection (F.9.6.3)

10   (January/March)

11   This measure tracks the ability of the ordering and billing systems to begin

12   billing a CLEC non-recurring charges for local interconnection services on the

13   next invoice after an order has "completed". A benchmark of 90% has been

14   set as the level of performance to meet. In January and March 2002,

15   BellSouth's performance was 79.45% and 89.14%, respectively. This

16   measure was missed in both months because of problems encountered in

17   correcting service order errors in a timely manner. In January 2002, the

18   benchmark was adversely affected due to back-billed OSS charges applied to

19   CLEC accounts. These OSS charges are due to BellSouth for handling LSRs

20   that were cancelled by CLEC customers. In the past, BellSouth's systems

21   have not been equipped to apply these cancellation charges. During 2002,

22   BellSouth plans to complete an initiative to bill these OSS charges on a

23   current basis for cancelled LSRs.

1

2   The benchmark was not met in March because of problems encountered in

3   correcting service order errors in a timely manner. In an effort to prevent this

4   problem from occurring in the future, BellSouth continues to adjust its error

5   handling procedures to recognize, prioritize, work and resolve all errors in a

6   timelier manner. The most recent changes made include the implementation

7   of changes to the error report to capture the next available bill period date for

8   each order. This change will allow BellSouth to prioritize and work errors by

9   bill period. However, since this measure is calculated one month in arrears,

10   the revised error report will be effective and utilized with errors generated in

11   April 2002.

12

13   It is also important to point out that the results for this measure are calculated

14   using dollar amounts associated with completed service orders and not by

15   using the actual number of orders. This measure was missed in March as a

16   result of a large amount of money billed late on a relatively small number of

17   orders. BellSouth is currently in the process of trying to develop a way to

18   associate dollar amounts to orders in error before billing has occurred for the

19   orders.

20

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

2 continues to monitor results and will adjust procedures as necessary to

3 further improve this metric.

4

5 **General - Change Management**

6

7 % Software Release Notices Sent On Time (F.10.1) (January)

8 BellSouth met the specified benchmark intervals for one of the two software

9 releases issued in January 2002. BellSouth met the benchmark intervals for

10 all releases in February 2002. There were no releases for these sub-metrics

11 in March 2002.

12

13 % Change Management Documentation Sent On Time (F.10.3) (February)

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

15 There were two Change Management Documentation notices issued in

16 February 2002. Both of the notices for February missed the standard notice

17 interval. The February notices were only one day short of meeting the 25

18 days prior to release benchmark. BellSouth met the benchmark for these

19 sub-metrics in January and March 2002.

20

21 **General – Ordering**

22

1   % Acknowledgement Message Completeness / TAG (F.12.2.2)

2   (January/February/March)

3   BellSouth failed to deliver 1 (0.00026%) of the 379,170 messages in January

4   for this sub-metric, 2 (0.00059%) of the 341,453 messages for this sub-metric

5   in February and 6 (0.00179%) of the 334,739 messages in March 2002.

6   Analysis continues to identify any issues in this process. However, such a

7   small number of failed records have not revealed any systemic process

8   problems.

9

10   **D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS**

11   As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1J

12   provide data for provisioning and maintenance & repair measures for

13   unbundled local loops.

14

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

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

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

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

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

20   loop sub-metrics.

21

22   **xDSL Group**

1   **1. Provisioning Measures**

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

3   comparison requirements for January, February and/or March 2002 are as

4   follows:

5

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

7   (March)

8   There were only six orders for this sub-metric in March 2002. The small

9   universe of orders for the month does not provide a statistically conclusive

10   comparison to the retail analogue.   BellSouth met the retail analogue

11   comparison for this sub-metric in January and February 2002.

12

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

14   There were only two orders for this sub-metric in February 2002. The small

15   universe of orders for this sub-metric does not provide a statistically

16   conclusive comparison to the retail analogue.   BellSouth met the retail

17   analogue comparison for this sub-metric in January and March 2002.

18

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

20   There were 15 orders placed in jeopardy for facilities reasons for orders in

21   this sub-metric in February and 43 orders put in jeopardy for orders in March

22   2002. All of the February jeopardies and 39 of the 43 March jeopardies were

1   resolved prior to the due dates and the orders completed on time. The 4

2   jeopardies not resolved by the due dates in March were held due to customer

3   reasons. BellSouth met the retail analogue comparison for this sub-metric in

4   January 2002.

5

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

7   (February/March)

8   There were only five jeopardy notices issued for this sub-metric in February

9   and ten notices issued in March 2002. The small universe of orders for this

10   sub-metric does not provide a conclusive benchmark comparison. As was

11   discussed in the Introduction section, the coding for this measurement was

12   undergoing modification in January 2002.

13

14   % Provisioning Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch

15   (B.2.19.6.1.1) (March)

16   There were 15 troubles reported for orders that completed for this sub-metric

17   in the prior 30 days for March 2002. BellSouth has implemented an improved

18   procedure to document circuit test results in the order closeout narratives.

19   This initiative, along with added emphasis on cooperative testing procedures,

20   should improve the results for this sub-metric. No patterns or systemic

21   installation issues were identified for the trouble reports for this sub-metric.

1   BellSouth met the retail analogue for this sub-metric in January and February

2   2002.

3

4   <u>% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits /</u>

5   <u>Dispatch (B.2.19.7.1.1) (February)</u>

6   There were only seven orders for this sub-metric in February 2002. The small

7   universe of orders for this sub-metric does not provide a statistically

8   conclusive comparison to the retail analogue.   BellSouth met the retail

9   analogue comparison for this sub-metric in January and March 2002.

10

11   <u>% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-</u>

12   <u>Dispatch (B.2.19.7.1.2) (February)</u>

13   There were only thirteen orders completed for this sub-metric in February

14   2002. This small universe of orders does not provide a statistically conclusive

15   comparison to the retail analogue.   BellSouth met the retail analogue

16   comparison for this sub-metric in January and March 2002.

17

18   <u>Average Completion Notice Interval / xDSL / < 10 Circuits / Dispatch</u>

19   <u>(B.2.21.5.1.1) (March)</u>

20   The root cause analysis of this measure indicated that the only differences

21   between the performance between BellSouth retail and CLECs are the

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

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

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

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

4   provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

11   Work Management Centers have been assigned to resolve any completion

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

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

14   analogue results.   There was no CLEC activity for this sub-metric in either

15   January or February 2002.

16

17   2. **Maintenance & Repair Measures**

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

19   comparison requirements for January, February and/or March 2002 are as

20   follows:

21

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

2   (January/February)

3   BellSouth completed 41 of the 44 repair appointments as scheduled for this

4   sub-metric in January and 40 of the 41 appointments scheduled for February

5   2002. There were no patterns or systemic maintenance issues revealed for

6   the 3 missed appointments in January or the 1 missed appointment .in

7   February. BellSouth met the retail analogue comparison for this sub-metric in

8   March 2002.

9

10   Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2)

11   (February/March)

12   BellSouth completed 28 of the 34 repair appointments as scheduled for this

13   sub-metric in February and 27 of the 37 appointments scheduled for March

14   2002. There were no patterns or systemic maintenance issues revealed for

15   the 6 missed appointments in February. In March, all ten of the trouble

16   reports associated with these missed due dates were closed as "no trouble

17   found," but the appointment dates were missed due to improper order

18   closeout procedures. The following of proper Line Sharing methods and

19   procedures is being emphasized to all Central Office technicians. BellSouth

20   met the retail analogue comparison for this sub-metric in January 2002.

21

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

2   (January/February/March)

3   Both the CLECs and BellSouth retail had 97% to 98% trouble free service for

4   all in service lines in this sub-metric in January, February and March 2002.

5   Even though the measurement indicated that BellSouth did not meet the retail

6   analogue, both BellSouth and the CLECs were being provided a high level of

7   service for this sub-metric. BellSouth is developing an action plan to improve

8   circuit testing and turn-up documentation. ISDN test jacks have been

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

10   procedures.

11

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

13   (January/February)

14   There were a total of 67 troubles for the 1,316 in service lines for this sub-

15   metric in January and 34 troubles reported for the 1,565 lines in service in

16   February 2002. In January and February 2002, 55 of the 67 troubles (83%)

17   and 29 of the 34 troubles (85%) were closed as "no trouble found," indicating

18   minimal impact on the customer. Even though the measurement indicated

19   that BellSouth did not meet the retail analogue, both BellSouth and the

20   CLECs were being provided a high level of service for this sub-metric.

21   BellSouth met the retail analogue comparison for this sub-metric in March

22   2002.

1

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

3   (January/February/March)

4   In January 2002, the average maintenance duration for CLEC orders was

5   7.27 days compared to 2.60 days for the retail analogue. In February 2002,

6   the average maintenance duration for CLEC orders was reduced to 5.67 days

7   compared to 2.45 days for the retail analogue. In March the average duration

8   for CLEC orders was further reduced to 3.88 days compared to 2.60 days for

9   the retail analogue. The average maintenance interval for CLEC orders has

10   been reduced by over 50% over the three-month period. BellSouth is tracking

11   this item on a daily basis to identify opportunities for further improvement

12

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

14   (March)

15   The average maintenance interval for CLEC orders in this sub-metric was

16   17.86 hours in March compared to 4.28 hours for the retail analogue. Of the

17   37 total trouble reports for the orders associated with this sub-metric, 28

18   (76%) were closed as "no trouble found." Ten of the trouble reports that were

19   closed as "no trouble found," had abnormally long completion intervals due to

20   improper order closeout procedures. The following of proper Line Sharing

21   methods and procedures is being emphasized to all Central Office

1   technicians.   BellSouth met the retail analogue comparison for this sub-

2   metric in January and February 2002.

3

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

5   (January/February/March)

6   Of the 67 total trouble reports for this sub-metric in January 2002, 19 reports

7   were repeat reports. All of the 19 repeat troubles were reported by the same

8   CLEC and 17 of the 19 repeat reports were closed as "no trouble found."

9   There were 11 repeat reports for February 2002 of the 34 total reports. All 11

10   of the repeat reports were closed as "no trouble found." Of the 37 total

11   trouble reports for March, 12 were repeat reports. Nine of these twelve

12   repeat reports were closed as "no trouble found."

13

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

15   (January/February)

16   Of the 44 "out-of-service" trouble reports for this sub-metric in January 2002,

17   only 3 repair orders were out longer than 24 hours. Only 1 of the 41 repair

18   orders in February was out of service longer than 24 hours. No patterns or

19   systemic maintenance issues were identified for any of the missed orders.

20   BellSouth met the retail analogue comparison for this sub-metric in March

21   2002.

22

1   **SL1/SL2/Digital Loop Group**

2   **1. Provisioning Measures**

3   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

4   critical value comparison requirements for January, February and/or March

5   2002 are as follows:

6

7   **Order Completion Interval (OCI)**

8   OCI is adversely affected by LSRs for which CLECs request intervals beyond

9   the offered interval. When a CLEC requests an interval beyond the available

10   interval offered by BellSouth, an "L" code should be entered on the Service

11   Order generated by BellSouth. Such "L" coded orders are excluded from the

12   OCI metrics.

13

14   Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch

15   (B.2.1.8.1.1) (January/February/March)

16   There were a total of 235 orders completed for this sub-metric in January, 365

17   orders completed in February and 298 orders completed in March 2002. The

18   primary factor for the misses in this sub-metric is that the standard installation

19   interval for this product is 4 business days. Even though the committed dates

20   to the customer are generally being met, the intervals for orders in this sub-

21   metric are longer than for the retail analogue product. BellSouth continues to

1   work to lower the interval for this sub-metric to meet the "3 calendar day"

2   interval ordered for the POTS type retail analogue services in Florida.

3

4   Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits /

5   Dispatch (B.2.1.9.1.1) (January/February/March)

6   The January, February and March 2002 misses were caused in large part due

7   to the 4-day standard interval for orders in this sub-metric as compared to the

8   3-day interval required for the retail analogue. BellSouth continues to work to

9   lower the interval for this sub-metric to meet the "3 calendar day" interval

10   ordered for the POTS type retail analogue services in Florida.

11

12   Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits /

13   Dispatch In (B.2.1.9.1.4) (February/March)

14   There were only five orders for this sub-metric in February and fifteen orders

15   in March 2002. The small universe of orders for this sub-metric does not

16   provide a statistically conclusive comparison to the retail analogue. BellSouth

17   met the retail analogue comparison for this sub-metric in January 2002.

18

19   Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /

20   Dispatch (B.2.1.12.1.1) (January/February/March)

21   There were a total of 182 orders that completed for this sub-metric in January,

22   172 orders that completed in February and 125 orders that completed in

1   March 2002. A detailed analysis indicated a significant number of orders with

2   customer requested extended intervals were not "L coded" and should have

3   been excluded from the measurement. BellSouth continues to work to lower

4   the interval for this sub-metric to meet the "3 day" interval ordered for the

5   POTS type retail analogue services in Florida. The current standard interval

6   for orders in this sub-metric is four business days as compared to the three

7   calendar day interval for the retail analogue.

8

9   Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10

10   Circuits / Dispatch (B.2.1.13.1.1) (January/February/March)

11   There were a total of 269 orders that completed for this sub-metric in January,

12   270 orders that completed in February and 566 orders that completed in

13   March 2002. BellSouth continues to work to lower the interval for this sub-

14   metric to meet the "3 calendar day" interval ordered for the POTS type retail

15   analogue services in Florida. The current standard interval for this sub-metric

16   is four business days as compared to the three-day interval for the retail

17   analogue.

18

19   Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10

20   Circuits / Dispatch In (B.2.1.13.1.4) (January/February/March)

21   There were a total of 248 orders completed for this sub-metric in January, 360

22   orders that completed in February and 491 orders that completed in March

64

1   2002. BellSouth continues to work to lower the interval for this sub-metric to

2   meet the "3 calendar day" interval ordered for the POTS type retail analogue

3   services in Florida. The current standard interval for this sub-metric is four

4   business days as compared to the three-day interval for the retail analogue.

5

6   Order Completion Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch

7   (B.2.1.18.1.1) (January/February/March)

8   There were a total of 353 orders that completed for this sub-metric in January,

9   366 orders that completed in February and 391 orders that completed in

10   March 2002. BellSouth continues to work to lower the interval for this sub-

11   metric to meet the "3 calendar day" interval ordered for the POTS type retail

12   analogue services in Florida. The current standard interval for this sub-metric

13   is four business days as compared to the three-day interval for the retail

14   analogue. In January and February 2002, 323 of the 353 orders and 330 of

15   the 366 orders, respectively, in this sub-metric were completed on or before

16   the committed due date. Only 17 of the January orders, 14 of the February

17   orders and 13 of the March orders missed the committed installation interval

18   due to company reasons.

19

20   The remainder of the provisioning measures that did not meet the retail

21   analogue for provisioning is as follows:

22

1   <u>Held Orders / 2w Analog Loop w/LNP Non-Design / >= 10 Circuits / Facility</u>

2   <u>(B.2.3.13.2.1) (February)</u>

3   There was only one order for this sub-metric in February 2001. The small

4   universe size for this sub-metric does not provide a statistically conclusive

5   comparison to the retail analogue. BellSouth met the retail analogue

6   comparison for this sub-metric in January and March 2002.

7

8   <u>% Jeopardies / 2w Analog Loop Design (B.2.5.8) (January/February/March)</u>

9   In January 2002, there were a total of 43 jeopardies issued for the 262 orders

10   that were scheduled for this sub-metric. All but 10 of the jeopardies were

11   resolved prior to the due date and the orders worked as scheduled. Of the 10

12   January jeopardies, only 2 caused missed installation appointments for

13   company reasons. In February 2002, there were a total of 67 jeopardies

14   issued for the 486 orders that were scheduled for this sub-metric. Of the 67

15   February jeopardies, 42 were resolved prior to the due dates and the orders

16   completed on time, and the remaining 15 jeopardy orders were held for

17   customer reasons. In March 2002, there were a total of 61 jeopardies issued

18   for the 405 orders that were scheduled for this sub-metric. All but 8 of the

19   jeopardies were resolved prior to the due date and the orders worked as

20   scheduled. Of the 8 unresolved jeopardies, all 8 orders were held due to

21   customer reasons.

22

1   % Jeopardies / 2w Analog Loop Non-Design (B.2.5.9)

2   (January/February/March)

3   In January 2002, there were a total of 5 jeopardies issued for the 109 orders

4   that were scheduled for this sub-metric. Of the 5 January jeopardies, only 1

5   resulted in a missed installation appointment due to the requirement to add

6   new conduit into the central office building. In February 2002, there were a

7   total of 61 jeopardies issued for the 745 orders scheduled. All but 6 of the

8   February jeopardies were resolved prior to the due date and the orders were

9   completed as scheduled. Four of the six missed February appointments were

10   due to customer reasons, and only two were due to company reasons. In

11   March 2002, there were a total of 103 jeopardies issued for the 912 orders

12   that were scheduled for this sub-metric. Of the 103 total March jeopardies, 90

13   were resolved prior to the due dates and the orders completed on time. All 13

14   of the orders with missed due dates were held due to customer reasons.

15

16   % Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12)

17   (January/February/March)

18   In January 2002, there were a total of 27 jeopardies issued for the 240 orders

19   that were scheduled for this sub-metric. Of the 27 January jeopardies, 26

20   were resolved prior to the scheduled due date. The other jeopardy was

21   associated with an order that was subsequently cancelled and should not

22   have been included in this measurement. In February 2002, there were a

1   total of 42 jeopardies issued for the 379 orders that were scheduled for this

2   sub-metric. All but 6 of the February jeopardies were resolved prior to the

3   due dates, and the orders were completed on time. All six of the jeopardies

4   causing missed appointments in February were due to customer reasons. In

5   March 2002, there were a total of 21 jeopardies issued for the 273 orders that

6   were scheduled for this sub-metric. Of the 21 total March jeopardies, 18 were

7   resolved prior to the due dates, and the orders completed on time. All 3 of the

8   orders with missed due dates were held due to customer reasons.

9

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

11   (January/February/March)

12   In January 2002, there were a total of 51 jeopardies issued for the 1,030

13   orders that were scheduled for this sub-metric. Of the 51 January jeopardies

14   for this sub-metric, 46 were resolved prior to the due dates and the orders

15   completed on time. Only 2 of the missed appointments were missed for

16   company reasons. In February 2002, there were a total of 69 jeopardies

17   issued for the 1,036 scheduled orders. Only 4 of the 69 February jeopardies

18   resulted in missed installation appointments, all of which were missed due to

19   customer reasons. In March 2002, there were a total of 87 jeopardies issued

20   for the 1,694 orders that were scheduled for this sub-metric. Of the 87 total

21   March jeopardies, 78 were resolved prior to the due dates and the orders

1   completed on time. All of the orders with missed due dates were held due to

2   customer reasons.

3

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

5   There were a total of 51 jeopardies issued for the 63 installation appointments

6   that were scheduled for this sub-metric in January, 91 jeopardies for the 177

7   appointments scheduled for February and 69 jeopardies issued for the 139

8   orders scheduled for March 2002. While the data indicates that BellSouth

9   placed a higher percentage of CLEC orders in jeopardy status, all but 2 of the

10   January jeopardies were resolved prior to the due dates, and the orders were

11   worked on time. Of the 91 February jeopardies, all but 14 jeopardies were

12   resolved prior to the due dates, and the orders were worked on time. All 14 of

13   the February jeopardies and all 9 of the March jeopardies causing missed

14   appointments were missed due to customer reasons.

15

16   % Jeopardy Notice >= 48 Hours / 2w Analog Loop Non-Design / Electronic

17   (B.2.10.9) (February)

18   BellSouth met the 48-hour benchmark for 47 of the 50 jeopardy notices for

19   this sub-metric in February 2002. The 95% benchmark required that 48 of the

20   50 notices meet the 48-hour interval. As was discussed in the Introduction

21   section, the coding for this measurement was undergoing modification in

1   January 2002. BellSouth met the benchmark for this sub-metric in March

2   2002.

3

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

5   (March)

6   BellSouth met the 48-hour benchmark for 48 of the 52 jeopardy notices for

7   this sub-metric in March 2002. The 95% benchmark required that 50 of the

8   52 notices meet the 48-hour interval. As was discussed in the Introduction

9   section, the coding for this measurement was undergoing modification in

10 January 2002. BellSouth met the benchmark for this sub-metric in February

11 2002.

12

13 % Missed Installation Appointments / 2w Analog Loop Non-Design / >= 10

14 Circuits / Dispatch (B.2.18.9.2.1) (February)

15 BellSouth completed 13 of the 16 installation orders as scheduled for this

16 sub-metric in February 2002. There were no patterns or systemic installation

17 issues identified for the 3 missed orders. BellSouth met the retail analogue

18 comparison for this sub-metric in January and March 2002.

19

20 % Missed Installation Appointments / 2w Analog Loop w/LNP Non-Design / <

21 10 Circuits / Dispatch In (B.2.18.13.1.4) (February/March)

1   BellSouth completed 584 of the 587 (99.5%) installation orders as scheduled

2   for this sub-metric in February and completed 814 of the 819 (99.4%)

3   appointments as scheduled in March 2002.   There were no patterns or

4   systemic installation issues identified for any of the missed orders. BellSouth

5   met the retail analogue comparison for this sub-metric in January 2002.

6

7   % Missed Installation Appointments / Digital Loop >= DS1 / < 10 Circuits /

8   Dispatch (B.2.18.19.1.1) (January/February)

9   BellSouth completed 246 of the 273 installation appointments as scheduled

10   for this sub-metric in January 2002 and 348 of the 363 appointments as

11   scheduled for February 2002.   The majority of the January and February

12   missed appointments were due to lack of available company facilities.   The

13   remainder of the missed appointments was due to various scheduling and

14   prioritization problems.   BellSouth is refocusing its efforts on this area to

15   improve its performance on these orders.   BellSouth met the retail analogue

16   comparison for this sub-metric in March 2002.

17

18   % Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / < 10 Circuits

19   / Dispatch (B.2.19.8.1.1) (January/February/March)

20   There were 28 troubles reported for this sub-metric in January for the 324

21   orders completed in the prior 30 days, 38 troubles reported in February for the

22   364 orders completed in the prior 30 days and 46 troubles reported in March

1   2002 for the 459 orders completed in the prior 30 days. The majority of the

2   troubles were due to defective cable facilities and serving wire. Of the 38

3   troubles reported for February and 46 reports for March, 24% and 26%,

4   respectively, were closed as "no trouble found." Of the 28 total trouble

5   reports for January, 38 total reports for February and 46 trouble reports for

6   March, 79%, 84% and 93%, respectively, were reported by the same CLEC.

7   BellSouth has begun a trial with that CLEC to improve the provisioning

8   process on conversion orders. An analysis of the remainder of the troubles

9   revealed no specific patterns or trends.

10

11   % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10

12   Circuits / Dispatch (B.2.19.9.1.1) (January/February/March)

13   There were a total of 56 troubles reported for this sub-metric for the 679

14   orders that completed in the 30 days prior to January, 57 troubles reported for

15   the 759 orders that completed in the 30 days prior to February and 59

16   troubles reported for the 762 orders completed in the 30 days prior to March

17   2002. Most of the reported troubles for this sub-metric were due to defective

18   cable facilities. Of the 56 total trouble reports for January, 57 total reports for

19   February and 59 total reports for March, 45%, 49% and 53%, respectively,

20   were reported by the same CLEC. BellSouth has begun a trial with that

21   CLEC to improve the provisioning process on conversion orders.

22

1   % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10

2   Circuits / Dispatch In (B.2.19.9.1.4) (March)

3   There were only six orders for this sub-metric in March 2002. The small

4   universe of orders for this sub-metric does not provide a statistically

5   conclusive comparison to the retail analogue. BellSouth met the retail

6   analogue comparison for this sub-metric in January and February 2002.

7

8   % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / >= 10

9   Circuits / Dispatch (B.2.19.9.2.1) (March)

10   There were only four troubles reported for the CLEC aggregate for this sub-

11   metric in March 2002. This small universe does not provide a statistically

12   conclusive comparison to the retail analogue. BellSouth met the retail

13   analogue comparison for this sub-metric in January and February 2002.

14

15   % Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / < 10

16   Circuits / Dispatch (B.2.19.12.1.1) (January/February/March)

17   There were a total of 34 troubles reported for this sub-metric for the 444

18   orders that completed in the 30 days prior to January, 31 troubles reported for

19   the 363 orders that completed in the 30 days prior to February and 31

20   troubles reported for the 386 orders completed in the 30 days prior to March

21   2002. Of the 34 January trouble reports, 12 (35%) were closed as "no trouble

22   found." Of the 31 February trouble reports, 5 (16%) were closed as "no

1   trouble found." Of the 31 March trouble reports, 13 (42%) were closed as "no

2   trouble found." The remainder of the troubles was generally due to facility

3   and equipment wiring problems. BellSouth is currently investigating the

4   causes for the level of facility problems for this sub-metric.

5

6   <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design / <</u>

7   <u>10 Circuits / Dispatch (B.2.19.13.1.1) (January)</u>

8   There were a total of 59 troubles reported for this sub-metric for the 861

9   orders that completed in the 30 days prior to January 2002. Of the 59 total

10   January trouble reports for this sub-metric, 69% were reported by one CLEC.

11   No other trends or systemic installation issues were identified for this sub-

12   metric. BellSouth met the retail analogue comparison for this sub-metric in

13   February and March 2002.

14

15   <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design /</u>

16   <u>>= 10 Circuits / Dispatch (B.2.19.13.2.1) (February/March)</u>

17   There were a total of 9 troubles reported for this sub-metric for the 45 orders

18   that completed in the 30 days prior to February and 4 troubles reported for the

19   26 orders that completed in the 30 days prior to March 2002. No trends or

20   systemic installation issues were identified for the troubles reported for this

21   sub-metric. BellSouth met the retail analogue comparison for this sub-metric

22   in January 2002.

1

2   <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design /</u>

3   <u>>= 10 Circuits / Dispatch In (B.2.19.13.2.4) (February/March)</u>

4   There were a total of 3 troubles reported for this sub-metric for the 28 orders

5   that completed in the 30 days prior to February and 1 trouble reported for the

6   15 orders that completed in the 30 days prior to March 2002. No trends or

7   systemic installation issues were identified for the troubles reported for this

8   sub-metric. BellSouth met the retail analogue comparison for this sub-metric

9   in January 2002.

10

11   <u>% Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits /</u>

12   <u>Dispatch (B.2.19.19.1.1) (January/February/March)</u>

13   There were a total of 18 troubles reported for this sub-metric for the 409

14   orders that completed in the 30 days prior to January, 18 troubles reported for

15   the 273 orders that completed in the 30 days prior to February and 19

16   troubles reported for the 363 orders that completed in the 30 days prior to

17   March 2002. In January, February and March 2002, 33%, 5% and 32%,

18   respectively, of the trouble reports in this sub-metric were closed as "no

19   trouble found" indicating minimal impact on the end user. BellSouth is

20   currently investigating the caused for the misses in this sub-metric.

21

1 <u>Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /</u>

2 <u>Dispatch (B.2.21.8.1.1) (January/February/March)</u>

3 <u>Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10</u>

4 <u>Circuits / Dispatch (B.2.21.12.1.1) (January/February/March)</u>

5 <u>Average Completion Notice Interval / 2w Analog Loop w/LNP Design / >= 10</u>

6 <u>Circuits / Dispatch (B.2.21.12.2.1) (January)</u>

7 <u>Average Completion Notice Interval / Digital Loop < DS1 / < 10 Circuits /</u>

8 <u>Dispatch (B.2.21.18.1.1) (March)</u>

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

10 between the performance between BellSouth retail and CLECs are the

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

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

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

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

15 provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

22 Work Management Centers have been assigned to resolve any completion

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

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

3   analogue results.

4

5   **2. Maintenance & Repair Measures**

6   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

7   critical value comparison requirements for January, February and/or March

8   2002 are as follows:

9

10   % Missed Repair Appointments / 2W Analog Loop Non-Design / Dispatch

11   (B.3.1.9.1) (January)

12   BellSouth completed 903 of the 1,028 repair appointments for this sub-metric

13   as scheduled in January 2002. 96% of the January troubles were caused by

14   defective cable or network terminating wire facilities, necessitating an

15   additional technician to be dispatched.   BellSouth met the retail analogue

16   comparison for this sub-metric in February and March 2002.

17

18   % Missed Repair Appointments / 2W Analog Loop Non-Design / Non-

19   Dispatch (B.3.1.9.2) (January/February/March)

20   BellSouth completed 47 of the 49 repair appointments for this sub-metric as

21   scheduled in January, 61 of the 63 appointments scheduled for February and

22   50 of the 55 repair appointments as scheduled for March 2002. Both of the

1   orders shown missed for February were vendor meet requests and should

2   have been excluded from this measure. All 5 of the missed dates in March

3   were due to one C.O. equipment failure and affected one customer. Repair

4   Service Attendants are being re-covered on proper order closeout

5   procedures. There were no distinct patterns or systemic maintenance

6   problems identified for any of the remainder of the missed appointments in

7   these three months.

8

9   Out of Service > 24 Hours / 2W Analog Loop Non-Design / Dispatch

10 (B.3.5.9.1) (February)

11 Of the 36 total "service affecting" trouble reports for this sub-metric in

12 February, 9 were out of service longer than 24 hours. No patterns or

13 systemic maintenance issued were identified for any of these nine reports.

14 BellSouth met the retail analogue comparison for this sub-metric in January

15 and March 2002.

16

17 Out of Service > 24 Hours / 2W Analog Loop Non-Design / Non-Dispatch

18 (B.3.5.9.2) (January/March)

19 There were only 4 "out of service" trouble reports for this sub-metric in

20 January and 4 reports for March 2002. The small universe of orders for this

21 sub-metric does not provide a statistically conclusive comparison to the retail

1 analogue. BellSouth met the retail analogue comparison for this sub-metric in

2 February 2002.

3

4 **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

5

6 The Provisioning and Maintenance & Repair sub-metrics that did not meet the

7 retail analogue in January, February and/or March 2002 associated with

8 Checklist Item 5 are as follows:

9

10 Order Completion Interval / Local Interoffice Transport / < 10 Circuits /

11 Dispatch (B.2.1.2.1.1) (January/February/March)

12 In January 2002, there were 17 orders for the sub-metric with an average

13 completion interval of 25 days. In February 2002, there were 21 orders for

14 the sub-metric with an average completion interval of 21 days. There were 29

15 orders for this sub-metric in March 2002, with an average completion interval

16 of 20 days. All the orders in January 2002, and 19 of the 21 orders for

17 February and 25 of the 29 orders for March 2002, completed within the

18 standard order interval or met the due date requested by the customer, if later

19 than the standard interval due date. Of the 21 orders for February 2002, 11

20 had extended due date intervals at the customer request, but were not given

21 an "L" code. These orders should have been excluded from the

22 measurement for February. Proper coding of these orders would have

1   produced an average CLEC OCI for this sub-metric of 14.45 days, which is

2   below the average OCI for the retail analogue for the month.

3

4   Missed Repair Appointments / Local Interoffice Transport / Dispatch

5   (B.3.1.2.1) (March)

6   There was only one order for this sub-metric in March 2002. The small

7   universe of orders for the month does not provide a statistically conclusive

8   comparison to the retail analogue. BellSouth met the retail analogue

9   comparison for this sub-metric in January and February 2002.

10

11   Maintenance Average Duration / Local Interoffice Transport / Dispatch

12   (B.3.3.2.1) (March)

13   There was only one order for this sub-metric in March 2002. The small

14   universe of orders for the month does not provide a statistically conclusive

15   comparison to the retail analogue. BellSouth met the retail analogue

16   comparison for this sub-metric in January and February 2002.

17

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

19   (March)

20   There was only one order for this sub-metric in March 2002. The small

21   universe of orders for the month does not provide a statistically conclusive

1   comparison to the retail analogue. BellSouth met the retail analogue

2   comparison for this sub-metric in January and February 2002.

3

4   **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

5

6   The   data   in   these   measures   indicate   that   BellSouth   met   the

7   benchmark/analogue requirements for all measurements in Checklist Item 6

8   for January, February and March 2002.

9

10   **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

11   **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**

12   **SERVICES**

13

14   As indicated in Attachment 1J, Sections F.6, F.7 and F.8, BellSouth met the

15   benchmark/analogue requirements of Checklist Items 7a and 7b in January,

16   February and March 2002. Even though BellSouth tracks and reports these

17   measures, the processes used in providing these services are designed to

18   provide parity for all users.

19

20   **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**

21   **SIGNALING**

22   BellSouth met the required benchmarks for all four of the four sub-metrics

23   associated with this checklist item in January and February 2002 and met

1   three of the four sub-metrics in March 2002. See items F.13.1.1 through

2   F.13.3 in Attachment 1J for further details. The sub-metric that did not meet

3   the benchmark for March 2002 was as follows:

4

5   % NXXs / LRNs Loaded by LERG Effective Date / Region (F.3.3) (March)

6   BellSouth met the effective date for loading 29 of the 30 NXXs implemented

7   during March 2002. This is regional measure. BellSouth met the LERG

8   effective dates for all NXXs loaded for Florida operations in March 2002.

9   BellSouth met the benchmark for this sub-metric in January and February

10   2002.

11

12   **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

13

14   All the measurements in this Checklist Item were met or exceeded for

15   January, February and/or March 2002 except for the following:

16

17   % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-

18   Dispatch (B.2.18.17.1.2) (January/February/March)

19   BellSouth missed only 5 of the 4,076 installation appointments scheduled for

20   this sub-metric in January, missed only 9 of the 3,475 appointments

21   scheduled for February and missed only 3 of the 3,341 appointments

22   scheduled for March 2002. BellSouth met over 99.7% of the scheduled

1   appointments for both retail and the CLECs in this sub-metric for January and

2   February and over 99.9% in March. When BellSouth provisions high quality

3   service coupled with very large universe sizes, it can cause an apparent out

4   of equity condition from a quantitative viewpoint. In these cases, there is

5   very little variation and the universe size is so large that the Z-test becomes

6   overly sensitive to any difference. In other words, the statistical test shows

7   that the measurement does not meet the fixed critical value when compared

8   with the retail analogue, but BellSouth's actual performance for both CLECs

9   and its own retail operations is at a very high level – in this case over 99%.

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

11 hindered even though the statistical results may technically show that

12 BellSouth failed to meet the benchmark/analogue.

13

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

15 The Disconnect Timeliness measure is supposed to track the time it takes to

16 disconnect a number in the central office switch after the message has been

17 received from the Local Number Portability (LNP) Gateway that it is ready.

18 However, this measurement does not track the relevant time to perform this

19 function.

20

21 On a great majority of LNP orders, BellSouth creates what is referred to as a

22 "trigger" in conjunction with the order. This trigger gives the end user

1   customer the ability to make and receive calls from other customers who are

2   served by the customer's host switch at the time of the LNP activation. This

3   ability is not dependent upon BellSouth working a disconnect order in the

4   central office switch. In other words, when a trigger is involved, an end user

5   customer can receive calls from other customers served by the same host

6   switch before the disconnect order is ever worked.

7

8   As it currently exists, Performance Measure P-13 does not recognize the

9   importance of triggers and their effect on the LNP process. Rather, the

10   current measure calculates the end time of the LNP activity as the processing

11   of the actual disconnect order in the host switch, even though, from a

12   customer's perspective, this activity is totally meaningless on most LNP

13   orders. It is the activation of the LNP and the routing function accomplished

14   by the LSMS that ultimately determines whether the end user is back in full

15   service and is able to make and receive calls when a trigger is used in porting

16   a telephone number. So, while BellSouth may be missing this measure, the

17   actual impact on CLECs and their end users, for a great majority of the orders

18   is minimal, or nonexistent. The Georgia PSC is currently evaluating a change

19   in this measure that more accurately reflects the LNP process and its impacts

20   on end users.

21

1   **K. CHECKLIST ITEM 14 – RESALE**

2

3   BellSouth has met or exceeded the benchmarks/analogues for 84% of the

4   219 Resale metrics for the month of January, for 86% of the 213 metrics in

5   February and for 84% of the 220 metrics in March 2002. The details are

6   delineated in Attachment 1J, Items A.1.1.1 through A.4.2.

7

8   For the three-month period, January through March 2002, there were 199

9   sub-metrics in the Resale measurements for which there was CLEC activity in

10   all three months and were compared to retail analogues or benchmarks. Of

11   those 199 sub-metrics, 171 sub-metrics (86%) met the retail

12   analogue/benchmark comparisons in at least two of the three months.

13

14   **1. Resale Ordering Measures**

15   **Reject Interval**

16   The benchmark for electronic rejects is 97% within 1 hour. In January 2002,

17   there were a total of 23,390 resale LSRs rejected, with 94% meeting the

18   relevant benchmark. Of the 23,390 rejected LSRs, 65% were processed

19   electronically with 95% of them meeting the 1-hour benchmark interval. In

20   February 2002, 26,200 resale LSRs were rejected, with 87% meeting the

21   relevant benchmark or retail analogue. Of the 26,200 rejected LSRs, 71%

22   were processed electronically with 91% of them meeting the 1-hour

1   benchmark interval. In March 2002, 21,827 resale LSRs were rejected, with

2   90% meeting the relevant benchmark or retail analogue.   Of the 21,827

3   rejected LSRs, 66% were processed electronically with 93% of them meeting

4   the 1-hour benchmark interval. See Attachment 1J, Items A.1.4 through A.1.8

5   for further details.

6

7   **FOC Timeliness**

8   In January 2002, BellSouth issued FOCs for 81,891 resale LSRs and met the

9   relevant benchmark for 98% of them. Of the 81,891 FOCs returned, 64,011

10   were fully mechanized with 99.9% meeting the 3-hour benchmark interval. In

11   February 2002, BellSouth issued FOCs for 76,781 resale LSRs and met the

12   relevant benchmark for 93% of them. Of the 76,781 FOCs returned, 57,899

13   were fully mechanized with 99.5% meeting the 3-hour benchmark interval. In

14   March, BellSouth issued FOCs for 72,739 resale LSRs and met the relevant

15   benchmark for 95% of them. Of the 72,739 FOCs returned, 54,602 were fully

16   mechanized with 99.5% meeting the 3-hour benchmark interval.   See

17   Attachment 1J, Sections A.1.9 through A.1.13 for further details.

18

19   The Resale Ordering sub-metrics for which BellSouth did not meet the

20   benchmarks/analogues for January, February and/or March 2002 were:

21

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

1   The current benchmark for this sub-metric is >= 97% within one hour. In

2   January, 13,476 of the 14,136 total rejected LSRs met the one-hour

3   benchmark, and in February 2002, 16,013 of the 17,576 rejected LSRs in this

4   sub-metric met the benchmark interval. In March 2002, 12,603 of the 13,556

5   total rejected LSRs for this sub-metric met the 1-hour benchmark interval.

6

7   BellSouth's root cause analysis determined that a number of LSRs that did

8   not meet the one-hour benchmark were submitted when back-end legacy

9   systems were out of service and were unable to process the LSRs. Because

10   such LSRs should be excluded from the measurement, BellSouth

11   implemented a coding change in PMAP to ensure that scheduled OSS

12   downtime was properly excluded. This change was made with September

13   2001 data and was expected to improve sub-metric results for Reject Interval

14   performance.

15

16   The coding change assumed that EDI and TAG timestamps reflected Eastern

17   Time. However, the timestamps used by EDI and TAG actually reflect

18   Central Time. As a result of this discrepancy, an hour is being added during

19   PMAP timestamp "synchronization," which causes the results to inaccurately

20   reflect the reject Interval duration. A change to address this issue for EDI was

21   implemented effective with February 2002 data reporting, and BellSouth is in

22   the process of scheduling a similar change for TAG. BellSouth's root cause

1   analysis has determined that, had the scheduled OSS downtime exclusion

2   been properly implemented, BellSouth's Reject Interval performance would

3   generally have met the Commission's benchmark.

4

5   BellSouth's root cause analysis also identified an additional issue that impacts

6   the electronic Reject Interval sub-metrics. This issue arises when a fully

7   mechanized Firm Order Confirmation ("FOC") is followed by a manual

8   Clarification, a scenario that occurs when the Local Carrier Service Center

9   ("LCSC") must resolve specific types of errors after the issuance of the FOC.

10   This issue distorts the timeliness of BellSouth's electronic reject notices, and

11   BellSouth is currently analyzing this situation to determine an appropriate

12   solution.

13

14   <u>Reject Interval / Business / Electronic (A.1.4.2) (January/February/March)</u>

15   The current benchmark for this sub-metric is >= 97% within one hour. In

16   January, 974 of the 1,019 rejected LSRs for this sub-metric met the one-hour

17   benchmark, and in February 2002, 860 of the 920 rejected LSRs met the 1-

18   hour benchmark. There were 816 LSRs rejected in this sub-metric in March

19   2002, with 765 meeting the one-hour benchmark. BellSouth is conducting a

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

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

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

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

2   explanation included with the electronic reject interval measurement, item

3   A.1.4.1.

4

5   Reject Interval / Design (Specials) / Electronic (A.1.4.3) (January)

6   There was only one LSR rejected for this sub-metric in January 2002. The

7   small universe of orders for this sub-metric does not provide a conclusive

8   benchmark comparison. There was no CLEC activity for this sub-metric in

9   either February or March 2002.

10

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

12 BellSouth met the 10-hour benchmark interval for 4,386 of the 6,001 rejected

13 LSRs for this sub-metric in February and for 4,349 of the 5,523 rejected LSRs

14 in March 2002. BellSouth met the benchmark for this sub-metric in January

15 2002.

16

17 Reject Interval / Design (Specials) / Partial Electronic (A.1.7.3) (January)

18 There were only two LSRs rejected for this sub-metric in January 2002. The

19 small universe of orders for this sub-metric does not provide a conclusive

20 benchmark comparison. There was no CLEC activity for this sub-metric in

21 either February or March 2002.

22

1   <u>Reject Interval / PBX / Partial Electronic (A.1.7.4) (March)</u>

2   There was only one LSR rejected for this sub-metric in March 2002. This

3   small universe does not provide a conclusive benchmark comparison. There

4   was no CLEC activity for this sub-metric in either January or February 2002.

5

6   <u>Reject Interval / ISDN / Partial Electronic (A.1.7.6) (January)</u>

7   There were only two LSRs rejected for this sub-metric in January 2002. This

8   small universe does not provide a conclusive benchmark comparison. There

9   was no CLEC activity for this sub-metric in either February or March 2002.

10

11   <u>FOC Timeliness / Residence / Partial Electronic (A.1.12.1) (February/March)</u>

12   BellSouth met the 10-hour benchmark interval for 11,303 of the 16,433 FOCs

13   returned for this sub-metric in February and for 12,470 of the 15,771 FOCs

14   returned in March 2002. BellSouth met the benchmark for this sub-metric in

15   January 2002.

16

17   <u>FOC Timeliness / ISDN / Partial Electronic (A.1.12.6) (January/March)</u>

18   There were only two LSRs rejected for this sub-metric in January and one

19   LSR rejected in March 2002. This small universe does not provide a

20   conclusive benchmark comparison. BellSouth met the benchmark for this

21   sub-metric in February 2002.

22

1   The following FOC & Reject Response Completeness sub-metrics did not

2   meet the benchmarks for January, February and/or March 2002:

3

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

5   (February)

6   There was only one order for this sub-metric in February 2002. The small

7   universe for this sub-metric does not provide a conclusive benchmark

8   comparison. There was no CLEC activity for this sub-metric in either January

9   or March 2002.

10

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

12   (January/March)

13   BellSouth met the completeness criteria for 1,326 of the 1,432 responses for

14   this sub-metric in January and for 762 of the 821 responses in March 2002.

15   The 95% benchmark required that 1,361 of the 1,432 LSRs in January and

16   780 of the 821 LSRs in March meet the criteria. BellSouth met the

17   benchmark for this sub-metric in February 2002.

18

19   FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

20   (January/February/March)

21   BellSouth met the completeness criteria for 1,106 of the 1,194 responses for

22   this sub-metric in January, for 884 of the 933 responses in February and for

1   1,026 of the 1,093 responses in March 2002. The 95% benchmark required

2   that 1,135 of 1,194 LSRs for January, 887 of the 933 LSRs for February and

3   1,039 of the 1,093 LSRs for March meet the criteria. BellSouth continues to

4   focus on this measurement in order to improve results to meet the

5   benchmark.

6

7   FOC Reject & Response Completeness / Design (Specials) / Manual

8   (A.1.16.3) (February/March)

9   BellSouth met the completeness criteria for 112 of the 119 responses for this

10   sub-metric in February and for 102 of the 114 responses returned in March

11   2002. The 95% benchmark required that 114 of 119 LSRs for February and

12   109 of the 114 responses for March meet the criteria. BellSouth met the

13   benchmark for this sub-metric in January 2002.

14

15   FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)

16   (January/February/March)

17   BellSouth met the completeness criteria for 52 of the 56 responses for this

18   sub-metric in January, for 30 of the 34 responses in February and for 32 of

19   the 36 responses in March 2002. The 95% benchmark required that 54 of 56

20   LSRs in January, 33 of 34 LSRs in February and 35 of 36 LSRs in March

21   meet the criteria. BellSouth continues to focus on this measurement in order

22   to improve results to meet the benchmark.

1

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

3   (January)

4   BellSouth met the completeness criteria for 9 of the 10 orders for this sub-

5   metric in January 2002. The 95% benchmark required that all 10 of 10 LSRs

6   meet the criteria. With a universe size of only 10 orders and a 95%

7   benchmark, a problem on even one order would cause a miss for the entire

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

9   March 2002.

10

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

12   BellSouth met the completeness criteria for 24 of the 27 orders for this sub-

13   metric in March 2002. The 95% benchmark required that 26 of 27 LSRs meet

14   the criteria. BellSouth met the benchmark for this sub-metric in January and

15   February 2002.

16

17   **2. Resale Provisioning Measures**

18

19   For the months of January, February and March 2002, BellSouth met or

20   exceeded the benchmark or retail analogue for 86%, 87% and 88%,

21   respectively, of all Resale provisioning measures. The details supporting the

1   March 2002 percentage are delineated in Items A.2.1.1.1.1 through

2   A.2.25.3.2.2 of Attachment 1J.

3

4   The following are the Resale provisioning measures for which BellSouth did

5   not meet the retail analogue in January, February and/or March 2002:

6

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

8   (January/February/March)

9   The average order completion interval for CLEC orders in this sub-metric for

10   January was 2.89 days compared to an average of 2.29 days for the retail

11   analogue, for February was 2.94 days for CLECs compared to 2.35 days for

12   the retail analogue and for March 2002 was 2.96 days for CLECS compared

13   to 2.16 days for the retail analogue. These differences of less than one day,

14   on average, do not hinder the CLECs' ability to compete in this area.

15

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

17   (February)

18   There was only one order for this sub-metric in February 2002. The small

19   universe of orders for this sub-metric does not provide a statistically

20   conclusive comparison to the retail analogue. BellSouth met the retail

21   analogue comparison for this sub-metric in January and March 2002.

22

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

2   (January/March)

3   There were only seven orders for this sub-metric in January and four orders

4   for March 2002. The small universe of orders for this sub-metric does not

5   provide a statistically conclusive comparison to the retail analogue. BellSouth

6   met the retail analogue comparison for this sub-metric in February 2002.

7

8   Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch

9   (A.2.1.5.1.2) (February)

10   There were only ten orders for this sub-metric in February 2002. The small

11   universe of orders for this sub-metric does not provide a statistically

12   conclusive comparison to the retail analogue. BellSouth met the retail

13   analogue comparison for this sub-metric in January and March 2002.

14

15   Order Completion Interval / Centrex / >= 10 Circuits / Non-Dispatch

16   (A.2.1.5.2.2) (January)

17   There was only one order for this sub-metric in January 2002. The small

18   universe of orders for this sub-metric does not provide a statistically

19   conclusive comparison to the retail analogue. BellSouth met the retail

20   analogue comparison for this sub-metric in February and March 2002.

21

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

2 (March)

3 The average order completion interval for CLEC orders in this sub-metric for

4 March was 9.79 days compared to an average of 3.73 days for the retail

5 analogue. OCI is adversely affected by LSRs for which CLECs request

6 intervals beyond the offered interval. When a CLEC requests an interval

7 beyond the available interval offered by BellSouth, an "L" code should be

8 entered on the Service Order generated by BellSouth. Such "L" coded orders

9 are excluded from the OCI metrics. BellSouth met the retail analogue

10 comparison for this sub-metric in January and February 2002.

11

12 % Missed Installation Appointments / Residence / < 10 Circuits / Non-

13 Dispatch (A.2.11.1.1.2) (January/February/March)

14 BellSouth missed only 141 of the 61,307 installation appointments scheduled

15 for this sub-metric in January, missed 216 of the 55,392 appointments

16 scheduled in February and missed 179 of the 57,811 installation

17 appointments scheduled for March 2002. Both the CLECs and BellSouth

18 retail had over 99% of all orders completed as scheduled in January,

19 February and March 2002. When BellSouth provisions high quality service

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

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

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

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

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

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

4   own retail operations is at a very high level – in this case over 99%. From a

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

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

7   to meet the benchmark/analogue.

8

9   % Missed Installation Appointments / Business / < 10 Circuits / Dispatch

10 (A.2.11.2.1.1) (January/February/March)

11 BellSouth missed only 28 installation appointments out of the 554

12 appointments scheduled for this sub-metric in January, missed 15 of the 393

13 appointments scheduled in February and missed 12 of the 396 appointments

14 scheduled for March 2002. BellSouth completed between 95% and 97% of

15 appointments for both BellSouth retail and the CLECs over the three-month

16 period.

17

18 % Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch

19 (A.2.11.2.1.2) (February/March)

20 BellSouth missed only 7 of the 2,980 scheduled appointments for this sub-

21 metric in February and missed 17 of the 2,868 appointments scheduled for

22 March 2002. Both the CLECs and BellSouth retail had over 99% of all orders

1   completed as scheduled in both February and March. BellSouth met the

2   retail analogue comparison for this sub-metric in January 2002.

3

4   % Missed Installation Appointments / PBX / < 10 Circuits / Non-Dispatch

5   (A.2.11.4.1.2) (February)

6   BellSouth completed 25 of the 26 installation appointments as scheduled in

7   February 2002. There were no systemic installation issues identified for the

8   missed appointment. BellSouth met the retail analogue comparison for this

9   sub-metric in January and March 2002.

10

11   % Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch

12   (A.2.11.6.1.1) (January)

13   BellSouth completed 10 of the 12 scheduled appointments for this sub-metric

14   in January 2002. There were no patterns or systemic installation issues

15   identified for the two missed appointments. BellSouth met the retail analogue

16   comparison for this sub-metric in February and March 2002.

17

18   % Missed Installation Appointments / ISDN / < 10 Circuits / Non-Dispatch

19   (A.2.11.6.1.2) (February)

20   BellSouth completed 12 of the 13 scheduled appointments for this sub-metric

21   in February 2002. There were no patterns or systemic installation issues

1   identified for the missed appointment.   BellSouth met the retail analogue

2   comparison for this sub-metric in January and March 2002.

3

4   % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-

5   Dispatch (A.2.12.1.1.2) (January/February/March)

6   In January 2002, there were 2,116 troubles reported for the 47,332 orders

7   that completed in the prior 30 days.   36% of those troubles were closed as

8   "no trouble found." In February 2002, there were 2,654 troubles reported for

9   the 61,307 orders that completed in the prior 30 days. In March 2002, there

10   were 2,520 troubles reported for the 55,392 orders that completed in the prior

11   30 days. Sixty-five percent of the total trouble reports for this sub-metric over

12   the three-month period were associated with one customer.   Thirty-six

13   percent of the February trouble reports and thirty-three percent of the March

14   reports were closed as "no trouble found."   With the exclusion of the "no

15   trouble found" reports, CLEC results for this sub-metric would have been

16   better than for the retail analogue in each of the three months. BellSouth is

17   conducting an analysis of the provisioning situation with CLECs and will

18   conduct joint sessions to determine how to reduce the number of "no trouble

19   found" reports.

20

21   % Provisioning Troubles w/i 30 days / Residence / >= 10 Circuits / Dispatch

22   (A.2.12.1.2.1) (February)

1   There was only one trouble report for this sub-metric in February 2002. The

2   small universe of orders for this sub-metric does not provide a statistically

3   conclusive comparison to the retail analogue. BellSouth met the retail

4   analogue comparison for this sub-metric in January and March 2002.

5

6   % Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch

7   (A.2.12.2.1.1) (January/February/March)

8   There were 30 troubles reported for the 480 orders that completed for this

9   sub-metric in the 30 days prior to January 2002. Of the 30 troubles reported

10   in January, 13 (43%) were closed as "no trouble found." In February 2002,

11   there were 27 troubles reported for the 554 orders that completed in the prior

12   30 days. Of the 27 troubles reported in February, 10 (37%) were closed as

13   "no trouble found." In March 2002, there were 19 troubles reported for the

14   393 orders that completed in the prior 30 days. Of the 19 troubles reported, 6

15   (32%) were closed as "no trouble found."

16

17   % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Dispatch

18   (A.2.12.5.1.1) (March)

19   There were only three troubles reported for this sub-metric in March 2002 for

20   orders that completed in the prior 30 days. The small universe of orders for

21   the month does not provide a statistically conclusive comparison to the retail

1   analogue. BellSouth met the retail analogue comparison for this sub-metric in

2   January and February 2002.

3

4   % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non-Dispatch

5   (A.2.12.5.1.2) (January)

6   There was only one trouble reported for this sub-metric in January 2002 for

7   orders that completed in the prior 30 days. There were no systemic

8   installation issues identified for the one trouble report. BellSouth met the

9   retail analogue comparison for this sub-metric in February and March 2002.

10

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

12   (January/March)

13   BellSouth met the standard criteria for 67 of the 74 orders reviewed in this

14   sub-metric for January and for 129 of the 140 orders reviewed in March 2002.

15   The 95% benchmark required that 71 of the 74 orders for January and 133 of

16   the 140 orders for March meet the criteria. BellSouth met the benchmark for

17   this sub-metric in February 2002.

18

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

20   (January)

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

22   for January 2002. The 95% benchmark required that all 11 of the 11 orders

1   meet the criteria. BellSouth met the benchmark for this sub-metric in

2   February and March 2002.

3

4   <u>Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)</u>

5   <u>(January/February/March)</u>

6   BellSouth met the standard for 109 of the 125 orders reviewed in this sub-

7   metric for January, for 146 of the 155 orders reviewed in February and for 137

8   of the 150 orders reviewed in March 2002. The 95% benchmark required that

9   119 of the 125 orders for January, 148 of the 155 orders for February and 143

10   of the 150 orders for March meet the criteria, based on the quantity of orders

11   for the sub-metric. BellSouth continues to focus on improving the

12   performance for this measure to meet the benchmark.

13

14   <u>Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch</u>

15   <u>(A.2.25.2.1.2) (January/March)</u>

16   BellSouth met the standard for 69 of the 74 orders reviewed for this sub-

17   metric in January and for 122 of the 130 orders reviewed in March 2002. The

18   95% benchmark set a requirement of 71 of the 74 orders for January and 124

19   of the 130 orders for March, based on the quantity of orders for this sub-

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

21

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

2   (January)

3   BellSouth met the standard for 11 of the 12 orders reviewed for this sub-

4   metric in January 2002. The 95% benchmark set requirements of all 12 of the

5   12 orders. With a 95% benchmark and a universe size of only 12 orders,

6   problems with even one order causes a miss for the entire sub-metric.

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

8

9   Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch

10   (A.2.25.2.2.2) (January/February/March)

11   BellSouth met the standard criteria for 17 of the 20 orders reviewed for this

12   sub-metric in January, for 15 of the 16 orders reviewed in February and for 11

13   of the 13 orders reviewed in March 2002.   The 95% benchmark set

14   requirements of 19 of the 20 orders in January, all 16 of the 16 orders in

15   February and all 13 of the 13 orders for March, based on the quantity of

16   orders for this sub-metric. BellSouth continues to focus on improving the

17   performance for this measure to meet the benchmark.

18

19   Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch

20   (A.2.25.3.1.1) (February/March)

21   BellSouth met the standard for 54 of the 60 orders reviewed for this sub-

22   metric in February and for 30 of the 37 orders reviewed for March 2002. The

1   95% benchmark set a requirement of 57 of the 60 orders in February and 36

2   of the 37 orders for March, based on the quantity of orders for this sub-metric.

3   BellSouth met the benchmark for this sub-metric in January 2002.

4

5   Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch

6   (A.2.25.3.1.2) (March)

7   BellSouth met the standard for 90 of the 98 orders reviewed for this sub-

8   metric in March 2002. The 95% benchmark set a requirement of 94 of the 98

9   orders, based on the quantity of orders for this sub-metric. BellSouth met the

10   benchmark for this sub-metric in January and February 2002.

11

12   Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch

13   (A.2.25.3.2.2) (January/February)

14   There were only 10 orders reviewed for this sub-metric in January 2002. The

15   small number of orders reviewed for this sub-metric does not provide a

16   conclusive benchmark comparison. In February 2002, BellSouth met the

17   standard criteria for 14 of the 17 orders reviewed for this sub-metric. The

18   95% benchmark set a requirement of all 17 of the 17 orders. BellSouth met

19   the benchmark for this sub-metric in March 2002.

20

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

22

1   BellSouth met the relevant retail analogues for 87%, 89% and 84% of all the

2   Resale Maintenance & Repair measurements in January, February and

3   March 2002, respectively. The sub-metrics for which BellSouth did not meet

4   the retail analogues were:

5

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

7   (January/March)

8   BellSouth completed 2,697 of the 2,733 repair appointments as scheduled for

9   this sub-metric in January and completed 1,787 of the 1,811 appointments

10   scheduled for March 2002. BellSouth provided over 98% repair completion

11   rate for both CLECs and the retail analogue in both months. In January, 18 of

12   the 36 missed repair appointments were closed to "no trouble found," but the

13   final closeout was after the due date. In March, 14 of the 24 reports (58%)

14   were closed as "no trouble found." No other patterns or systemic issues were

15   identified for the missed repair appointments. BellSouth met the retail

16   analogue comparison for this sub-metric in February 2002.

17

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

19   BellSouth completed 10 of the 15 repair appointments as scheduled for this

20   sub-metric in March 2002. There were no patterns or systemic maintenance

21   issues identified for the five missed appointments for the month. BellSouth

105

1   met the retail analogue comparison for this sub-metric in January and

2   February 2002.

3

4   Missed Repair Appointments / Centrex / Dispatch (A.3.1.5.1) (January)

5   BellSouth completed 13 of the 19 repair appointments as scheduled for this

6   sub-metric in January 2002. There were no maintenance issues or patterns

7   identified for the 6 missed appointments. BellSouth met the retail analogue

8   comparison for this sub-metric in February and March 2002.

9

10   Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

11   (January/February/March)

12   There were 4,367 troubles reported for the 206,966 in service lines for this

13   sub-metric in January, 3,839 trouble reports for the 190,036 lines in service in

14   February and 2,952 trouble reports for the 159,559 lines in service in March

15   2002. Both the CLECs and BellSouth retail had no trouble reports for over

16   97% of the in service lines in all three months. There was less than 1%

17   difference in the report rates between retail and resale results for this sub-

18   metric for any of the three months. Many of the troubles due to wire and

19   facilities appear to be caused by CPE and/or CLEC problems. BellSouth

20   technicians will be trained on proper closeout procedures on troubles

21   involving CPE and CLEC interfaces.

22

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

2   (January/February/March)

3   There were 2,732 troubles reported for the 206,986 lines in service in

4   January, 2,280 troubles reported for the 190,036 lines in service in February

5   and 1,811 troubles reported for the 159,559 lines in service in February 2002.

6   Both the CLECs and BellSouth retail had no trouble reports for over 98% of

7   the in service lines in all three months. There was less than 0.7% difference

8   in the report rates between retail and resale results for this sub-metric for any

9   of the three months. Of the 2,732 total January trouble reports, 1,973 reports

10   (72%) were closed as "no trouble found." Of the 2,280 total February trouble

11   reports, 1,668 reports (73%) were closed as "no trouble found." Of the 1,819

12   total March trouble reports, 1,173 reports (65%) were closed as "no trouble

13   found." Without these "no trouble found" reports, CLEC results would have

14   been better than for the retail analogue for this sub-metric in all three months.

15   One CLEC generated 84% of the January trouble reports, 83% of the

16   February trouble reports and 78% of the March 2002 trouble reports for this

17   sub-metric.

18

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

20   (January/February/March)

21   There were 763 troubles reported for the 8,018 in service lines for this sub-

22   metric in January, 631 trouble reports for the 6,772 lines in service in

107

1   February and 383 troubles reported for the 5,832 lines in service in March

2   2002. In January, February and March, 129 (17%), 87 (14%) and 55 (14%),

3   respectively, of the trouble reports were closed as "no trouble found."

4   BellSouth is still investigating this sub-metric to determine if any systemic

5   maintenance issues are present.

6

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

8   (January/February/March)

9   There were 411 troubles reported for the 8,018 in service lines for this sub-

10   metric in January, 335 troubles reported for the 6,772 lines in service in

11   February and 193 troubles reported for the 5,832 lines in service in March

12   2002. Of the 411 total January 2002 trouble reports, 279 (68%) of the reports

13   were closed as "no trouble found." Of the 335 total February trouble reports,

14   225 (67%) of the reports were closed as "no trouble found." Of the 193 total

15   March trouble reports, 110 (57%) of the reports were closed as "no trouble

16   found."

17

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

19   (January/March)

20   There were 48 troubles reported in January 2002 for the 2,819 lines in service

21   for this sub-metric, and in March, 36 trouble were reported for the 2,717 lines

22   in service. Both the CLECs and BellSouth retail customers received over

1   98% trouble free service for the lines in service for this sub-metric in both

2   months. BellSouth met the retail analogue comparison for this sub-metric in

3   February 2002.

4   .

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

6   There were only 15 trouble reports for the 7,292 in service lines for this sub-

7   metric in March 2002. BellSouth provided over 99.7% trouble free service for

8   both retail and the CLECs for this sub-metric in March. Of the 16 March

9   trouble reports, 11 (73%) were closed as "no trouble found." From a practical

10   point of view, the CLECs' ability to compete has not been hindered even

11   though the statistical results may technically show that BellSouth failed to.

12   meet the benchmark/analogue.   BellSouth met the retail analogue

13   comparison for this sub-metric in January and February 2002.

14

15   Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (January)

16   There were only 19 trouble reports for the 2,096 in service lines for this sub-

17   metric in January 2002. BellSouth provided over 99% trouble free service for

18   both retail and the CLECs for this sub-metric in January. From a practical

19   point of view, the CLECs' ability to compete has not been hindered even

20   though the statistical results may technically show that BellSouth failed to

21   meet the benchmark/analogue. BellSouth met the retail analogue

22   comparison for this sub-metric in February and March 2002.

1

2 <u>Maintenance Average Duration / PBX / Non-Dispatch (A.3.3.4.2) (March)</u>

3 There were only 15 trouble reports for this sub-metric in March 2002. The

4 average repair interval for these 15 orders was 8.75 hours for CLEC orders

5 compared to 4.05 hours for the retail analogue. There were no patters or

6 systemic maintenance issues identified for any of these orders. BellSouth

7 met the retail analogue comparison for this sub-metric in January and

8 February 2002.

9

10 <u>% Repeat Troubles within 30 Days / PBX / Non-Dispatch (A.3.4.4.2)</u>

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

12 There were only 8 trouble reports for this sub-metric in February and 4

13 troubles reported in March 2002. The small universe of orders for this sub-

14 metric does not provide a statistically conclusive comparison to the retail

15 analogue. BellSouth met the retail analogue comparison for this sub-metric in

16 January 2002.

17

18 <u>% Repeat Troubles within 30 Days / ISDN / Dispatch (A.3.4.6.1) (February)</u>

19 There was only one trouble report for this sub-metric in February 2002. The

20 small universe of orders for this sub-metric does not provide a statistically

21 conclusive comparison to the retail analogue. BellSouth met the retail

22 analogue comparison for this sub-metric in January and March 2002.

1

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

3   In February 2001, 10 of the 162 trouble reports were out of service longer

4   than 24 hours. Seven of the ten orders involved one customer and were out

5   of service due to a single switch failure. None of the remainder of the out of

6   service orders revealed any systemic maintenance issues. BellSouth met the

7   retail analogue for this sub-metric in January and March 2002.

8

9   **II.   Summary**

10

11   As stated in the Introduction to the Analysis of Performance Measurements

12   section, BellSouth met or exceeded the criteria for 747 of the 860 sub-metrics

13   (87%) for which there was CLEC activity in January, for 737 of 863 sub-

14   metrics (85%) in February and for 741 of 874 sub-metrics (85%) in March

15   2002.

16

17   During the three-month period of January through March 2002, there were a

18   total of 792 sub-metrics that had CLEC activity for all three months and that

19   were compared with either a benchmark or retail analogue. Of those 792

20   sub-metrics, 689 or 87% satisfied the comparison criteria for a minimum of

21   two of the three months.

22

BellSouth Monthly State Summary
Florida, March 2002

			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			20.52%	65,736				Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			29.32%	2,780				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic

% Rejected Service Requests - Partially Mechanized

A.1.2.1	O-7	Residence/FL(%)	Diagnostic			26.77%	20,011				Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			44.98%	2,063				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic

% Rejected Service Requests - Non-Mechanized

A.1.3.1	O-7	Residence/FL(%)	Diagnostic			38.73%	821				Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			49.50%	1,093				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			43.86%	114				Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			52.78%	36				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			71.43%	7				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			40.74%	27				Diagnostic

Reject Interval - Mechanized

A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			92.97%	13,556				NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			93.75%	816				NO
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr								

Reject Interval - Partially Mechanized - 10 hours

A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			78.74%	5,523				NO
A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.83%	947				YES
A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs								

Reject Interval - Non-Mechanized

A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.78%	329				YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.65%	568				YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			98.04%	51				YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	19				YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	5				YES
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	12				YES

FOC Timeliness - Mechanized

A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.53%	52,612				YES
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.60%	1,990				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.1.9.5	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			79.07%	15,771				NO

BellSouth Monthly State Summary
Florida, March 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.52%	1,270				YES
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	1				NO

FOC Timeliness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.77%	486				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.81%	528				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			100.00%	55				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			91.67%	12				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	12				YES

FOC & Reject Response Completeness - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	500				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	65,236				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	19				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.96%	2,761				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								

FOC & Reject Response Completeness - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	59				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.98%	19,952				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	23				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.95%	2,040				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.81%	821				NO
A.1.16.2	O-11	Business/FL(%)	>= 95%			93.87%	1,093				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			89.47%	114				NO
A.1.16.4	O-11	PBX/FL(%)	>= 95%			88.89%	36				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	7				YES
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			88.89%	27				NO

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.80%	500				NO
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.11%	65,228				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			63.16%	19				NO
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.15%	2,760				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.83%	59				NO
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.56%	19,949				NO
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			91.30%	23				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			89.85%	2,039				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								

FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized

A.1.19.1	O-11	Residence/FL(%)	>= 95%			91.21%	762				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			91.33%	1,026				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.10%	102				YES
A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.88%	32				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			85.71%	7				NO
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			95.83%	24				YES

Resale - Provisioning

Order Completion Interval

A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.21	36,284	2.82	3,228	3.676	0.06752	20.5901	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.81	587,061	0.74	55,321	1.163	0.00517	13.8116	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.90	63	3.60	5	3.998	1.85741	0.7024	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.16	45,294	2.96	291	5.570	0.32759	-2.4646	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.39	41,698	1.00	2,539	2.558	0.05229	7.4345	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.73	206	4.00	1	20.241	20.29038	0.2826	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	6.48	9	7.00	1	5.896	6.21452	-0.0835	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	18.43	1,606	4.00	1	29.333	29.34174	0.4917	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	10.81	48	5.00	1	17.742	17.92586	0.3239	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	14.29	7			3.498			
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	9.29	60			12.677			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	3.46	212	3.06	12	14.082	4.17849	0.0980	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	6.00	4	2.00	1	4.967	5.55278	0.7204	YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.55	48	3.75	4	1.102	0.57351	-3.8397	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	5.46	574	4.00	3	6.495	3.75969	0.3877	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	2.24	1,564	2.43	14	3.216	0.86331	-0.2191	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	7.23	81			10.772			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.83	79	0.33	3	4.869	2.86383	0.8730	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	14.20	565	3.78	3	20.389	11.80301	0.8833	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	3.43	584	2.38	13	9.196	2.57879	0.4075	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	8.00	2			11.547			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.73	62	9.79	14	7.913	2.34151	-2.5882	NO

Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	10.40	236	6.45	11	11.213	3.45872	1.1402	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	6.00	1	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.45	42	0.00	0	16.497			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	10.74	70	3.67	3	11.746	6.92518	1.0218	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	27.80	5	0.00	0	23.700			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	4.00	1	0.00	0	0.000			YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				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	28.83	6	0.00	0	13.586			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	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.00	2	0.00	0	1.414			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)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	10.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES

% Jeopardies - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.4.1	P-2	Residence/FL(%)	Res	0.62%	677,557	0.38%	61,227		0.00033	7.1942	YES
A.2.4.2	P-2	Business/FL(%)	Bus	1.34%	89,686	0.55%	2,895		0.00217	3.6270	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.30%	2,182						
A.2.4.4	P-2	PBX/FL(%)	PBX	3.56%	365	0.00%	6		0.07628	0.4669	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.75%	2,401	0.00%	8		0.07531	0.6304	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.93%	1,832	0.00%	6		0.10387	0.6674	YES

% Jeopardies - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			0.80%	377				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.80%	377				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	13				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	19				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	25				Diagnostic

Average Jeopardy Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			115.12	185				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			97.08	11				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								

Average Jeopardy Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			310.00	2				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			119.05	3				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic								Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			98.38%	185				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	11				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								

% Jeopardy Notice >= 48 hours - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic

% Missed Installation Appointments

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4.96%	45,927	2.93%	3,691		0.00372	5.4852	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.02%	630,511	0.31%	57,811		0.00007	-42.0323	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	3.85%	78	0.00%	5		0.08872	0.4335	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.19%	46,487	3.03%	396		0.00547	-3.3713	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.05%	42,376	0.59%	2,868		0.00044	-12.3053	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.60%	268	0.00%	4		0.11579	0.4834	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	12	0.00%	2		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.89%	1,823	0.00%	1		0.19352	0.2013	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.12%	49	0.00%	1		0.24218	0.2528	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	8						
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	2.70%	74	0.00%	1		0.16325	0.1656	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.64%	227	7.69%	13		0.04575	-1.1037	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	4	0.00%	1		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	49	0.00%	5		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.18%	637	0.00%	5		0.09951	0.5206	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,591	0.00%	19		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	8.60%	93						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	81	0.00%	3		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	4.16%	746	0.00%	3		0.11545	0.3599	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.14%	612	0.00%	17		0.02615	0.4375	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	67	0.00%	14		0.00000		YES

% Provisioning Troubles within 30 Days

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.74%	44,265	5.88%	4,115		0.00436	4.2729	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.40%	617,622	4.55%	55,392		0.00080	-14.3226	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	9.09%	44	0.00%	5		0.13567	0.6701	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2.38%	37,783	4.83%	393		0.00774	-3.1669	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.84%	41,426	4.03%	2,980		0.00407	1.9868	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	6.06%	264	25.00%	4		0.12020	-1.5756	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	8						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.28%	1,432	0.00%	5		0.07982	0.4112	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.67%	30	0.00%	25		0.06755	0.9869	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0.93%	108						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.21%	226	0.00%	26		0.03046	0.7263	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	2	0.00%	1		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	1.85%	54	0.00%	1		0.13606	0.1361	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.26%	637	33.33%	3		0.06445	-4.9775	NO
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.50%	1,408	0.00%	22		0.01511	0.3290	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3.23%	31						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	10.20%	49	0.00%	1		0.30578	0.3337	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	0.88%	1,020	0.00%	3		0.05407	0.1632	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.24%	838	0.00%	13		0.01364	0.1750	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	6						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	36	0.00%	4		0.00000		YES

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5.40	45,873	1.03	3,566	24.396	0.42412	10.3052	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	0.99	630,051	0.81	57,515	5.338	0.02325	7.6974	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	10.59	78	0.22	5	35.597	16.42188	0.6311	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.73	46,429	1.39	319	16.376	0.92002	1.4516	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	42,339	0.80	2,525	16.211	0.33210	4.1155	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	8.57	265	2.00	1	33.634	33.69696	0.1950	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	12	0.02	1	6.333	6.59193	0.3263	YES
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	182.10	1,795			625.739			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	102.43	47			182.670			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	19.50	8			30.675			
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	100.60	73			188.087			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	33.66	225	0.49	4	167.039	84.25873	0.3937	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	4.37	4			8.670			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	1.36	49	0.95	1	2.311	2.33408	0.1763	YES
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	14.51	634			57.749			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	8.52	1,588	2.97	4	41.530	20.79090	0.2670	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.19	92			35.244			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	11.86	81	0.02	2	32.136	23.00256	0.5148	YES
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	115.33	728	0.02	2	359.705	254.69900	0.4527	YES
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	15.16	604	0.61	3	105.102	60.83113	0.2393	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.02	3			0.000			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	1.28	66	0.83	2	4.364	3.13189	0.1442	YES

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.26	123				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.06	277				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			30.60	76				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			20.36	334				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			36.06	3				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.17	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			32.77	1				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			39.23	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			22.23	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13.71	9				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.95	1				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.51	4				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.28	5				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.55	15				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			18.08	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			27.33	13				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.28	12				Diagnostic

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Total Service Order Cycle Time - Mechanized											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.10	2,344				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	40,130				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.14	133				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.05	1,062				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time - Partially Mechanized											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.89	445				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.74	13,014				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	73				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.84	798				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								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			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			4.58	81				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.95	215				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			7.94	33				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.65	245				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic

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A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	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								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.14	7				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.89	9				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			8.00	1				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.75	12				Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.04	2,200				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.88	31,495				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5				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			3.14	133				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	942				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.81	423				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.69	11,334				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			3.27	69				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.87	666				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								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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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			4.68	74				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.12	176				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.45	29				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.75	205				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.83	6				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.38	8				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.75	12				Diagnostic
% Completions w/o Notice or < 24 hours											
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			11.89%	3,239				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			18.84%	55,419				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			8.53%	293				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			14.59%	2,619				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			0.00%	16				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	17				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			0.00%	28				Diagnostic
Service Order Accuracy											
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			92.14%	140				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			95.38%	130				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	19				YES
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%			91.33%	150				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.85%	130				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	10				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			84.62%	13				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			81.08%	37				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			91.84%	98				NO

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A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	6				YES

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	7.65%	71,853	3.86%	2,952		0.00499	7.5855	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.89%	44,221	1.33%	1,811		0.00225	-1.9275	NO
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.85%	13,657	7.31%	383		0.01393	0.3866	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	2.13%	9,378	2.07%	193		0.01051	0.0572	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36		0.03736	1.3821	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12		0.02798	0.3366	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	17.28%	272	0.00%	5		0.17062	1.0127	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	1.99%	151	33.33%	15		0.03778	-8.2977	NO
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.70%	1,197	25.00%	4		0.16676	-0.7377	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	3.79%	871	0.00%	2		0.13516	0.2803	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6		0.06476	0.3902	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7		0.03641	0.2531	YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.66%	4,341,317	1.85%	159,559		0.00033	-5.9464	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.02%	4,341,317	1.14%	159,559		0.00026	-4.5243	NO
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.16%	1,180,519	6.57%	5,832		0.00141	-38.3198	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.79%	1,180,519	3.31%	5,832		0.00117	-21.4954	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.69%	198,926	1.32%	2,717		0.00161	-3.9467	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.85%	198,926	0.44%	2,717		0.00179	2.3104	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.15%	182,067	0.07%	7,292		0.00046	1.7510	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.08%	182,067	0.21%	7,292		0.00034	-3.5695	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.51%	233,562	0.22%	1,810		0.00169	1.7257	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.37%	233,562	0.11%	1,810		0.00144	1.8212	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	374,480	0.14%	4,316		0.00042	-1.5623	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.12%	374,480	0.16%	4,316		0.00052	-0.8883	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	16.98	71,853	14.45	2,952	21.132	0.39685	6.3673	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	4.92	44,221	4.78	1,811	11.769	0.28215	0.4937	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	12.85	13,657	12.76	383	20.611	1.06782	0.0799	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.81	9,378	3.24	193	14.632	1.06399	0.5345	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	8.78	1,375	3.83	36	26.494	4.47303	1.1064	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.61	1,699	1.70	12	11.847	3.43206	0.2652	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	13.91	272	16.61	5	18.210	8.21809	-0.3286	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	4.05	151	8.75	15	6.940	1.87875	-2.5025	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.32	1,197	8.18	4	20.601	10.31764	0.6919	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.81	871	1.13	2	6.240	4.41744	0.6056	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.62	277	5.51	6	10.202	4.20998	0.2641	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.72	434	1.88	7	5.821	2.21786	0.3778	YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.31%	71,853	11.31%	2,952		0.00676	5.9130	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.64%	44,221	12.04%	1,811		0.00847	3.0683	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.26%	13,657	11.49%	383		0.01757	1.0087	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.14%	9,378	9.84%	193		0.02456	1.3404	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	21.60%	1,375	5.56%	36		0.06948	2.3093	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	21.31%	1,699	0.00%	12		0.11862	1.7962	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	13.60%	272	20.00%	5		0.15472	-0.4135	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	9.27%	151	26.67%	15		0.07852	-2.2154	NO
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	12.95%	1,197	25.00%	4		0.16815	-0.7167	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	14.47%	871	0.00%	2		0.24902	0.5809	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	14.08%	277	33.33%	6		0.14352	-1.3415	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	12.21%	434	0.00%	7		0.12475	0.9789	YES

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Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	13.81%	46,551	10.65%	2,198		0.00753	4.2048	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	3.97%	10,203	2.41%	539		0.00863	1.8050	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	9.56%	8,379	11.55%	277		0.01796	-1.1098	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	1.76%	3,406	2.25%	89		0.01413	-0.3438	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36		0.03736	1.3821	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12		0.02798	0.3366	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	13.21%	212	0.00%	4		0.17088	0.7729	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	3.66%	82	6.67%	15		0.05272	-0.5706	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	18.96%	823	0.00%	2		0.27748	0.6831	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	1.42%	424	0.00%	1		0.11825	0.1197	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6		0.06476	0.3902	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7		0.03641	0.2531	YES

Resale - Billing

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Invoice Accuracy											
A.4.1	B-1	FL(%)	BST - State	96.33%	$510,100,820	99.92%	$13,719,205		0.00005	-697.0307	YES
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			14.77%	19,879				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			30.41%	638				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			11.86%	59				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			25.86%	348				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			13.24%	1,178				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			10.85%	765				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			35.29%	51				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			98.23%	113				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			31.31%	214				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			53.45%	12,581				Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.53%	3,832				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			32.02%	10,495				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			4.55%	22				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			12.75%	353				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			49.58%	361				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			35.97%	467				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			19.10%	1,445				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			42.34%	633				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			31.58%	2,473				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			60.00%	170				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.86%	8,608				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			44.83%	1,537				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			60.56%	71				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			45.55%	1,473				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			29.52%	210				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			50.69%	217				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			26.36%	129				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			44.04%	109				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			36.56%	1,053				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			28.57%	14				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			57.89%	19				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			44.74%	76				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			41.08%	830				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.16%	2,171				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			60.00%	55				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			37.69%	804				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Reject Interval - Mechanized									
B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			91.04%	2,945				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%	194				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			71.43%	7				NO
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			70.00%	90				NO
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			61.68%	167				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			77.11%	83				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			100.00%	18				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			99.10%	111				YES
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			72.46%	69				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			83.88%	6,836				NO
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98.78%	327				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			98.04%	3,423				YES
B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.84%	49				YES
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			85.64%	181				YES
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.74%	190				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			71.02%	283				NO
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 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% w in 10 hrs			80.56%	288				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			76.07%	840				NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			95.37%	108				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			94.19%	3,307				YES
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			91.96%	709				YES
		Reject Interval - Non-Mechanized									
B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	43				YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.40%	687				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.00%	62				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			99.21%	127				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	34				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	49				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.24%	397				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			97.06%	34				YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			99.72%	352				YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.75%	805				YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	33				YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			98.71%	310				YES
		FOC Timeliness - Mechanized									
B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.33%	17,081				YES
B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.11%	448				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			94.44%	54				NO
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			97.76%	268				YES
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.41%	1,016				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.28%	692				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			100.00%	33				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			100.00%	151				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.50%	6,594				YES
B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			97.75%	3,504				YES
		FOC Timeliness - Partially Mechanized - 10 hours									
B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			96.03%	7,536				YES
B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			72.73%	22				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.19%	318				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			97.65%	213				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.95%	319				NO
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			94.01%	1,285				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			90.41%	386				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			92.64%	1,903				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			84.78%	92				NO
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			93.96%	5,531				YES
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			93.26%	860				YES
		FOC Timeliness - Non-Mechanized									
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96.00%	25				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.46%	735				YES
B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			98.70%	154				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			95.73%	117				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	95				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	69				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	654				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	41				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			100.00%	499				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.58%	1,441				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99.80%	503				YES
		FOC & Reject Response Completeness - Mechanized									
B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.84%	3,102				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.96%	16,777				YES

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B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	352				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	56				YES
B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	226				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	122				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95.32%	470				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.76%	708				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.22%	765				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113				YES
B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			99.05%	105				YES
B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			99.08%	109				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.95%	11,658				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	923				YES
B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.97%	3,530				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302				YES
		FOC & Reject Response Completeness - Partially Mechanized									
B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			100.00%	1,011				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.98%	9,484				YES
B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	72				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99.29%	281				YES
B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			99.00%	200				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	161				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.88%	283				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.91%	184				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.79%	1,445				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			99.78%	463				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			99.41%	170				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.96%	2,473				YES
B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	65				YES
B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	105				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.93%	8,292				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.05%	316				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.92%	1,210				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	327				YES

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.96%	71				NO
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			92.12%	1,473				NO
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.52%	210				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			95.85%	217				YES
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			98.45%	129				YES
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			99.08%	109				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			97.53%	1,053				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.86%	14				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	19				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	76				YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			97.59%	830				YES
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			98.85%	2,171				YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			98.18%	55				YES
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.25%	804				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			86.24%	3,097				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96.09%	16,771				YES
B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			99.15%	352				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			98.21%	56				YES
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			81.42%	226				NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			96.72%	122				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			78.35%	448				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.51%	678				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.54%	759				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113				YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			77.88%	104				NO
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			74.07%	108				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			45.18%	11,652				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			90.14%	923				NO
B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,529				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302				YES

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

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ID	Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94.36%	1,011				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			94.24%	9,482				NO
B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			98.61%	72				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.85%	279				YES
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			87.37%	198				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			84.47%	161				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			89.89%	277				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.05%	182				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.79%	1,442				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.40%	462				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			95.27%	169				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			92.52%	2,472				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			90.77%	65				NO
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			78.10%	105				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.73%	8,286				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.53%	313				YES
B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.84%	1,209				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.47%	327				YES

FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized

ID	Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			87.88%	66				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.53%	1,357				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98.09%	209				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.23%	208				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.91%	127				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			92.59%	108				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.89%	1,027				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.31%	13				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			94.74%	19				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	76				YES
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			94.57%	810				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.43%	2,146				YES
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			98.15%	54				YES
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			98.12%	798				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

ID	Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578			4.921			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759			1.311			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9			5.896			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	14.97	2,584	20.24	29	13.833	2.58314	-2.0418	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3	0.33	1			0.000			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	3.12	722	4.920	0.18390	-0.1927	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	0.62	16,493	1.322	0.01043	22.7755	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	382,512	0.33	10,865	0.000	0.00000		NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.66	248,236	1.17	5,628	1.834	0.02472	19.9054	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	2.19	7	16.730	6.38556	0.9505	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137	0.33	1	4.197	4.21275	0.5423	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	37	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	3.46	100			4.608			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.46	84,383	11.48	84	7.385	0.80619	-9.9474	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.46	84,383			15.218			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	8.37	363			16.547			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	8.37	363			7.965			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	12.63	358	11.52	215	11.936	1.02983	1.0779	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.62	329			3.179			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	5.67	2			7.545			
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	2.00	1			0.000			
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	3.92	9,193	8.33	6	3.702	1.51183	-2.9170	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.43	5,993	3.33	10	1.184	0.37479	0.2668	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4.40	20			2.563			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	5.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	4.00	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.13	298	4.920	0.28551	-7.1619	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354	7.67	3	16.730	9.69991	0.0611	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	3.89	773	4.921	0.17783	-4.5892	NO
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	2.87	15	1.834	0.47354	-2.5627	NO
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	5.67	6	18.187	7.50716	0.3912	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	2.50	2	4.608	3.64318	1.3038	YES
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167			4.920			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354			16.730			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578			4.921			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905			1.834			
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	8.60	269			18.187			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8			4.608			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.34	125	4.920	0.44037	-5.1401	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354			16.730			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	5.05	566	4.921	0.20756	-9.5578	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	5.23	491	1.834	0.08285	-43.1516	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	7.60	25	18.187	3.80267	0.2639	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	6.73	22	4.608	1.90259	0.2747	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	17.41	2,216	9.25	4	26.832	13.42811	0.6074	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	5.94	419	3.00	9	15.218	5.12673	0.5737	YES
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.89	9			6.150			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.75	61			7.965			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	4.89	35	4.920	0.83176	-2.1697	NO
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	1.91	26	1.322	0.25932	-4.0720	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	12.00	1	16.730	16.75361	-0.2232	YES
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137			4.197			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	0.33	1	4.921	4.92105	0.5566	YES
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759			1.311			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9			5.896			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	1.17	2	4.921	3.47973	0.5472	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759	0.64	3,325	1.311	0.02279	9.1780	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9	0.33	4	5.896	3.54282	1.7362	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.66	10,001	8.27	391	6.276	0.32352	-11.1552	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.83	6,785			3.535			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.87	15			1.727			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.50	2			2.121			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	16.17	283	6.47	214	23.692	2.14626	4.5200	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	4.72	269			12.922			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	8.00	2			11.547			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.75	61			7.965			

Order Completion Interval within X days

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.47	195				YES

Held Orders

B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306			11.318			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47			17.318			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1			0.000			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	17.50	2	0.00	0	0.707			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	21.29	7	0.00	0	25.908			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	10.44	308	7.44	9	11.294	3.81920	0.7830	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0	0.000			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0	17.318			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0	0.000			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	20.00	52	0.00	0	16.653			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	4.00	1			0.000			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	26.00	1	13.660	13.71408	-0.7774	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	8.67	3	0.00	0	4.933			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	10.00	1	0.00	0	0.000			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						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI	0.00	0						

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B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	0.00	0	13.660			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
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	8.67	3	0.00	0	4.933			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL 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						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0	17.318			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0	0.000			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
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				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	10.48	306	5.00	3	11.318	6.56663	0.8341	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0	0.000			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	19.45	47	0.00	0	17.318			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	4.00	1	0.00	0	0.000			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	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308			11.294			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1			0.000			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47			17.318			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1			0.000			
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	0.00	0						
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	10.48	306			11.318			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1			0.000			
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47			17.318			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1			0.000			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0	17.318			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0	0.000			YES
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	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306	5.50	2	11.318	8.02942	0.6199	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0	0.000			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47	0.00	0	17.318			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1	0.00	0	0.000			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) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				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	26.14	7	0.00	0	14.300			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	10.44	308	0.00	0	11.294			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0	17.318			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0	0.000			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	0.00	0	0.00	0				YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0	11.318			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0	0.000			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0	17.318			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1			0.000			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						

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B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0	11.318			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0	17.318			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1	0.00	0	0.000			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	15.87	128	0.00	0	14.863			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	9.00	4	0.00	0	4.082			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0						

% Jeopardies - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.70%	767,243						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	31.47%	2,726						
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.72%	770,136	0.22%	20,640		0.00059	8.3693	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	5.90%	98,943	40.00%	10		0.07452	-4.5756	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	15.27%	19,969	6.28%	207		0.02513	3.5784	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	10.39%	722	33.59%	128		0.02926	-7.9308	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	15.27%	19,969	0.00%	22		0.07674	1.9904	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.72%	770,136	15.06%	405		0.00419	-34.2434	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	11.29%	912		0.00390	-25.3559	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.72%	770,136						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.72%	770,136	7.69%	273		0.00510	-13.6736	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	5.14%	1,694		0.00286	-13.0266	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	8.52%	3,887	6.25%	16		0.06992	0.3240	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.72%	770,136	1.96%	51		0.01180	-1.0550	YES
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243						
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243	0.00%	2,901		0.00156	4.5290	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	15.11%	21,840	17.24%	319		0.02020	-1.0577	YES
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7.89%	1,229	49.64%	139		0.02413	-17.3028	NO

% Jeopardies - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			2.56%	547				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			37.11%	97				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			10.58%	104				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			26.97%	152				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			9.09%	11				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			2.88%	139				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			16.67%	6				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			5.00%	40				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	32				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	452				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			20.41%	245				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			49.41%	255				Diagnostic

Average Jeopardy Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			94.66	28				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			356.35	4				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			89.60	10				YES
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			320.48	43				YES
B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			153.76	60				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			94.36	89				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			134.72	21				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			123.85	85				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			146.63	1				YES
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			49.02	1				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			280.81	52				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			277.79	69				YES

Average Jeopardy Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			75.41	11				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			306.67	36				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			170.00	9				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			254.73	38				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			130.00	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			106.00	4				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			82.00	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			139.74	2				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			196.98	1				Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			244.39	45				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			196.32	119				Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100.00%	28				YES
B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs			70.00%	10				NO
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			97.67%	43				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			95.00%	60				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			97.75%	89				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			95.24%	21				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			98.82%	85				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			92.31%	52				NO
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			98.55%	69				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			90.91%	11				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			97.22%	36				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	9				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			92.11%	38				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%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.00%	4				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			93.33%	45				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			99.16%	119				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.71%	6,633				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.00%	1,348				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			2.70%	37				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.70%	1,348				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			97.30%	37				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	65				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	228				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.30%	1,348				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	37				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			235.90	27				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.97%	1,322				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%			0.51%	1,571				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.47%	1,719				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.80%	2,622	3.23%	31		0.01610	-1.5058	YES

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B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	4.61%	998		0.00550	-2.7798	NO
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	0.24%	20,137		0.00012	-18.3637	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	382,819	0.00%	10,936		0.00004	0.4082	YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.06%	292,088	0.53%	9,201		0.00026	-18.1127	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	12.50%	8		0.08385	-0.7908	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	37	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	105						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.10%	95,694	3.60%	111		0.01647	-0.3043	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.10%	95,694						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.73%	454						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.73%	454						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	1.77%	282		0.01354	2.6375	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.40%	382	4.74%	253		0.01470	-0.9117	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.11%	332						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.00%	1						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	0.00%	9		0.07499	0.7126	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185	0.00%	13		0.00463	0.0601	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	2.24%	401		0.00865	0.9671	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	4		0.11805	0.4972	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	2.00%	1,001		0.00548	1.9472	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	0.06%	290,727	0.00%	17		0.00591	0.1006	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346	0.00%	18		0.05369	0.9690	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0.00%	2		0.00000		YES
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414						
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	0.06%	290,727						
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	5.20%	346						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	1.08%	277		0.01040	1.9212	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	2		0.16658	0.3523	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	0.59%	851		0.00594	4.1732	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727	0.61%	819		0.00085	-6.4569	NO
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	5.20%	346	0.00%	42		0.03629	1.4337	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0.00%	27		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.88%	2,629	0.00%	7		0.07309	0.5308	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.61%	459	0.00%	9		0.05371	0.4868	YES
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	67						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	2.17%	46		0.02548	0.3558	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	6.90%	29		0.00306	-22.4681	NO
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	0.00%	1		0.23531	0.2494	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142						

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ID		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0.00%	1		0.17235	0.1778	YES
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	348						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0.00%	3		0.09951	0.3080	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887	0.09%	3,341		0.00028	-2.2342	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12	0.00%	6		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.27%	13,885	3.34%	509		0.01009	1.9157	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.11%	8,061						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.00%	20						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5.35%	449	3.48%	374		0.01575	1.1871	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	296						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	3						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	66						

% Provisioning Troubles within 30 Days

ID		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.33%	2,010	6.45%	31		0.03683	-0.5765	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
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	5.24%	82,677	6.43%	746		0.00820	-1.4529	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	3.53%	12,390		0.00166	-0.2960	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.60%	380,080	3.78%	6,007		0.00242	-0.7307	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.31%	280,871	3.29%	6,383		0.00226	0.0886	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341	0.00%	9		0.08118	0.7586	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110	0.00%	7		0.08852	0.6162	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	4.00%	25	0.00%	3		0.11973	0.3341	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	5.88%	85	0.00%	4		0.12038	0.4886	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.15%	85,245	13.41%	82		0.02443	-3.3821	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.15%	85,245						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.97%	352						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.97%	352						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.49%	10,515	3.68%	190		0.02041	2.3564	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4						
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	2.26%	399	5.40%	278		0.01160	-2.7069	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.58%	344						
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	8.49%	10,515	22.22%	9		0.09296	-1.4769	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888	13.64%	22		0.05845	-0.9383	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4						
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	5.24%	82,677	10.02%	459		0.01043	-4.5802	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	5		0.10829	0.5687	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	7.74%	762		0.00814	-3.0335	NO
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685	16.67%	6		0.07317	-1.8238	NO
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	25.00%	16		0.06318	-2.9290	NO
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						

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ID		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
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	5.27%	82,048	0.00%	1		0.22353	0.2360	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	3.32%	279,685						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677	8.03%	386		0.01137	-2.4515	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	6		0.09900	0.6220	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
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	5.27%	82,048	6.00%	433		0.01077	-0.6775	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	3.32%	279,685	3.41%	587		0.00740	-0.1146	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	15.38%	26		0.05032	-1.7668	NO
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7	6.67%	15		0.00000		NO
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.26%	2,568	0.00%	8		0.05261	0.4293	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.33%	599						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	37						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.24%	82,677	1.64%	61		0.02855	1.2623	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	7.69%	13		0.05082	-0.8293	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	4		0.09171	0.3801	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048	0.00%	10		0.07069	0.7462	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	3,475		0.00312	11.1735	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8	0.00%	5		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.00%	11,322	4.82%	456		0.01296	2.4519	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.00%	6,890						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	25.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	5						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.41%	729	5.23%	363		0.00411	-11.7271	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	505						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	6						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	36						

Average Completion Notice Interval - Mechanized

ID		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302			20.837			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390			6.596			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12			6.333			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	63.07	2,608			223.239			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.31	772	20.962	0.75755	5.0191	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.87	19,759	7.035	0.05077	4.2323	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.18	382,533	0.81	10,753	7.670	0.07499	4.9969	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.95	291,874	0.94	9,006	6.096	0.06522	0.1910	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	5	34.114	15.34288	0.5866	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142	0.23	1	24.781	24.86815	0.2893	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	5.67	37	0.23	1	21.137	21.42103	0.2537	YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	8.04	105			25.988			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	8.39	95,532	53.48	4	100.882	50.44181	-0.8938	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	9.15	450			33.907			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								

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Item	PM	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	22.61	188	22.533	1.65534	-8.7701	NO
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183			9.009			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20			32.225			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	37.53	377	19.32	110	51.628	5.59474	3.2549	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	9.51	328			36.463			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	0.73	1			0.000			
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	0.02	1	22.533	22.53433	0.3583	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183	0.63	6	9.009	3.67935	0.1609	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20			32.225			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	22.53	389	20.962	1.06502	-17.2986	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.13	4	34.114	17.13453	0.5191	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.23	876	20.837	0.70736	5.4070	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.25	10	6.096	1.92779	0.3478	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	1.18	12	34.040	9.99702	0.7851	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11	0.02	1	25.968	27.12312	0.0858	YES
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952			20.962			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439			34.114			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302			20.837			
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	0.92	290,515			6.096			
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	9.03	343			34.040			
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	2.35	11			25.968			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	13.83	272	20.962	1.27284	-7.6378	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.10	2	34.114	24.17712	0.3690	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.30	831	20.837	0.72609	5.1820	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.36	803	6.096	0.21542	2.5653	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	0.45	42	34.040	5.56484	1.5420	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	2.35	11	0.14	26	25.968	9.34035	0.2359	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	162.80	2,580	5.71	5	551.998	247.10028	0.6357	YES
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	46.07	447	0.02	9	171.995	57.90592	0.7953	YES
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	14.18	11			26.898			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.27	66			4.367			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.26	15	20.962	5.41270	0.7105	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.16	28	7.035	1.32948	0.6917	YES
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	1	34.114	34.15283	0.2635	YES
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142			24.781			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302			20.837			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390			6.596			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12			6.333			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302	0.02	1	20.837	20.83746	0.1938	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390	1.00	2,975	6.596	0.12119	0.4965	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12	0.82	1	6.333	6.59193	0.2049	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	11.57	13,863	20.81	282	48.358	2.90884	-3.1759	NO
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.78	8,055			13.357			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	8.54	20			32.225			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	46.06	2			64.099			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	187.17	435	32.34	126	455.607	46.09370	3.3589	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	22.04	292			144.128			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.02	3			0.000			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	1.29	65			4.393			

Average Completion Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.02	31				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			18.03	226				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.65	368				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			14.90	180				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.28	188				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.05	3				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			56.76	106				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			35.88	94				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			58.29	142				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			2.01	8				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.70	7				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			40.76	12				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.84	125				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.44	7				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			22.84	5				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic								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								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.43	5				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								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			27.45	20				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			28.88	16				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			43.97	1				Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			96.23	2				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			26.16	31				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38.00	1				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.03	1				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			6.36	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.23	366				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			3.53	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			50.60	226				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			51.23	248				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

			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
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.55	339				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	9,439				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.61	218				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3				Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				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								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				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-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15				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			9.78	23				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	156				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.23	5,178				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				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

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	P	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82				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			4.75	4				Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.02	60				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	589				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.02	113				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								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.97	535				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.43	23				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20				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			1.00	1				Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.04	485				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								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82				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			8.05	22				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		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			19.33	27				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.44	128				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	256				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.76	78				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			6.45	49				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			14.04	99				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			9.00	6				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5				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			7.83	6				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.68	84				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								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			9.50	2				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				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			9.06	18				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.15.2.1	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								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	339				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			3.58	4				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.66	145				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			8.37	137				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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.49	318				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.78	6,596				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14				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			5.65	207				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			6.00	3				Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				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							Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.35	20				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.64	151				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.28	3,940				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.75	4				Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.20	56				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.51	585				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.99	110				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								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.95	515				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.45	22				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	439				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.50	16				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19.81	26				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.49	113				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	206				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.82	72				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.24	42				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			14.48	81				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	6				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5				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			7.83	6				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.58	81				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				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			9.06	18				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	325				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			3.58	4				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.83	120				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.41	128				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Disconnect Timeliness

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min			30.43%	11,559				NO

% Completions w/o Notice or < 24 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			0.00%	29				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			1.96%	766				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			10.53%	16,642				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			0.00%	84				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			0.00%	200				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			0.00%	214				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			0.00%	6				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	10				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			0.00%	313				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			0.12%	805				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	17				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic								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			0.00%	125				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			0.00%	591				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	513				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0.00%	6				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	9				Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	36				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	28				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0.00%	3,329				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			0.00%	396				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			0.00%	214				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic

% Cooperative Test Attempts for xDSL

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	263				YES
B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Service Order Accuracy											
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			98.18%	110				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			97.20%	143				YES

Unbundled Network Elements - Maintenance and Repair

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Missed Repair Appointments											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1		0.08229	-12.0693	NO
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	7.78%	86,941	5.95%	3,278		0.00476	3.8360	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.15%	54,602	1.74%	1,720		0.00262	-2.2574	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	2.94%	34		0.04576	1.0422	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	0.00%	25		0.05336	1.4450	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46		0.07279	4.6289	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14		0.05249	0.7634	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132		0.02119	1.0054	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48		0.01016	-1.6421	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	30.00%	10		0.15528	0.6577	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	27.03%	37		0.03236	-7.1133	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	7.78%	86,941	1.86%	807		0.00947	6.2485	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	7.78%	86,941	0.57%	174		0.02032	3.5438	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	7.67%	85,259	8.16%	784		0.00955	-0.5196	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.93%	42,336	9.09%	55		0.01294	-6.3083	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13		0.05300	0.7123	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3		0.04778	0.1442	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	7.78%	86,941	4.48%	67		0.03273	1.0079	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.15%	54,602	3.92%	51		0.01496	-1.8500	NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599						
Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.68%	52,595	0.07%	1,400		0.00350	4.5756	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.25%	52,595	0.50%	1,400		0.00303	2.4753	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.48%	5,873,500	1.07%	305,684		0.00023	18.0710	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	0.56%	305,684		0.00018	20.5155	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	2.23%	1,527		0.00298	-2.9148	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	1.64%	1,527		0.00298	-0.9383	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.88%	5,245		0.00160	2.7430	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	0.27%	5,245		0.00195	8.6545	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.79%	24,339	2.05%	6,446		0.00124	-10.1188	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.99%	24,339	0.74%	6,446		0.00139	1.7615	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.56%	1,783		0.00273	2.7698	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	2.08%	1,783		0.00332	-0.3629	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	1.08%	76,374		0.00044	9.5596	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	0.23%	76,374		0.00044	28.2648	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.54%	5,521,836	1.20%	65,252		0.00049	7.0005	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.77%	5,521,836	0.08%	65,252		0.00034	19.7916	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.28%	909,977	1.06%	1,231		0.00151	-5.1508	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.37%	909,977	0.24%	1,231		0.00173	0.7127	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.48%	5,873,500	11.36%	590		0.00501	-19.7155	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	8.64%	590		0.00397	-19.4336	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836						

Maintenance Average Duration

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510			21.104			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599			12.325			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	4.15	881	36.17	1	6.920	6.92419	-4.6241	NO
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.50	657	2.01	7	1.761	0.66919	-0.7585	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	16.30	86,941	13.90	3,278	21.091	0.37525	6.3938	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	4.71	54,602	4.76	1,720	12.242	0.29980	-0.1665	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	5.81	34	21.034	3.60800	2.8606	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	3.09	25	11.783	2.35686	5.5340	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	8.67	46	73.576	10.92176	3.0475	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	2.10	14	21.947	5.87368	0.3703	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.98	192	5.36	132	11.757	1.32933	1.2232	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	241	3.88	48	4.060	0.64165	-1.9876	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	36.22	10	73.576	23.30106	0.2461	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	17.86	37	21.947	3.62130	-3.7514	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	16.30	86,941	4.87	807	21.091	0.74587	15.3326	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	16.30	86,941	2.56	174	12.242	0.92901	14.7942	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	16.30	85,259	12.43	784	20.946	0.75152	5.1551	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	4.90	42,396	4.95	55	11.915	1.60761	0.3408	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	7.21	2,543	3.34	13	20.261	5.63362	0.6878	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.49	3,338	5.28	3	10.385	5.99826	-0.4644	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	16.30	86,941	17.61	67	21.091	2.57763	-0.5083	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	4.71	54,602	2.54	51	12.242	1.71505	1.2630	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510			21.104			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599			12.325			

% Repeat Troubles within 30 Days

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	18.84%	881	0.00%	1		0.39127	0.4816	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	15.22%	657	14.29%	7		0.13649	0.0685	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	14.96%	86,941	11.84%	3,278		0.00635	4.9180	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.37%	54,602	13.31%	1,720		0.00859	1.2266	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	20.59%	34		0.06129	-0.9075	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	16.00%	25		0.07148	-0.1363	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	10.87%	46		0.05873	1.4569	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	7.14%	14		0.10846	1.2512	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15.63%	192	9.85%	132		0.04105	1.4071	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.03%	241	8.33%	48		0.05142	0.7195	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	30.00%	10		0.12529	-0.8440	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	32.43%	37		0.06687	-1.7525	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	14.96%	86,941	11.90%	807		0.01261	2.4272	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	14.96%	86,941	6.90%	174		0.02706	2.9783	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	14.96%	85,259	10.20%	784		0.01280	3.7143	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.71%	42,336	5.45%	55		0.04641	1.7791	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	19.94%	2,543	7.69%	13		0.11109	1.1022	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	18.96%	3,338	33.33%	3		0.22643	-0.6346	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	14.96%	86,941	14.93%	67		0.04359	0.0073	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.37%	54,602	11.76%	51		0.04914	0.5297	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599						

Out of Service > 24 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1		0.08229	-12.0693	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	13.25%	55,927	9.95%	2,292		0.00723	4.5698	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	3.36%	14,096	2.46%	650		0.00723	1.2460	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	2.94%	34		0.05769	1.7436	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	0.00%	25		0.06728	1.9324	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46		0.07279	4.6289	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14		0.05249	0.7634	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132		0.02119	1.0054	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48		0.01016	-1.6421	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	0.00%	1		0.49040	0.8200	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	13.25%	55,927	1.86%	807		0.01202	9.4763	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	13.25%	55,927	0.57%	174		0.02574	4.9238	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	13.16%	54,910	19.15%	47		0.04933	-1.2141	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	3.41%	13,556	25.00%	4		0.09073	-2.3798	NO
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13		0.05300	0.7123	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3		0.04778	0.1442	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	13.25%	55,927	21.74%	46		0.05001	-1.6977	NO
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	3.36%	14,096	0.00%	28		0.03410	0.9861	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609						

Unbundled Network Elements - Billing

Invoice Accuracy

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.4.1	B-1	FL(%)	BST - State	96.33%	$510,100,820	99.80%	$12,905,831		0.00005	-654.2174	YES

Mean Time to Deliver Invoices - CRIS

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering											
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			36.07%	122				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			90.91%	44				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			98.90%	91				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	109				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%								
Local Interconnection Trunks - Provisioning											
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	21.08	62	24.13	23	10.356	2.52847	-1.2062	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	75	0.00%	25		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	62	0.00%	23		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	1,776	0.00%	1,055		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	51.55	60	18.68	23	161.390	39.58010	0.8304	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			26.05	22				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			0.00%	23				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%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	11				YES
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%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	433,410	0.00%	147,510		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.01%	433,410	0.00%	147,510		0.00004	3.6611	YES

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	Maintenance Average Duration									
C.3.3.1	M&R-3 Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.55	64	0.96	2	1.223	0.87843	-0.4645	YES
	% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	1.56%	64	50.00%	2		0.08905	-5.4391	NO
	Out of Service > 24 hours									
C.3.5.1	M&R-5 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing									
	Invoice Accuracy									
C.4.1	B-1 FL(%)	BST - State	96.33%	$510,100,820	99.46%	$6,852,787		0.00007	-432.6946	YES
	Mean Time to Deliver Invoices - CABS									
C.4.2	B-2 Region(calendar days)	BST - Region	4.84	1	4.55	5,933				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING									
	Trunk Group Performance - Aggregate									
C.5.1	TGP-1 FL	>0.5% dif 2 consec. Hrs			0					YES

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Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

ID	Measure	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.1.1	OSS-2 EDI/Region(%)	>= 99.5%			99.71%					YES
D.1.1.2	OSS-2 HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2 LENS/Region(%)	>= 99.5%			99.99%					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%			100.00%					YES
D.1.1.8	OSS-2 PSIMS/Region(%)	>= 99.5%			100.00%					YES

% Interface Availability - BST & CLEC

ID	Measure	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.2.1	OSS-2 ATLAS/COFFI/Region(%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2 BOCRIS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2 DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2 RSAG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2 SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2 SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2 DOE/Region(%)	>= 99.5%			99.99%					YES
D.1.2.8	OSS-2 LNP Gateway/Region(%)	>= 99.5%			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)*

ID	Measure	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.3.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	0.91	504,236				YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	504,236				YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	245,558				YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	245,558				YES
D.1.3.3.1	OSS-1 ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1330.23	846,836	0.88	80,157				YES
D.1.3.3.2	OSS-1 ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	80,157				YES
D.1.3.4.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	814				YES
D.1.3.4.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	0.53	814				YES
D.1.3.5.1	OSS-1 CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.08	1,411,250				YES
D.1.3.5.2	OSS-1 CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.08	1,411,250				YES
D.1.3.6.1	OSS-1 COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.63	61,284				YES
D.1.3.6.2	OSS-1 COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.63	61,284				YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.03	135,245				YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.03	135,245				YES

Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*

ID	Measure	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.4.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	1.10	320,617				YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	320,617				YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	100,047				YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	100,047				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			1.48	1,576				Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	1330.23	846,836	1.35	28,397				YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	28,397				YES
D.1.4.6.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	296,206				YES
D.1.4.6.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	1.58	296,206				YES
D.1.4.7.1	OSS-1 TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.75	303,005				YES
D.1.4.7.2	OSS-1 TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.75	303,005				YES
D.1.4.8.1	OSS-1 CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec								
D.1.4.8.2	OSS-1 CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.4.9.1	OSS-1 CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec								
D.1.4.9.2	OSS-1 CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec								

Operations Support Systems - Maintenance and Repair

% Interface Availability - BST

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.1	OSS-3 TAFI/Region(%)	>= 99.5%	100.00%							YES

% Interface Availability - CLEC

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%			100.00%					YES
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%			100.00%					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%			100.00%					YES

Average Response Interval <= 4 Seconds

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.4.1	OSS-4 CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950		0.00071	10.4715	NO
D.2.4.2	OSS-4 DLETH/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932		0.00572	-0.2529	YES
D.2.4.3	OSS-4 DLR/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761		0.00148	12.7534	NO
D.2.4.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247		0.00018	-1.1412	YES
D.2.4.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560		0.00168	51.0968	NO
D.2.4.6	OSS-4 LNP/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419		0.00065	6.3576	NO
D.2.4.7	OSS-4 MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.4.8	OSS-4 OSPCM/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103		0.04245	2.4376	NO
D.2.4.9	OSS-4 Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.4.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183		0.00031	-2.1734	YES
D.2.4.11	OSS-4 NIW/Region(%)	Parity w Retail	82.97%	59,426	81.81%	3,860		0.00624	1.8585	NO

Average Response Interval <= 10 Seconds

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.5.1	OSS-4 CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950		0.00032	-10.9212	YES
D.2.5.2	OSS-4 DLETH/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932		0.01353	-5.4284	YES
D.2.5.3	OSS-4 DLR/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761		0.00303	-46.4821	YES
D.2.5.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247		0.00014	-3.7332	YES
D.2.5.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560		0.00118	64.5270	NO
D.2.5.6	OSS-4 LNP/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419		0.00036	1.7778	NO
D.2.5.7	OSS-4 MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.5.8	OSS-4 OSPCM/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103		0.01726	0.4492	YES
D.2.5.9	OSS-4 Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.5.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183		0.00009	-0.0457	YES
D.2.5.11	OSS-4 NIW/Region(%)	Parity w Retail	99.17%	59,426	98.96%	3,860		0.00151	1.3717	YES

Average Response Interval > 10 Seconds

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.6.1	OSS-4 CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950		0.00032	10.9212	YES
D.2.6.2	OSS-4 DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932		0.01353	5.4284	YES
D.2.6.3	OSS-4 DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761		0.00303	46.4821	YES
D.2.6.4	OSS-4 LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247		0.00014	3.7332	YES
D.2.6.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560		0.00118	-64.5270	NO
D.2.6.6	OSS-4 LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419		0.00036	-1.7778	NO
D.2.6.7	OSS-4 MARCH/Region(%)	Parity w Retail	71.65%	6,754	66.84%	594		0.01929	2.4944	YES
D.2.6.8	OSS-4 OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103		0.01726	-0.4492	YES
D.2.6.9	OSS-4 Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083		0.00453	8.1625	YES
D.2.6.10	OSS-4 SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183		0.00009	0.0457	YES
D.2.6.11	OSS-4 NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860		0.00151	-1.3717	YES

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Collocation - Collocation											
Average Response Time											
E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			10	2				YES
E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	4				YES
E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			4	16				YES
Average Arrangement Time											
E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			31	2				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days								
E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			70	2				YES
E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			41	25				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days			90	1				YES
E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days								
E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			15	11				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			1	1				YES
% Due Dates Missed											
E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	2				YES
E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	40				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through											
% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591				NO
% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
General - Pre-Ordering											
Loop Makeup Inquiry (Manual)											
F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	3				YES
Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			98.04%	3,409				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			100.00%	61				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days								
General - Ordering											
Average Speed of Answer											
F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199				YES
General - Maintenance Center											
Average Answer Time											
F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571				YES
General - Operator Services (Toll)											
Average Speed to Answer											
F.6.1	OS-1	FL(seconds)	PBD			3.60					PBD
% Answered in 30 seconds											
F.6.2	OS-2	FL(%)	PBD			98.30%					PBD
General - Directory Assistance											
Average Speed to Answer											
F.7.1	DA-1	FL(seconds)	PBD			2.99					PBD

BellSouth Monthly State Summary
Florida, March 2002

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Answered in 20 seconds										
F.7.2	DA-2	FL(%)	PBD			98.90%					PBD
General - E911										
Mean Interval										
F.8.1	E-3	FL(hours)	PBD			1.30	1,171				PBD
% Accuracy										
F.8.2	E-2	FL(%)	PBD			96.17%	767,461				PBD
% Timeliness										
F.8.3	E-1	FL(%)	PBD			100.00%	1,171				PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES
Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00078	67.5131	NO
Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES
Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119				YES
Recurring Charge Completeness										
F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	80.73%	$17,726,303	98.24%	$2,727,775		0.00058	-299.6209	YES
F.9.5.2	B-7	UNE/FL(%)	>= 90%			99.39%	$1,355,286				YES
F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			92.39%	$4,738				YES
Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	93.87%	$22,383,804	97.03%	$1,033,330		0.00097	-32.4465	YES
F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.84%	$1,649,593				YES
F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			89.14%	$632,195				NO
General - Change Management										
% Software Release Notices Sent On Time										
F.10.1	CM-1	FL(%)	>= 98% w in 30 days								
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			100.00%	2				YES
Average Documentation Release Delay Days										
F.10.5	CM-4	FL(average)	>= 25 days prior to release								
% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	10				YES
General - New Business Requests										
% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	1				YES
% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1				YES
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								

BellSouth Monthly State Summary
Florida, March 2002

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days	███			███				██

General - Ordering

Acknowledgement Message Timeliness

F.12.1.1	O-1 EDI/Region(%)	>= 95% w in 30 min	███		100.00%	93,807				YES
F.12.1.2	O-1 TAG/Region(%)	>= 95% w in 30 min	███		100.00%	334,739				YES

Acknowledgement Message Completeness

F.12.2.1	O-2 EDI/Region(%)	100%	███		100.00%	93,807				YES
F.12.2.2	O-2 TAG/Region(%)	100%	███		100.00%	334,739				NO

General - Database Updates

Average Database Update Interval

F.13.1.1	D-1 LIDB/FL(hours)	PBD	3.26	21	3.26	21				PBD
F.13.1.2	D-1 Directory Listings/FL(hours)	PBD	0.09	26	0.09	26				PBD
F.13.1.3	D-1 Directory Assistance/FL(hours)	PBD	3.90	26	3.90	26				PBD

% Update Accuracy

F.13.2.1	D-2 LIDB/FL(%)	>= 95%	███		100.00%	538				YES
F.13.2.2	D-2 Directory Listings/FL(%)	>= 95%	███		99.38%	324				YES
F.13.2.3	D-2 Directory Assistance/FL(%)	>= 95%	███		100.00%	177				YES

% NXXs / LRNs Loaded by LERG Effective Date

F.13.3	D-3 Region(%)	100%	███		96.77%	30				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	739	2	218	2	███			YES

BellSouth Monthly State Summary
Florida, March 2002
(Georgia Format)

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
Collocation - Collocation									
Average Response Time									
E.1.1.1 C-1 Virtual/FL (calendar days)	<= 20 days	■	■	10	2	■	■	■	YES
E.1.1.2 C-1 Physical Caged/FL (calendar days)	<= 30 days	■	■	5	4	■	■	■	YES
E.1.1.2 C-1 Physical Cageless/FL (calendar days)	<= 30 days	■	■	4	16	■	■	■	YES
Average Arrangement Time									
E.1.2.1 C-2 Virtual-Ordinary/FL (calendar days)	<= 50 days	■	■	31	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	■	■	44	28	■	■	■	YES
E.1.2.4 C-2 Physical Cageless/FL (calendar days)	<= 60 days	■	■	14	12	■	■	■	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

		PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		75.79%	85.28%
		FLOWTHROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.40%	
- RETAIL BUSINESS*		TBD	

*NOTE: BellSouth is reinstituting the reporting of business retail flowthrough as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flowthrough 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.

Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
2		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		48	0	0	48	3	2	0	43	6	0	6	37	92.50%	86.05%	100.00%
4		145	0	0	145	33	12	2	98	14	7	7	84	67.74%	85.71%	92.31%
5		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		151	0	0	151	19	6	8	118	12	10	2	106	78.52%	89.83%	91.38%
7		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
8		0	14	0	14	10	0	0	4	1	0	1	3	23.08%	75.00%	100.00%
9		0	5	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
10		6	0	0	6	1	3	0	2	0	0	0	2	66.67%	100.00%	100.00%
11		0	0	24	24	4	4	0	16	7	5	2	9	50.00%	56.25%	64.29%
12		9	0	0	9	0	5	0	4	0	0	0	4	100.00%	100.00%	100.00%
13		10	0	0	10	0	5	0	5	2	2	0	3	60.00%	60.00%	60.00%
14		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
15		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
16		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
17		58	0	0	58	1	8	1	48	14	13	1	34	70.83%	70.83%	72.34%
18		51	0	0	51	4	15	0	32	19	11	8	13	46.43%	40.63%	54.17%
19		0	3	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
20		341	0	0	341	13	22	10	296	64	34	30	232	83.15%	78.38%	87.22%
21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
22		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
23		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
24		7	0	0	7	0	0	1	6	1	1	0	5	83.33%	83.33%	83.33%
25		8	0	0	8	1	1	0	6	4	0	4	2	66.67%	33.33%	100.00%
26		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
27		0	0	19	19	0	0	2	17	12	5	7	5	50.00%	29.41%	50.00%
28		0	6	0	6	3	0	0	3	1	0	1	2	40.00%	66.67%	100.00%
29		279	0	0	279	15	29	7	228	59	41	18	169	75.11%	74.12%	80.48%
30		49	0	0	49	3	6	1	39	8	6	2	31	77.50%	79.49%	83.78%
31		0	0	651	651	29	38	2	582	42	29	13	540	90.30%	92.78%	94.90%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
									LESOG							
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
32		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
33		32	0	0	32	5	11	1	15	5	0	5	10	66.67%	66.67%	100.00%
34		269	0	0	269	55	82	4	128	54	31	23	74	46.25%	57.81%	70.48%
35		67	0	0	67	5	1	1	60	1	1	0	59	90.77%	98.33%	98.33%
36		0	0	862	862	28	224	8	602	28	17	11	574	92.73%	95.35%	97.12%
37		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
38		0	0	76	76	9	6	1	60	4	4	0	56	81.16%	93.33%	93.33%
39		58	0	0	58	4	0	1	53	6	3	3	47	87.04%	88.68%	94.00%
40		0	0	350	350	42	23	8	277	41	24	17	236	78.15%	85.20%	90.77%
41		44	0	0	44	4	5	0	35	4	3	1	31	81.58%	88.57%	91.18%
42		0	0	376	376	12	23	0	341	12	6	6	329	94.81%	96.48%	98.21%
43		13	0	0	13	0	7	0	6	2	1	1	4	80.00%	66.67%	80.00%
44		464	0	0	464	13	21	11	419	35	27	8	384	90.57%	91.65%	93.43%
45		0	0	6,606	6,606	149	492	70	5,895	685	415	270	5,210	90.23%	88.38%	92.62%
46		69	0	0	69	24	12	2	31	6	5	1	25	46.30%	80.65%	83.33%
47		0	510	0	510	46	42	1	421	123	105	18	298	66.37%	70.78%	73.95%
48		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
49		119	0	0	119	19	18	4	78	22	19	3	56	59.57%	71.79%	74.67%
50		15	0	0	15	1	14	0	0	0	0	0	0	0.00%	0.00%	0.00%
51		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
52		186	0	0	186	30	32	5	119	27	21	6	92	64.34%	77.31%	81.42%
53		89	0	0	89	18	5	0	66	5	4	1	61	73.49%	92.42%	93.85%
54		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
55		0	119	0	119	3	16	0	100	21	20	1	79	77.45%	79.00%	79.80%
56		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
57		0	0	166	166	7	8	0	151	33	25	8	118	78.67%	78.15%	82.52%
58		1,796	0	0	1,796	190	253	18	1,335	159	111	48	1,176	79.62%	88.09%	91.38%
59		41	0	0	41	12	3	0	26	7	5	2	19	52.78%	73.08%	79.17%
60		273	0	0	273	41	43	4	185	70	53	17	115	55.02%	62.16%	68.45%
61		21	0	0	21	2	2	0	17	7	6	1	10	55.56%	58.82%	62.50%
62		63	0	0	63	20	8	2	33	8	6	2	25	49.02%	75.76%	80.65%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH		
								LESOG									
		Mechanized Interface Used			Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
63		0	277	0	277	33	46	0	198	54	32	22	144	68.90%	72.73%	81.82%
64		0	0	378	378	38	54	4	282	64	35	29	218	74.91%	77.30%	86.17%
65		904	0	0	904	121	167	4	612	204	168	36	408	58.54%	66.67%	70.83%
66		1,462	0	0	1,462	143	30	3	1,286	133	118	15	1,153	81.54%	89.66%	90.72%
67		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
68		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
69		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
70		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
71		0	0	4	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
72		1,979	0	0	1,979	172	236	20	1,551	280	231	49	1,271	75.93%	81.95%	84.62%
73		1,067	0	0	1,067	681	30	0	356	34	22	12	322	31.41%	90.45%	93.60%
74		69	0	0	69	8	11	2	48	9	4	5	39	76.47%	81.25%	90.70%
75		547	0	0	547	27	27	0	493	50	47	3	443	85.69%	89.86%	90.41%
76		1,322	0	0	1,322	373	178	17	754	219	165	54	535	49.86%	70.95%	76.43%
77		0	1,859	0	1,859	654	158	7	1,040	276	223	53	764	46.56%	73.46%	77.41%
78		0	75	0	75	25	9	1	40	24	15	9	16	28.57%	40.00%	51.61%
79		192	0	0	192	40	25	0	127	27	22	5	100	61.73%	78.74%	81.97%
80		55	0	0	55	11	9	0	35	10	7	3	25	58.14%	71.43%	78.13%
81		20	0	0	20	0	5	0	15	1	1	0	14	93.33%	93.33%	93.33%
82		10	0	0	10	1	0	0	9	3	2	1	6	66.67%	66.67%	75.00%
83		0	182	0	182	11	12	6	153	17	14	3	136	84.47%	88.89%	90.67%
84		434	0	0	434	43	37	3	351	20	18	2	331	84.44%	94.30%	94.84%
85		0	0	47	47	0	14	0	33	13	13	0	20	60.61%	60.61%	60.61%
86		0	0	111	111	0	13	0	98	22	22	0	76	77.55%	77.55%	77.55%
87		11	0	0	11	0	3	0	8	4	1	3	4	80.00%	50.00%	80.00%
88		0	0	258	258	0	34	0	224	66	63	3	158	71.49%	70.54%	71.49%
89		717	0	0	717	28	45	0	644	54	39	15	590	89.80%	91.61%	93.80%
90		401	0	0	401	40	10	2	349	19	18	1	330	85.05%	94.56%	94.83%
91		789	0	0	789	23	46	3	717	72	59	13	645	88.72%	89.96%	91.62%
92		0	0	19	19	0	3	4	12	2	1	1	10	90.91%	83.33%	90.91%
93		0	362	0	362	26	53	2	281	111	78	33	170	62.04%	60.50%	68.55%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING						FLOWTHROUGH		
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
94		997	0	0	997	77	91	25	804	191	163	28	613	71.86%	76.24%	78.99%
95		32	0	0	32	5	7	2	18	4	3	1	14	63.64%	77.78%	82.35%
96		165	0	0	165	27	17	0	121	19	14	5	102	71.33%	84.30%	87.93%
97		16	0	0	16	0	3	0	13	4	2	2	9	81.82%	69.23%	81.82%
98		106	0	0	106	5	23	0	78	1	1	0	77	92.77%	98.72%	98.72%
99		141	0	0	141	6	15	0	120	16	12	4	104	85.25%	86.67%	89.66%
100		64	0	0	64	4	8	0	52	0	0	0	52	92.86%	100.00%	100.00%
101		109	0	0	109	27	13	2	67	14	8	6	53	60.23%	79.10%	86.89%
102		152	0	0	152	7	18	0	127	6	6	0	121	90.30%	95.28%	95.28%
103		482	0	0	482	51	44	0	387	57	47	10	330	77.10%	85.27%	87.53%
104		91	0	0	91	18	2	0	71	5	5	0	66	74.16%	92.96%	92.96%
105		307	0	0	307	27	11	1	268	18	16	2	250	85.32%	93.28%	93.98%
106		67	0	0	67	4	5	0	58	8	3	5	50	87.72%	86.21%	94.34%
107		6	0	0	6	2	0	0	4	2	2	0	2	33.33%	50.00%	50.00%
108		24,112	0	0	24,112	1,450	1,615	39	21,008	1,377	1,203	174	19,631	88.09%	93.45%	94.23%
109		30	0	0	30	2	4	0	24	8	5	3	16	69.57%	66.67%	76.19%
110		12	0	0	12	0	1	0	11	4	4	0	7	63.64%	63.64%	63.64%
111		25	0	0	25	2	0	0	23	2	2	0	21	84.00%	91.30%	91.30%
112		32	0	0	32	0	4	0	28	11	10	1	17	62.96%	60.71%	62.96%
113		6,067	0	0	6,067	340	608	15	5,104	485	398	87	4,619	86.22%	90.50%	92.07%
114		433	0	0	433	34	17	1	381	19	15	4	362	88.08%	95.01%	96.02%
115		76	0	0	76	16	5	0	55	7	4	3	48	70.59%	87.27%	92.31%
116		27	0	0	27	4	2	2	19	1	1	0	18	78.26%	94.74%	94.74%
117		0	51	0	51	43	0	0	8	6	5	1	2	4.00%	25.00%	28.57%
118		47	0	0	47	4	1	1	41	8	6	2	33	76.74%	80.49%	84.62%
119		52	0	0	52	2	3	0	47	1	1	0	46	93.88%	97.87%	97.87%
120		572	0	0	572	74	63	2	433	110	87	23	323	66.74%	74.60%	78.78%
121		703	0	0	703	60	15	3	625	219	197	22	406	61.24%	64.96%	67.33%
122		76	0	0	76	28	5	0	43	11	6	5	32	48.48%	74.42%	84.21%
123		0	420	0	420	252	62	11	95	53	32	21	42	12.88%	44.21%	56.76%
124		5,930	0	0	5,930	808	508	68	4,546	934	753	181	3,612	69.82%	79.45%	82.75%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
125		112	0	0	112	10	10	0	92	14	14	0	78	76.47%	84.78%	84.78%
126		0	1,396	0	1,396	38	70	0	1,288	115	101	14	1,173	89.41%	91.07%	92.07%
127		0	0	88	88	0	10	1	77	4	2	2	73	97.33%	94.81%	97.33%
128		34	0	0	34	5	3	2	24	6	2	4	18	72.00%	75.00%	90.00%
129		0	0	51	51	13	15	0	23	6	4	2	17	50.00%	73.91%	80.95%
130		290	0	0	290	18	13	2	257	17	14	3	240	88.24%	93.39%	94.49%
131		90	0	0	90	0	20	2	68	33	24	9	35	59.32%	51.47%	59.32%
132		671	0	0	671	62	58	3	548	83	78	5	465	76.86%	84.85%	85.64%
133		2,390	0	0	2,390	355	227	8	1,800	554	487	67	1,246	59.67%	69.22%	71.90%
134		39	0	0	39	2	5	0	32	7	6	1	25	75.76%	78.13%	80.65%
135		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
136		0	0	21	21	0	3	0	18	0	0	0	18	100.00%	100.00%	100.00%
137		20	0	0	20	0	2	1	17	5	4	1	12	75.00%	70.59%	75.00%
138		0	0	609	609	124	15	2	468	81	71	10	387	66.49%	82.69%	84.50%
139		6	0	0	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
140		0	113	0	113	88	8	0	17	10	6	4	7	6.93%	41.18%	53.85%
141		90	0	0	90	29	17	0	44	4	3	1	40	55.56%	90.91%	93.02%
142		834	0	0	834	85	51	3	695	102	86	16	593	77.62%	85.32%	87.33%
143		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
144		0	0	129	129	5	8	0	116	3	3	0	113	93.39%	97.41%	97.41%
145		36	0	0	36	1	6	4	25	16	6	10	9	56.25%	36.00%	60.00%
146		0	1,133	0	1,133	151	92	0	890	79	58	21	811	79.51%	91.12%	93.33%
147		1,221	0	0	1,221	59	76	6	1,080	255	212	43	825	75.27%	76.39%	79.56%
148		3	0	0	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
149		0	0	1,498	1,498	181	155	9	1,153	218	173	45	935	72.54%	81.09%	84.39%
150		7	0	0	7	0	2	0	5	2	2	0	3	60.00%	60.00%	60.00%
151		897	0	0	897	87	98	8	704	75	60	15	629	81.06%	89.35%	91.29%
152		87	0	0	87	5	5	0	77	3	2	1	74	91.36%	96.10%	97.37%
153		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
154		0	2,153	0	2,153	66	468	5	1,614	709	410	299	905	65.53%	56.07%	68.82%
155		2,485	0	0	2,485	942	196	8	1,339	498	352	146	841	39.39%	62.81%	70.49%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
156		34	0	0	34	0	1	1	32	4	0	4	28	100.00%	87.50%	100.00%
157		8	0	0	8	1	1	0	6	3	3	0	3	42.86%	50.00%	50.00%
158		256	0	0	256	74	23	0	159	23	15	8	136	60.44%	85.53%	90.07%
159		32	0	0	32	6	5	0	21	4	4	0	17	62.96%	80.95%	80.95%
160		0	0	397	397	4	28	0	365	3	2	1	362	98.37%	99.18%	99.45%
161		82	0	0	82	0	8	0	74	8	6	2	66	91.67%	89.19%	91.67%
162		10	0	0	10	0	3	1	6	4	0	4	2	100.00%	33.33%	100.00%
163		892	0	0	892	140	24	3	725	35	30	5	690	80.23%	95.17%	95.83%
164		40	0	0	40	11	6	0	23	4	1	3	19	61.29%	82.61%	95.00%
165		0	4	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33.33%
166		371	0	0	371	82	30	5	254	56	34	22	198	63.06%	77.95%	85.34%
167		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
168		0	601	0	601	130	100	5	366	69	35	34	297	64.29%	81.15%	89.46%
169		1,123	0	0	1,123	260	118	21	724	197	137	60	527	57.03%	72.79%	79.37%
170		76	0	0	76	10	13	1	52	13	13	0	39	62.90%	75.00%	75.00%
171		705	0	0	705	78	51	8	568	106	76	30	462	75.00%	81.34%	85.87%
172		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
173		181	0	0	181	20	19	1	141	12	9	3	129	81.65%	91.49%	93.48%
174		0	0	2,552	2,552	58	188	9	2,297	141	109	32	2,156	92.81%	93.86%	95.19%
175		9	0	0	9	1	2	0	6	0	0	0	6	85.71%	100.00%	100.00%
176		185	0	0	185	77	24	4	80	36	24	12	44	30.34%	55.00%	64.71%
177		0	2,832	0	2,832	386	406	45	1,995	688	492	196	1,307	59.82%	65.51%	72.65%
178		169	0	0	169	23	8	4	134	29	23	6	105	69.54%	78.36%	82.03%
179		389	0	0	389	13	15	0	361	14	7	7	347	94.55%	96.12%	98.02%
180		0	59	0	59	1	8	0	50	5	4	1	45	90.00%	90.00%	91.84%
181		126	0	0	126	2	8	0	116	11	9	2	105	90.52%	90.52%	92.11%
182		4,768	0	0	4,768	91	620	5	4,052	203	143	60	3,849	94.27%	94.99%	96.42%
183		810	0	0	810	148	29	6	627	134	114	20	493	65.30%	78.63%	81.22%
184		0	2,282	0	2,282	26	351	0	1,905	182	135	47	1,723	91.45%	90.45%	92.73%
185		31	0	0	31	1	11	0	19	2	1	1	17	89.47%	89.47%	94.44%
186		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING								FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
187		0	8	0	8	0	4	0	4	4	2	2	0	0.00%	0.00%	0.00%
188		425	0	0	425	96	34	3	292	83	57	26	209	57.73%	71.58%	78.57%
189		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
190		0	0	109	109	6	12	0	91	21	17	4	70	75.27%	76.92%	80.46%
191		32	0	0	32	6	2	0	24	3	1	2	21	75.00%	87.50%	95.45%
192		650	0	0	650	18	28	2	602	51	45	6	551	89.74%	91.53%	92.45%
193		23	0	0	23	8	0	0	15	1	0	1	14	63.64%	93.33%	100.00%
194		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
195		0	0	17	17	0	5	0	12	4	2	2	8	80.00%	66.67%	80.00%
196		0	0	67	67	10	7	0	50	18	16	2	32	55.17%	64.00%	66.67%
197		0	0	82	82	1	27	1	53	22	16	6	31	64.58%	58.49%	65.96%
198		5	0	0	5	0	0	0	5	2	0	2	3	100.00%	60.00%	100.00%
199		0	0	357	357	132	24	9	192	85	47	38	107	37.41%	55.73%	69.48%
200		41	0	0	41	7	2	0	32	1	0	1	31	81.58%	96.88%	100.00%
201		6	0	0	6	1	3	0	2	1	1	0	1	33.33%	50.00%	50.00%
202		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
203		63	0	0	63	9	8	0	46	21	13	8	25	53.19%	54.35%	65.79%
204		0	20,502	0	20,502	1,185	5,902	8	13,407	8,404	4,065	4,339	5,003	48.80%	37.32%	55.17%
205		8	0	0	8	0	2	0	6	5	4	1	1	20.00%	16.67%	20.00%
206		997	0	0	997	170	258	3	566	196	118	78	370	56.23%	65.37%	75.82%
207		323	0	0	323	42	21	2	258	61	46	15	197	69.12%	76.36%	81.07%
208		462	0	0	462	37	33	1	391	72	62	10	319	76.32%	81.59%	83.73%
209		10	0	0	10	8	0	0	2	0	0	0	2	20.00%	100.00%	100.00%
210		63	0	0	63	16	6	1	40	11	10	1	29	52.73%	72.50%	74.36%
211		0	0	639	639	118	85	9	427	72	48	24	355	68.14%	83.14%	88.09%
212		0	0	75	75	3	3	2	67	26	18	8	41	66.13%	61.19%	69.49%
213		196	0	0	196	17	21	2	156	6	3	3	150	88.24%	96.15%	98.04%
214		0	2,995	0	2,995	59	197	2	2,737	230	170	60	2,507	91.63%	91.60%	93.65%
215		39	0	0	39	2	15	0	22	8	3	5	14	73.68%	63.64%	82.35%
216		133	0	0	133	6	16	0	111	7	4	3	104	91.23%	93.69%	96.30%
217		0	1,720	0	1,720	38	172	0	1,510	119	95	24	1,391	91.27%	92.12%	93.61%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING						FLOWTHROUGH		
								LESOG								
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
218		466	0	0	466	7	116	5	338	101	63	38	237	77.20%	70.12%	79.00%
219		0	7,752	0	7,752	452	698	6	6,596	1,032	768	264	5,564	82.02%	84.35%	87.87%
220		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
221		39	0	0	39	0	4	1	34	8	3	5	26	89.66%	76.47%	89.66%
222		14	0	0	14	4	2	0	8	1	1	0	7	58.33%	87.50%	87.50%
223		0	693	0	693	40	58	4	591	72	56	16	519	84.39%	87.82%	90.26%
224		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
225		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
226		11	0	0	11	1	0	0	10	4	4	0	6	54.55%	60.00%	60.00%
227		5	0	0	5	0	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
228		0	672	0	672	41	184	17	430	135	54	81	295	75.64%	68.60%	84.53%
229		7	0	0	7	0	3	0	4	2	1	1	2	66.67%	50.00%	66.67%
230		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
231		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
232		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
233		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
234		131	0	0	131	3	43	0	85	10	4	6	75	91.46%	88.24%	94.94%
235		0	41,702	0	41,702	3,139	3,158	407	34,998	5,052	3,368	1,684	29,946	82.15%	85.56%	89.89%
236		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
237		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
238		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
239		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
240		83	0	0	83	21	7	1	54	8	7	1	46	62.16%	85.19%	86.79%
241		0	2,980	0	2,980	40	350	0	2,590	1,150	760	390	1,440	64.29%	55.60%	65.45%
242		32	0	0	32	8	0	0	24	16	9	7	8	32.00%	33.33%	47.06%
243		0	0	113	113	41	37	0	35	32	11	21	3	5.45%	8.57%	21.43%
244		21	0	0	21	0	2	0	19	6	3	3	13	81.25%	68.42%	81.25%
245		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
246		0	1,498	0	1,498	61	220	13	1,204	190	110	80	1,014	85.57%	84.22%	90.21%
247		2,878	0	0	2,878	203	453	11	2,211	136	114	22	2,075	86.75%	93.85%	94.79%
248		115	0	0	115	9	5	0	101	12	11	1	89	81.65%	88.12%	89.00%

05/24/2002

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING						FLOWTHROUGH		
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
249		604	0	0	604	23	21	0	560	26	24	2	534	91.91%	95.36%	95.70%
250		362	0	0	362	21	1	0	340	15	15	0	325	90.03%	95.59%	95.59%
251		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
252		9	0	0	9	4	0	0	5	2	1	1	3	37.50%	60.00%	75.00%
253		0	0	13	13	6	0	0	7	2	2	0	5	38.46%	71.43%	71.43%
254		0	26	0	26	0	10	1	15	8	4	4	7	63.64%	46.67%	63.64%
255		100	0	0	100	6	13	1	80	7	7	0	73	84.88%	91.25%	91.25%
256		0	0	534	534	91	23	51	369	218	160	58	151	37.56%	40.92%	48.55%
257		0	0	443	443	41	72	2	328	90	69	21	238	68.39%	72.56%	77.52%
258		640	0	0	640	149	114	2	375	91	73	18	284	56.13%	75.73%	79.55%
259		370	0	0	370	34	62	1	273	21	17	4	252	83.17%	92.31%	93.68%
260		42	0	0	42	3	12	0	27	8	7	1	19	65.52%	70.37%	73.08%
261		61,889	0	0	61,889	5,004	11,074	551	45,260	13,322	10,154	3,168	31,938	67.81%	70.57%	75.88%
262		13,564	0	0	13,564	481	1,749	162	11,172	4,150	2,501	1,649	7,022	70.19%	62.85%	73.74%
263		397	0	0	397	40	28	2	327	36	29	7	291	80.83%	88.99%	90.94%
264		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
265		0	0	50	50	1	5	1	43	2	2	0	41	93.18%	95.35%	95.35%
266		185	0	0	185	6	50	6	123	59	52	7	64	52.46%	52.03%	55.17%
267		89	0	0	89	12	10	2	65	10	8	2	55	73.33%	84.62%	87.30%
268		996	0	0	996	94	50	3	849	60	51	9	789	84.48%	92.93%	93.93%
269		175	0	0	175	3	2	2	168	26	19	7	142	86.59%	84.52%	88.20%
270		220	0	0	220	21	33	10	156	60	49	11	96	57.83%	61.54%	66.21%
271		349	0	0	349	33	30	0	286	14	8	6	272	86.90%	95.10%	97.14%
272		263	0	0	263	34	6	2	221	14	12	2	207	81.82%	93.67%	94.52%
273		841	0	0	841	71	25	3	742	49	37	12	693	86.52%	93.40%	94.93%
274		21	0	0	21	2	0	0	19	1	1	0	18	85.71%	94.74%	94.74%
275		1,324	0	0	1,324	86	19	3	1,216	71	58	13	1,145	88.83%	94.16%	95.18%
276		13	0	0	13	4	5	0	4	1	1	0	3	37.50%	75.00%	75.00%
277		12	0	0	12	11	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
278		0	98	0	98	0	13	5	80	29	11	18	51	82.26%	63.75%	82.26%
279		0	0	3,323	3,323	13	502	13	2,795	1,022	562	460	1,773	75.51%	63.43%	75.93%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
280		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
281		0	0	2,629	2,629	78	37	22	2,492	468	401	67	2,024	80.86%	81.22%	83.46%
282		10,104	0	0	10,104	584	601	17	8,902	635	589	46	8,267	87.57%	92.87%	93.35%
283		576	0	0	576	32	45	3	496	23	18	5	473	90.44%	95.36%	96.33%
284		7	0	0	7	0	3	0	4	2	0	2	2	100.00%	50.00%	100.00%
285		383	0	0	383	55	35	0	293	32	22	10	261	77.22%	89.08%	92.23%
286		0	3	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
287		272	0	0	272	12	35	1	224	43	28	15	181	81.90%	80.80%	86.60%
288		54	0	0	54	11	6	0	37	12	6	6	25	59.52%	67.57%	80.65%
289		16	0	0	16	6	1	0	9	2	2	0	7	46.67%	77.78%	77.78%
290		25	0	0	25	0	8	1	16	2	1	1	14	93.33%	87.50%	93.33%
291		67	0	0	67	13	13	1	40	16	16	0	24	45.28%	60.00%	60.00%
292		95	0	0	95	8	6	6	75	27	21	6	48	62.34%	64.00%	69.57%
293		60	0	0	60	11	4	3	42	11	7	4	31	63.27%	73.81%	81.58%
294		0	94	0	94	32	20	0	42	10	9	1	32	43.84%	76.19%	78.05%
295		110	0	0	110	12	11	0	87	20	15	5	67	71.28%	77.01%	81.71%
296		376	0	0	376	39	17	1	319	18	15	3	301	84.79%	94.36%	95.25%
297		125	0	0	125	20	13	2	90	5	4	1	85	77.98%	94.44%	95.51%
298		0	21	0	21	2	5	1	13	1	0	1	12	85.71%	92.31%	100.00%
299		1,585	0	0	1,585	78	147	25	1,335	387	250	137	948	74.29%	71.01%	79.13%
300		165	0	0	165	28	13	4	120	66	47	19	54	41.86%	45.00%	53.47%
301		0	31	0	31	3	2	0	26	8	5	3	18	69.23%	69.23%	78.26%
302		47	0	0	47	24	4	1	18	3	3	0	15	35.71%	83.33%	83.33%
303		216	0	0	216	73	44	1	98	50	42	8	48	29.45%	48.98%	53.33%
304		2,313	0	0	2,313	42	57	11	2,203	91	71	20	2,112	94.92%	95.87%	96.75%
305		17	0	0	17	3	0	1	13	1	0	1	12	80.00%	92.31%	100.00%
306		0	30	0	30	0	3	0	27	9	4	5	18	81.82%	66.67%	81.82%
307		488	0	0	488	51	35	1	401	31	26	5	370	82.77%	92.27%	93.43%
308		21	0	0	21	8	2	0	11	1	1	0	10	52.63%	90.91%	90.91%
309		561	0	0	561	97	71	6	387	69	44	25	318	69.28%	82.17%	87.85%
310		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
311		16	0	0	16	0	1	0	15	12	6	6	3	33.33%	20.00%	33.33%
312		20	0	0	20	3	2	0	15	0	0	0	15	83.33%	100.00%	100.00%
313		88	0	0	88	12	6	0	70	9	6	3	61	77.22%	87.14%	91.04%
314		7	0	0	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%
315		11	0	0	11	1	2	0	8	3	2	1	5	62.50%	62.50%	71.43%
316		217	0	0	217	23	12	2	180	29	25	4	151	75.88%	83.89%	85.80%
317		101	0	0	101	15	12	0	74	7	6	1	67	76.14%	90.54%	91.78%
318		150	0	0	150	25	20	0	105	25	17	8	80	65.57%	76.19%	82.47%
319		6	0	0	6	0	1	0	5	4	2	2	1	33.33%	20.00%	33.33%
320		11	0	0	11	0	3	0	8	3	3	0	5	62.50%	62.50%	62.50%
321		9	0	0	9	0	1	1	7	2	1	1	5	83.33%	71.43%	83.33%
322		0	0	70	70	11	14	0	45	10	7	3	35	66.04%	77.78%	83.33%
323		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
324		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
325		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
326		502	0	0	502	43	47	1	411	42	40	2	369	81.64%	89.78%	90.22%
327		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
328		1,247	0	0	1,247	62	37	0	1,148	40	36	4	1,108	91.87%	96.52%	96.85%
329		1,935	0	0	1,935	57	118	1	1,759	160	94	66	1,599	91.37%	90.90%	94.45%
330		6	0	0	6	1	1	0	4	1	1	0	3	60.00%	75.00%	75.00%
331		21	0	0	21	1	1	0	19	8	8	0	11	55.00%	57.89%	57.89%
332		2,600	0	0	2,600	365	201	10	2,024	185	157	28	1,839	77.89%	90.86%	92.13%
333		469	0	0	469	48	45	5	371	49	30	19	322	80.50%	86.79%	91.48%
334		0	0	9,817	9,817	763	2,997	58	5,999	1,386	807	579	4,613	74.61%	76.90%	85.11%
335		0	0	4	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
336		250	0	0	250	36	17	0	197	14	14	0	183	78.54%	92.89%	92.89%
337		43	0	0	43	7	1	0	35	6	5	1	29	70.73%	82.86%	85.29%
338		53	0	0	53	11	4	0	38	6	6	0	32	65.31%	84.21%	84.21%
339		22	0	0	22	2	1	0	19	0	0	0	19	90.48%	100.00%	100.00%
340		23	0	0	23	1	1	0	21	6	4	2	15	75.00%	71.43%	78.95%
341		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
342		0	0	49	49	0	9	0	40	0	0	0	40	100.00%	100.00%	100.00%
343		1,458	0	0	1,458	126	126	5	1,201	83	64	19	1,118	85.47%	93.09%	94.59%
344		413	0	0	413	33	34	2	344	26	25	1	318	84.57%	92.44%	92.71%
345		7,920	0	0	7,920	267	758	6	6,889	689	555	134	6,200	88.29%	90.00%	91.78%
346		157	0	0	157	15	15	0	127	8	8	0	119	83.80%	93.70%	93.70%
347		6	0	0	6	1	1	0	4	2	2	0	2	40.00%	50.00%	50.00%
348		75	0	0	75	16	1	3	55	10	9	1	45	64.29%	81.82%	83.33%
349		1,032	0	0	1,032	76	147	1	808	33	31	2	775	87.87%	95.92%	96.15%
350		1,207	0	0	1,207	84	70	5	1,048	75	61	14	973	87.03%	92.84%	94.10%
351		0	0	9	9	0	5	0	4	4	4	0	0	0.00%	0.00%	0.00%
352		43	0	0	43	0	8	0	35	35	35	0	0	0.00%	0.00%	0.00%
353		0	70	0	70	0	19	0	51	9	9	0	42	82.35%	82.35%	82.35%
354		0	0	4	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
355		63	0	0	63	8	6	1	48	13	11	2	35	64.81%	72.92%	76.09%
356		34	0	0	34	1	7	1	25	5	5	0	20	76.92%	80.00%	80.00%
357		406	0	0	406	62	56	8	280	73	52	21	207	64.49%	73.93%	79.92%
358		2,418	0	0	2,418	230	233	9	1,946	164	137	27	1,782	82.92%	91.57%	92.86%
359		46	0	0	46	1	2	2	41	8	4	4	33	86.84%	80.49%	89.19%
360		21	0	0	21	0	1	0	20	0	0	0	20	100.00%	100.00%	100.00%
361		0	0	58	58	13	5	3	37	23	12	11	14	35.90%	37.84%	53.85%
362		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
363		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
364		1,495	0	0	1,495	113	258	25	1,099	285	166	119	814	74.47%	74.07%	83.06%
365		433	0	0	433	39	21	2	371	23	15	8	348	86.57%	93.80%	95.87%
366		0	0	53	53	0	6	0	47	9	5	4	38	88.37%	80.85%	88.37%
367		0	0	15	15	0	1	0	14	2	1	1	12	92.31%	85.71%	92.31%
368		0	0	504	504	95	76	0	333	87	67	20	246	60.29%	73.87%	78.59%
369		978	0	0	978	102	94	12	770	147	104	43	623	75.15%	80.91%	85.69%
370		127	0	0	127	18	16	3	90	16	14	2	74	69.81%	82.22%	84.09%
371		10	0	0	10	0	0	0	10	1	0	1	9	100.00%	90.00%	100.00%
372		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING							FLOWTHROUGH		
								LESOG								
		Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
373		276	0	0	276	62	10	2	202	31	11	20	171	70.08%	84.65%	93.96%
374		0	703	0	703	12	110	0	581	48	37	11	533	91.58%	91.74%	93.51%
375		11	0	0	11	7	0	0	4	1	1	0	3	27.27%	75.00%	75.00%
376		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
377		359	0	0	359	34	21	3	301	22	16	6	279	84.80%	92.69%	94.58%
378		188	0	0	188	10	17	1	160	11	11	0	149	87.65%	93.13%	93.13%
379		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
380		1,193	0	0	1,193	1,017	18	4	154	8	4	4	146	12.51%	94.81%	97.33%
381		1,264	0	0	1,264	1,106	47	0	111	7	3	4	104	8.57%	93.69%	97.20%
382		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
383		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
384		36	0	0	36	29	6	0	1	0	0	0	1	3.33%	100.00%	100.00%
385		2,041	0	0	2,041	160	269	7	1,605	118	100	18	1,487	85.12%	92.65%	93.70%
386		1,262	0	0	1,262	112	78	3	1,069	73	61	12	996	85.20%	93.17%	94.23%
387		982	0	0	982	111	39	4	828	108	104	4	720	77.01%	86.96%	87.38%
388		0	0	2,316	2,316	699	27	102	1,488	527	424	103	961	46.11%	64.58%	69.39%
389		2,225	0	0	2,225	183	104	2	1,936	84	70	14	1,852	87.98%	95.66%	96.36%
390		199	0	0	199	33	5	2	159	8	3	5	151	80.75%	94.97%	98.05%
391		81	0	0	81	13	2	0	66	6	5	1	60	76.92%	90.91%	92.31%
392		0	84	0	84	7	15	0	62	13	8	5	49	76.56%	79.03%	85.96%
393		99	0	0	99	13	15	0	71	9	6	3	62	76.54%	87.32%	91.18%
394		7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100.00%	100.00%
395		706	0	0	706	58	92	25	531	395	315	80	136	26.72%	25.61%	30.16%
396		173	0	0	173	15	17	0	141	34	30	4	107	70.39%	75.89%	78.10%
397		293	0	0	293	35	25	3	230	48	26	22	182	74.90%	79.13%	87.50%
398		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
399		0	0	7	7	0	2	0	5	1	0	1	4	100.00%	80.00%	100.00%
400		35	0	0	35	6	1	0	28	7	7	0	21	61.76%	75.00%	75.00%
401		129	0	0	129	13	6	3	107	43	38	5	64	55.65%	59.81%	62.75%
402		138	0	0	138	25	19	4	90	13	7	6	77	70.64%	85.56%	91.67%
403		0	169	0	169	26	24	0	119	53	25	28	66	56.41%	55.46%	72.53%

AGGREGATE ORDER TYPES																
Company Info							**LSR PROCESSING**								**FLOWTHROUGH**	
							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
404		697	0	0	697	72	36	0	589	47	45	2	542	82.25%	92.02%	92.33%
405		187	0	0	187	10	4	0	173	24	19	5	149	83.71%	86.13%	88.69%
406		149	0	0	149	5	14	3	127	11	8	3	116	89.92%	91.34%	93.55%
407		0	0	1,713	1,713	42	195	8	1,468	62	41	21	1,406	94.43%	95.78%	97.17%
408		0	0	228	228	1	19	0	208	1	1	0	207	99.04%	99.52%	99.52%
409		442	0	0	442	34	17	2	389	18	15	3	371	88.33%	95.37%	96.11%
410		0	0	3	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
411		47	0	0	47	2	12	0	33	3	3	0	30	85.71%	90.91%	90.91%
412		17	0	0	17	1	4	0	12	7	4	3	5	50.00%	41.67%	55.56%
413		299	0	0	299	28	14	2	255	17	15	2	238	84.70%	93.33%	94.07%
414		297	0	0	297	49	12	0	236	17	17	0	219	76.84%	92.80%	92.80%
415		26	0	0	26	4	2	0	20	15	10	5	5	26.32%	25.00%	33.33%
416		142	0	0	142	10	3	1	128	4	4	0	124	89.86%	96.88%	96.88%
417		130	0	0	130	32	16	0	82	6	5	1	76	67.26%	92.68%	93.83%
418		11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%
419		0	0	216	216	3	25	0	188	5	4	1	183	96.32%	97.34%	97.86%
420		637	0	0	637	50	27	4	556	37	31	6	519	86.50%	93.35%	94.36%
421		0	3	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
422		36	0	0	36	1	1	1	33	8	6	2	25	78.13%	75.76%	80.65%
423		856	0	0	856	62	51	4	739	78	62	16	661	84.20%	89.45%	91.42%
424		47	0	0	47	7	2	1	37	7	2	5	30	76.92%	81.08%	93.75%
425		201	0	0	201	7	12	1	181	23	23	0	158	84.04%	87.29%	87.29%
426		32	0	0	32	14	2	1	15	3	2	1	12	42.86%	80.00%	85.71%
427		0	60	0	60	4	7	0	49	15	6	9	34	77.27%	69.39%	85.00%
428		9	0	0	9	0	1	0	8	3	2	1	5	71.43%	62.50%	71.43%
429		0	24	0	24	6	6	0	12	4	1	3	8	53.33%	66.67%	88.89%
430		121	0	0	121	12	5	0	104	14	13	1	90	78.26%	86.54%	87.38%
431		168	0	0	168	40	18	1	109	34	30	4	75	51.72%	68.81%	71.43%
432		451	0	0	451	103	42	5	301	44	32	12	257	65.56%	85.38%	88.93%
433		0	0	557	557	63	88	0	406	130	112	18	276	61.20%	67.98%	71.13%
434		189	0	0	189	33	31	9	116	34	25	9	82	58.57%	70.69%	76.64%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
435		13	0	0	13	0	2	0	11	3	3	0	8	72.73%	72.73%	72.73%
436		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
437		25	0	0	25	4	4	0	17	4	2	2	13	68.42%	76.47%	86.67%
438		342	0	0	342	45	13	1	283	21	20	1	262	80.12%	92.58%	92.91%
439		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
440		5	0	0	5	2	1	0	2	1	1	0	1	25.00%	50.00%	50.00%
441		180	0	0	180	25	25	2	128	23	10	13	105	75.00%	82.03%	91.30%
442		250	0	0	250	27	30	5	188	49	37	12	139	68.47%	73.94%	78.98%
443		0	0	268	268	61	39	1	167	46	32	14	121	56.54%	72.46%	79.08%
444		1,261	0	0	1,261	145	92	7	1,017	85	64	21	932	81.68%	91.64%	93.57%
445		62	0	0	62	4	4	1	53	8	4	4	45	84.91%	84.91%	91.84%
446		16	0	0	16	0	8	0	8	0	0	0	8	100.00%	100.00%	100.00%
447		105	0	0	105	27	9	1	68	14	9	5	54	60.00%	79.41%	85.71%
448		92	0	0	92	14	13	1	64	12	11	1	52	67.53%	81.25%	82.54%
449		43	0	0	43	7	4	0	32	8	3	5	24	70.59%	75.00%	88.89%
450		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
451		0	402	0	402	112	78	0	212	66	61	5	146	45.77%	68.87%	70.53%
452		34	0	0	34	3	5	0	26	1	1	0	25	86.21%	96.15%	96.15%
453		19	0	0	19	0	10	0	9	2	2	0	7	77.78%	77.78%	77.78%
454		0	23	0	23	2	6	1	14	3	1	2	11	78.57%	78.57%	91.67%
455		17	0	0	17	3	5	0	9	5	2	3	4	44.44%	44.44%	66.67%
456		25	0	0	25	0	3	0	22	10	10	0	12	54.55%	54.55%	54.55%
457		77	0	0	77	3	5	0	69	12	8	4	57	83.82%	82.61%	87.69%
458		54	0	0	54	4	6	0	44	6	5	1	38	80.85%	86.36%	88.37%
459		0	0	32	32	6	1	2	23	7	6	1	16	57.14%	69.57%	72.73%
460		300	0	0	300	32	21	1	246	12	8	4	234	85.40%	95.12%	96.69%
461		4,997	0	0	4,997	508	412	13	4,064	448	319	129	3,616	81.39%	88.98%	91.89%
462		1,695	0	0	1,695	181	214	12	1,288	111	87	24	1,177	81.45%	91.38%	93.12%
463		0	0	1,131	1,131	178	204	3	746	194	153	41	552	62.51%	73.99%	78.30%
464		1,425	0	0	1,425	204	175	28	1,018	190	141	49	828	70.59%	81.34%	85.45%
465		103	0	0	103	14	11	0	78	9	7	2	69	76.67%	88.46%	90.79%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING							FLOWTHROUGH		
							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
466		1,817	0	0	1,817	272	245	7	1,293	174	158	16	1,119	72.24%	86.54%	87.63%
467		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
468		0	0	197	197	0	1	0	196	20	5	15	176	97.24%	89.80%	97.24%
469		725	0	0	725	17	36	58	614	358	293	65	256	45.23%	41.69%	46.63%
470		539	0	0	539	50	33	2	454	46	29	17	408	83.78%	89.87%	93.36%
471		1,736	0	0	1,736	176	120	5	1,435	101	79	22	1,334	83.95%	92.96%	94.41%
472		685	0	0	685	102	15	1	567	37	35	2	530	79.46%	93.47%	93.81%
473		18	0	0	18	1	2	0	15	1	1	0	14	87.50%	93.33%	93.33%
474		8	0	0	8	2	0	0	6	2	0	2	4	66.67%	66.67%	100.00%
475		966	0	0	966	59	45	8	854	169	135	34	685	77.93%	80.21%	83.54%
476		442	0	0	442	23	13	4	402	64	52	12	338	81.84%	84.08%	86.67%
477		384	0	0	384	17	31	2	334	10	7	3	324	93.10%	97.01%	97.89%
478		47	0	0	47	1	13	0	33	5	1	4	28	93.33%	84.85%	96.55%
479		6	0	0	6	0	0	0	6	2	2	0	4	66.67%	66.67%	66.67%
480		0	363	0	363	3	35	5	320	117	93	24	203	67.89%	63.44%	68.58%
481		543	0	0	543	191	87	5	260	58	35	23	202	47.20%	77.69%	85.23%
482		1,300	0	0	1,300	99	53	2	1,146	63	53	10	1,083	87.69%	94.50%	95.33%
483		80	0	0	80	11	12	1	56	13	7	6	43	70.49%	76.79%	86.00%
484		1,349	0	0	1,349	91	107	3	1,148	125	79	46	1,023	85.75%	89.11%	92.83%
485		0	0	884	884	160	116	11	597	201	162	39	396	55.15%	66.33%	70.97%
486		0	0	1,099	1,099	228	105	12	754	244	201	43	510	54.31%	67.64%	71.73%
487		14	0	0	14	6	2	1	5	2	2	0	3	27.27%	60.00%	60.00%
488		69	0	0	69	11	18	0	40	12	8	4	28	59.57%	70.00%	77.78%
489		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
490		485	0	0	485	53	17	0	415	24	20	4	391	84.27%	94.22%	95.13%
491		0	55	0	55	43	7	0	5	0	0	0	5	10.42%	100.00%	100.00%
492		14	0	0	14	5	0	0	9	0	0	0	9	64.29%	100.00%	100.00%
493		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
494		10	0	0	10	0	1	1	8	4	0	4	4	100.00%	50.00%	100.00%
495		0	0	2,115	2,115	382	269	20	1,444	434	321	113	1,010	58.96%	69.94%	75.88%
496		48	0	0	48	6	1	0	41	2	2	0	39	82.98%	95.12%	95.12%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
497		71	0	0	71	11	7	1	52	15	7	8	37	67.27%	71.15%	84.09%
498		0	0	8	8	0	4	0	4	1	0	1	3	100.00%	75.00%	100.00%
499		0	0	989	989	163	107	5	714	216	177	39	498	59.43%	69.75%	73.78%
500		119	0	0	119	22	11	1	85	31	26	5	54	52.94%	63.53%	67.50%
501		108	0	0	108	16	6	0	86	11	10	1	75	74.26%	87.21%	88.24%
502		168	0	0	168	26	2	2	138	16	13	3	122	75.78%	88.41%	90.37%
503		0	0	1,774	1,774	249	176	9	1,340	420	341	79	920	60.93%	68.66%	72.96%
504		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
505		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
506		9	0	0	9	5	0	0	4	0	0	0	4	44.44%	100.00%	100.00%
507		212	0	0	212	202	4	1	5	0	0	0	5	2.42%	100.00%	100.00%
508		310	0	0	310	299	7	0	4	1	0	1	3	0.99%	75.00%	100.00%
509		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
510		15	0	0	15	3	3	1	8	3	1	2	5	55.56%	62.50%	83.33%
511		0	128	0	128	9	14	0	105	36	21	15	69	69.70%	65.71%	76.67%
512		0	0	8	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
513		42	0	0	42	5	0	4	33	7	1	6	26	81.25%	78.79%	96.30%
514		0	65	0	65	2	2	0	61	2	2	0	59	93.65%	96.72%	96.72%
515		2,071	0	0	2,071	142	61	6	1,862	136	117	19	1,726	86.95%	92.70%	93.65%
516		527	0	0	527	69	38	2	418	38	28	10	380	79.66%	90.91%	93.14%
517		241	0	0	241	23	15	2	201	34	32	2	167	75.23%	83.08%	83.92%
LENS Subtotal		252,250	0	0	252,250	24,892	27,584	1,667	198,107	34,713	26,218	8,495	163,394	76.17%	82.48%	86.17%
EDI Subtotal		0	97,435	0	97,435	7,315	13,224	553	76,343	19,367	11,513	7,854	56,976	75.16%	74.63%	83.19%
TAG Subtotal		0	0	47,888	47,888	4,371	6,692	464	36,361	7,602	5,284	2,318	28,759	74.87%	79.09%	84.48%
TOTAL INTERFACES		252,250	97,435	47,888	397,573	36,578	47,500	2,684	310,811	61,682	43,015	18,667	249,129	75.79%	80.15%	85.28%

05/24/2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
							LESOG									
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
2		151	0	0	151	19	6	8	118	12	10	2	106	78.52%	89.83%	91.38%
3		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
4		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		58	0	0	58	1	8	1	48	14	13	1	34	70.83%	70.83%	72.34%
6		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
8		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
9		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
10		8	0	0	8	1	1	0	6	4	0	4	2	66.67%	33.33%	100.00%
11		5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%
12		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
13		133	0	0	133	41	21	1	70	30	22	8	40	38.83%	57.14%	64.52%
14		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
15		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
16		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
17		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
18		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
19		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
20		156	0	0	156	25	26	4	101	17	16	1	84	67.20%	83.17%	84.00%
21		89	0	0	89	18	5	0	66	5	4	1	61	73.49%	92.42%	93.85%
22		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
23		65	0	0	65	1	43	0	21	8	1	7	13	86.67%	61.90%	92.86%
24		10	0	0	10	0	8	0	2	0	0	0	2	100.00%	100.00%	100.00%
25		21	0	0	21	2	2	0	17	7	6	1	10	55.56%	58.82%	62.50%
26		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
27		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
28		1,462	0	0	1,462	143	30	3	1,286	133	118	15	1,153	81.54%	89.66%	90.72%
29		11	0	0	11	0	5	0	6	0	0	0	6	100.00%	100.00%	100.00%
30		187	0	0	187	13	10	0	164	9	7	2	155	88.57%	94.51%	95.68%
31		57	0	0	57	8	7	1	41	8	3	5	33	75.00%	80.49%	91.67%
32		547	0	0	547	27	27	0	493	50	47	3	443	85.69%	89.86%	90.41%
33		0	25	0	25	7	0	1	17	6	2	4	11	55.00%	64.71%	84.62%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
34		51	0	0	51	6	9	0	36	5	4	1	31	75.61%	86.11%	88.57%
35		33	0	0	33	8	4	0	21	6	3	3	15	57.69%	71.43%	83.33%
36		434	0	0	434	43	37	3	351	20	18	2	331	84.44%	94.30%	94.84%
37		715	0	0	715	28	45	0	642	54	39	15	588	89.77%	91.59%	93.78%
38		401	0	0	401	40	10	2	349	19	18	1	330	85.05%	94.56%	94.83%
39		789	0	0	789	23	46	3	717	72	59	13	645	88.72%	89.96%	91.62%
40		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
41		164	0	0	164	27	17	0	120	19	14	5	101	71.13%	84.17%	87.83%
42		16	0	0	16	0	3	0	13	4	2	2	9	81.82%	69.23%	81.82%
43		84	0	0	84	4	14	0	66	1	1	0	65	92.86%	98.48%	98.48%
44		141	0	0	141	6	15	0	120	16	12	4	104	85.25%	86.67%	89.66%
45		64	0	0	64	4	8	0	52	0	0	0	52	92.86%	100.00%	100.00%
46		151	0	0	151	7	18	0	126	6	6	0	120	90.23%	95.24%	95.24%
47		482	0	0	482	51	44	0	387	57	47	10	330	77.10%	85.27%	87.53%
48		91	0	0	91	18	2	0	71	5	5	0	66	74.16%	92.96%	92.96%
49		305	0	0	305	27	11	1	266	18	16	2	248	85.22%	93.23%	93.94%
50		57	0	0	57	4	3	0	50	8	3	5	42	85.71%	84.00%	93.33%
51		24,112	0	0	24,112	1,450	1,615	39	21,008	1,377	1,203	174	19,631	88.09%	93.45%	94.23%
52		25	0	0	25	2	0	0	23	2	2	0	21	84.00%	91.30%	91.30%
53		9	0	0	9	0	3	0	6	0	0	0	6	100.00%	100.00%	100.00%
54		6,067	0	0	6,067	340	608	15	5,104	485	398	87	4,619	86.22%	90.50%	92.07%
55		433	0	0	433	34	17	1	381	19	15	4	362	88.08%	95.01%	96.02%
56		27	0	0	27	4	2	2	19	1	1	0	18	78.26%	94.74%	94.74%
57		52	0	0	52	2	3	0	47	1	1	0	46	93.88%	97.87%	97.87%
58		76	0	0	76	28	5	0	43	11	6	5	32	48.48%	74.42%	84.21%
59		397	0	0	397	50	42	5	300	48	35	13	252	74.78%	84.00%	87.80%
60		112	0	0	112	10	10	0	92	14	14	0	78	76.47%	84.78%	84.78%
61		0	1,396	0	1,396	38	70	0	1,288	115	101	14	1,173	89.41%	91.07%	92.07%
62		0	0	88	88	0	10	1	77	4	2	2	73	97.33%	94.81%	97.33%
63		6	0	0	6	1	1	0	4	0	0	0	4	80.00%	100.00%	100.00%
64		290	0	0	290	18	13	2	257	17	14	3	240	88.24%	93.39%	94.49%
65		671	0	0	671	62	58	3	548	83	78	5	465	76.86%	84.85%	85.64%
66		36	0	0	36	2	5	0	29	5	4	1	24	80.00%	82.76%	85.71%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
							LESOG									
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
67		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
68		0	0	21	21	0	3	0	18	0	0	0	18	100.00%	100.00%	100.00%
69		0	0	593	593	120	15	0	458	77	67	10	381	67.08%	83.19%	85.04%
70		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
71		834	0	0	834	85	51	3	695	102	86	16	593	77.62%	85.32%	87.33%
72		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
73		0	0	129	129	5	8	0	116	3	3	0	113	93.39%	97.41%	97.41%
74		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
75		0	1,133	0	1,133	151	92	0	890	79	58	21	811	79.51%	91.12%	93.33%
76		1,221	0	0	1,221	59	76	6	1,080	255	212	43	825	75.27%	76.39%	79.56%
77		3	0	0	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
78		0	0	1,498	1,498	181	155	9	1,153	218	173	45	935	72.54%	81.09%	84.39%
79		7	0	0	7	0	2	0	5	2	2	0	3	60.00%	60.00%	60.00%
80		897	0	0	897	87	98	8	704	75	60	15	629	81.06%	89.35%	91.29%
81		87	0	0	87	5	5	0	77	3	2	1	74	91.36%	96.10%	97.37%
82		28	0	0	28	0	1	0	27	2	0	2	25	100.00%	92.59%	100.00%
83		7	0	0	7	1	1	0	5	2	2	0	3	50.00%	60.00%	60.00%
84		130	0	0	130	15	18	0	97	11	7	4	86	79.63%	88.66%	92.47%
85		30	0	0	30	4	5	0	21	4	4	0	17	68.00%	80.95%	80.95%
86		0	0	397	397	4	28	0	365	3	2	1	362	98.37%	99.18%	99.45%
87		82	0	0	82	0	8	0	74	8	6	2	66	91.67%	89.19%	91.67%
88		10	0	0	10	0	3	1	6	4	0	4	2	100.00%	33.33%	100.00%
89		892	0	0	892	140	24	3	725	35	30	5	690	80.23%	95.17%	95.83%
90		13	0	0	13	3	1	0	9	1	0	1	8	72.73%	88.89%	100.00%
91		0	2	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
92		112	0	0	112	23	7	1	81	12	5	7	69	71.13%	85.19%	93.24%
93		0	8	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
94		20	0	0	20	4	4	0	12	2	2	0	10	62.50%	83.33%	83.33%
95		582	0	0	582	67	30	3	482	77	63	14	405	75.70%	84.02%	86.54%
96		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
97		161	0	0	161	15	13	0	133	9	8	1	124	84.35%	93.23%	93.94%
98		0	0	2,552	2,552	58	188	9	2,297	141	109	32	2,156	92.81%	93.86%	95.19%
99		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
100		0	67	0	67	1	5	0	61	11	9	2	50	83.33%	81.97%	84.75%
101		64	0	0	64	8	3	1	52	14	10	4	38	67.86%	73.08%	79.17%
102		389	0	0	389	13	15	0	361	14	7	7	347	94.55%	96.12%	98.02%
103		0	59	0	59	1	8	0	50	5	4	1	45	90.00%	90.00%	91.84%
104		126	0	0	126	2	8	0	116	11	9	2	105	90.52%	90.52%	92.11%
105		4,762	0	0	4,762	91	617	4	4,050	203	143	60	3,847	94.27%	94.99%	96.42%
106		810	0	0	810	148	29	6	627	134	114	20	493	65.30%	78.63%	81.22%
107		0	2,282	0	2,282	26	351	0	1,905	182	135	47	1,723	91.45%	90.45%	92.73%
108		31	0	0	31	1	11	0	19	2	1	1	17	89.47%	89.47%	94.44%
109		0	8	0	8	0	4	0	4	4	2	2	0	0.00%	0.00%	0.00%
110		60	0	0	60	3	5	0	52	11	5	6	41	83.67%	78.85%	89.13%
111		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
112		32	0	0	32	6	2	0	24	3	1	2	21	75.00%	87.50%	95.45%
113		650	0	0	650	18	28	2	602	51	45	6	551	89.74%	91.53%	92.45%
114		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
115		39	0	0	39	7	1	0	31	1	0	1	30	81.08%	96.77%	100.00%
116		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
117		0	20,502	0	20,502	1,185	5,902	8	13,407	8,404	4,065	4,339	5,003	48.80%	37.32%	55.17%
118		272	0	0	272	31	53	0	188	39	34	5	149	69.63%	79.26%	81.42%
119		227	0	0	227	24	10	1	192	46	34	12	146	71.57%	76.04%	81.11%
120		416	0	0	416	27	26	1	362	65	56	9	297	78.16%	82.04%	84.14%
121		14	0	0	14	4	1	0	9	1	0	1	8	66.67%	88.89%	100.00%
122		0	0	501	501	70	59	6	366	48	34	14	318	75.36%	86.89%	90.34%
123		196	0	0	196	17	21	2	156	6	3	3	150	88.24%	96.15%	98.04%
124		0	2,995	0	2,995	59	197	2	2,737	230	170	60	2,507	91.63%	91.60%	93.65%
125		133	0	0	133	6	16	0	111	7	4	3	104	91.23%	93.69%	96.30%
126		0	1,720	0	1,720	38	172	0	1,510	119	95	24	1,391	91.27%	92.12%	93.61%
127		0	35	0	35	1	2	0	32	1	0	1	31	96.88%	96.88%	100.00%
128		235	0	0	235	0	103	0	132	6	4	2	126	96.92%	95.45%	96.92%
129		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
130		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
131		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
132		0	524	0	524	55	15	0	454	6	3	3	448	88.54%	98.68%	99.33%

Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
133		30	0	0	30	10	3	0	17	2	2	0	15	55.56%	88.24%	88.24%
134		0	2,977	0	2,977	38	350	0	2,589	1,149	760	389	1,440	64.34%	55.62%	65.45%
135		0	1,010	0	1,010	18	180	0	812	83	47	36	729	91.81%	89.78%	93.94%
136		2,878	0	0	2,878	203	453	11	2,211	136	114	22	2,075	86.75%	93.85%	94.79%
137		106	0	0	106	8	5	0	93	10	9	1	83	83.00%	89.25%	90.22%
138		600	0	0	600	23	21	0	556	26	24	2	530	91.85%	95.32%	95.67%
139		362	0	0	362	21	1	0	340	15	15	0	325	90.03%	95.59%	95.59%
140		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
141		0	0	6	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%
142		100	0	0	100	6	13	1	80	7	7	0	73	84.88%	91.25%	91.25%
143		0	0	376	376	24	64	1	287	67	55	12	220	73.58%	76.66%	80.00%
144		383	0	0	383	64	60	1	258	55	42	13	203	65.70%	78.68%	82.86%
145		370	0	0	370	34	62	1	273	21	17	4	252	83.17%	92.31%	93.68%
146		59,164	0	0	59,164	4,680	10,598	485	43,401	12,400	9,503	2,897	31,001	68.61%	71.43%	76.54%
147		1,182	0	0	1,182	16	903	30	233	33	22	11	200	84.03%	85.84%	90.09%
148		397	0	0	397	40	28	2	327	36	29	7	291	80.83%	88.99%	90.94%
149		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
150		0	0	50	50	1	5	1	43	2	2	0	41	93.18%	95.35%	95.35%
151		22	0	0	22	0	5	0	17	1	1	0	16	94.12%	94.12%	94.12%
152		11	0	0	11	2	1	0	8	2	2	0	6	60.00%	75.00%	75.00%
153		987	0	0	987	92	50	3	842	59	50	9	783	84.65%	92.99%	94.00%
154		175	0	0	175	3	2	2	168	26	19	7	142	86.59%	84.52%	88.20%
155		41	0	0	41	1	7	0	33	8	6	2	25	78.13%	75.76%	80.65%
156		348	0	0	348	33	30	0	285	13	8	5	272	86.90%	95.44%	97.14%
157		263	0	0	263	34	6	2	221	14	12	2	207	81.82%	93.67%	94.52%
158		837	0	0	837	71	23	3	740	48	36	12	692	86.61%	93.51%	95.05%
159		1,287	0	0	1,287	84	17	3	1,183	66	54	12	1,117	89.00%	94.42%	95.39%
160		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
161		0	0	3,274	3,274	13	494	11	2,756	1,011	553	458	1,745	75.51%	63.32%	75.94%
162		0	0	2,629	2,629	78	37	22	2,492	468	401	67	2,024	80.86%	81.22%	83.46%
163		10,104	0	0	10,104	584	601	17	8,902	635	589	46	8,267	87.57%	92.87%	93.35%
164		576	0	0	576	32	45	3	496	23	18	5	473	90.44%	95.36%	96.33%
165		366	0	0	366	50	29	0	287	31	21	10	256	78.29%	89.20%	92.42%

Header reference (table structure):

AGGREGATE ORDER TYPES — Company Info — LSR PROCESSING — LESOG — FLOWTHROUGH; Mechanized Interface Used; Manual Fallout; Rejects; Errors.

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
166		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
167		54	0	0	54	11	6	0	37	12	6	6	25	59.52%	67.57%	80.65%
168		9	0	0	9	1	0	0	8	2	2	0	6	66.67%	75.00%	75.00%
169		21	0	0	21	0	5	1	15	2	1	1	13	92.86%	86.67%	92.86%
170		64	0	0	64	11	13	1	39	16	16	0	23	46.00%	58.97%	58.97%
171		6	0	0	6	0	2	0	4	4	4	0	0	0.00%	0.00%	0.00%
172		0	24	0	24	4	1	0	19	2	2	0	17	73.91%	89.47%	89.47%
173		376	0	0	376	39	17	1	319	18	15	3	301	84.79%	94.36%	95.25%
174		120	0	0	120	20	9	2	89	5	4	1	84	77.78%	94.38%	95.45%
175		6	0	0	6	1	1	0	4	1	0	1	3	75.00%	75.00%	100.00%
176		26	0	0	26	0	8	8	10	1	1	0	9	90.00%	90.00%	90.00%
177		488	0	0	488	51	35	1	401	31	26	5	370	82.77%	92.27%	93.43%
178		5	0	0	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
179		6	0	0	6	0	2	0	4	2	2	0	2	50.00%	50.00%	50.00%
180		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
181		20	0	0	20	3	2	0	15	0	0	0	15	83.33%	100.00%	100.00%
182		68	0	0	68	2	5	0	61	8	5	3	53	88.33%	86.89%	91.38%
183		214	0	0	214	22	11	2	179	28	25	3	151	76.26%	84.36%	85.80%
184		89	0	0	89	10	9	0	70	6	5	1	64	81.01%	91.43%	92.75%
185		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
186		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
187		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
188		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
189		1,247	0	0	1,247	62	37	0	1,148	40	36	4	1,108	91.87%	96.52%	96.85%
190		1,935	0	0	1,935	57	118	1	1,759	160	94	66	1,599	91.37%	90.90%	94.45%
191		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
192		2,571	0	0	2,571	354	200	10	2,007	183	156	27	1,824	78.15%	90.88%	92.12%
193		7	0	0	7	3	0	0	4	0	0	0	4	57.14%	100.00%	100.00%
194		0	0	9	9	0	4	2	3	0	0	0	3	100.00%	100.00%	100.00%
195		0	0	4	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
196		250	0	0	250	36	17	0	197	14	14	0	183	78.54%	92.89%	92.89%
197		43	0	0	43	7	1	0	35	6	5	1	29	70.73%	82.86%	85.29%
198		53	0	0	53	11	4	0	38	6	6	0	32	65.31%	84.21%	84.21%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
199		22	0	0	22	2	1	0	19	0	0	0	19	90.48%	100.00%	100.00%
200		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
201		0	0	49	49	0	9	0	40	0	0	0	40	100.00%	100.00%	100.00%
202		1,458	0	0	1,458	126	126	5	1,201	83	64	19	1,118	85.47%	93.09%	94.59%
203		410	0	0	410	33	32	2	343	26	25	1	317	84.53%	92.42%	92.69%
204		7,920	0	0	7,920	267	758	6	6,889	689	555	134	6,200	88.29%	90.00%	91.78%
205		156	0	0	156	14	15	0	127	8	8	0	119	84.40%	93.70%	93.70%
206		5	0	0	5	1	1	0	3	2	2	0	1	25.00%	33.33%	33.33%
207		21	0	0	21	2	0	0	19	0	0	0	19	90.48%	100.00%	100.00%
208		1,020	0	0	1,020	74	147	1	798	33	31	2	765	87.93%	95.86%	96.11%
209		1,199	0	0	1,199	84	69	5	1,041	71	59	12	970	87.15%	93.18%	94.27%
210		33	0	0	33	0	2	0	31	8	7	1	23	76.67%	74.19%	76.67%
211		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
212		2,418	0	0	2,418	230	233	9	1,946	164	137	27	1,782	82.92%	91.57%	92.86%
213		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
214		21	0	0	21	0	1	0	20	0	0	0	20	100.00%	100.00%	100.00%
215		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
216		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
217		9	0	0	9	2	4	0	3	0	0	0	3	60.00%	100.00%	100.00%
218		433	0	0	433	39	21	2	371	23	15	8	348	86.57%	93.80%	95.87%
219		14	0	0	14	3	6	0	5	0	0	0	5	62.50%	100.00%	100.00%
220		10	0	0	10	0	0	0	10	1	0	1	9	100.00%	90.00%	100.00%
221		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
222		276	0	0	276	62	10	2	202	31	11	20	171	70.08%	84.65%	93.96%
223		0	703	0	703	12	110	0	581	48	37	11	533	91.58%	91.74%	93.51%
224		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
225		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
226		350	0	0	350	34	20	3	293	16	13	3	277	85.49%	94.54%	95.52%
227		188	0	0	188	10	17	1	160	11	11	0	149	87.65%	93.13%	93.13%
228		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
229		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
230		1,964	0	0	1,964	144	250	6	1,564	113	97	16	1,451	85.76%	92.77%	93.73%
231		1,259	0	0	1,259	110	78	3	1,068	73	61	12	995	85.33%	93.16%	94.22%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
232		971	0	0	971	109	37	4	821	108	104	4	713	77.00%	86.85%	87.27%
233		2,225	0	0	2,225	183	104	2	1,936	84	70	14	1,852	87.98%	95.66%	96.36%
234		199	0	0	199	33	5	2	159	8	3	5	151	80.75%	94.97%	98.05%
235		76	0	0	76	10	2	0	64	6	5	1	58	79.45%	90.63%	92.06%
236		9	0	0	9	0	9	0	0	0	0	0	0	0.00%	0.00%	0.00%
237		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
238		669	0	0	669	51	81	24	513	391	315	76	122	25.00%	23.78%	27.92%
239		173	0	0	173	15	17	0	141	34	30	4	107	70.39%	75.89%	78.10%
240		280	0	0	280	34	23	3	220	45	24	21	175	75.11%	79.55%	87.94%
241		0	0	7	7	0	2	0	5	1	0	1	4	100.00%	80.00%	100.00%
242		14	0	0	14	0	0	0	14	4	4	0	10	71.43%	71.43%	71.43%
243		129	0	0	129	13	6	3	107	43	38	5	64	55.65%	59.81%	62.75%
244		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
245		697	0	0	697	72	36	0	589	47	45	2	542	82.25%	92.02%	92.33%
246		187	0	0	187	10	4	0	173	24	19	5	149	83.71%	86.13%	88.69%
247		7	0	0	7	2	2	0	3	0	0	0	3	60.00%	100.00%	100.00%
248		0	0	228	228	1	19	0	208	1	1	0	207	99.04%	99.52%	99.52%
249		442	0	0	442	34	17	2	389	18	15	3	371	88.33%	95.37%	96.11%
250		6	0	0	6	1	2	0	3	1	1	0	2	50.00%	66.67%	66.67%
251		299	0	0	299	28	14	2	255	17	15	2	238	84.70%	93.33%	94.07%
252		297	0	0	297	49	12	0	236	17	17	0	219	76.84%	92.80%	92.80%
253		142	0	0	142	10	3	1	128	4	4	0	124	89.86%	96.88%	96.88%
254		130	0	0	130	32	16	0	82	6	5	1	76	67.26%	92.68%	93.83%
255		11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%
256		0	0	216	216	3	25	0	188	5	4	1	183	96.32%	97.34%	97.86%
257		637	0	0	637	50	27	4	556	37	31	6	519	86.50%	93.35%	94.36%
258		856	0	0	856	62	51	4	739	78	62	16	661	84.20%	89.45%	91.42%
259		33	0	0	33	2	2	1	28	3	2	1	25	86.21%	89.29%	92.59%
260		200	0	0	200	7	11	1	181	23	23	0	158	84.04%	87.29%	87.29%
261		121	0	0	121	12	5	0	104	14	13	1	90	78.26%	86.54%	87.38%
262		153	0	0	153	37	17	1	98	32	28	4	66	50.38%	67.35%	70.21%
263		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
264		25	0	0	25	4	4	0	17	4	2	2	13	68.42%	76.47%	86.67%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
265		339	0	0	339	44	12	1	282	21	20	1	261	80.31%	92.55%	92.88%
266		163	0	0	163	23	19	2	119	21	8	13	98	75.97%	82.35%	92.45%
267		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
268		1,261	0	0	1,261	145	92	7	1,017	85	64	21	932	81.68%	91.64%	93.57%
269		48	0	0	48	2	4	1	41	3	3	0	38	88.37%	92.68%	92.68%
270		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
271		24	0	0	24	3	0	0	21	1	1	0	20	83.33%	95.24%	95.24%
272		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
273		295	0	0	295	32	20	1	242	11	8	3	231	85.24%	95.45%	96.65%
274		4,997	0	0	4,997	508	412	13	4,064	448	319	129	3,616	81.39%	88.98%	91.89%
275		1,675	0	0	1,675	168	214	12	1,281	109	86	23	1,172	82.19%	91.49%	93.16%
276		3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
277		103	0	0	103	14	11	0	78	9	7	2	69	76.67%	88.46%	90.79%
278		1,817	0	0	1,817	272	245	7	1,293	174	158	16	1,119	72.24%	86.54%	87.63%
279		36	0	0	36	0	3	0	33	5	0	5	28	100.00%	84.85%	100.00%
280		0	0	192	192	0	0	0	192	19	4	15	173	97.74%	90.10%	97.74%
281		517	0	0	517	47	29	1	440	41	25	16	399	84.71%	90.68%	94.10%
282		1,736	0	0	1,736	176	120	5	1,435	101	79	22	1,334	83.95%	92.96%	94.41%
283		685	0	0	685	102	15	1	567	37	35	2	530	79.46%	93.47%	93.81%
284		18	0	0	18	1	2	0	15	1	1	0	14	87.50%	93.33%	93.33%
285		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
286		384	0	0	384	17	31	2	334	10	7	3	324	93.10%	97.01%	97.89%
287		6	0	0	6	0	0	0	6	2	2	0	4	66.67%	66.67%	66.67%
288		1,300	0	0	1,300	99	53	2	1,146	63	53	10	1,083	87.69%	94.50%	95.33%
289		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
290		1,349	0	0	1,349	91	107	3	1,148	125	79	46	1,023	85.75%	89.11%	92.83%
291		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
292		9	0	0	9	0	1	0	8	2	2	0	6	75.00%	75.00%	75.00%
293		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
294		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
295		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
296		48	0	0	48	6	1	0	41	2	2	0	39	82.98%	95.12%	95.12%
297		30	0	0	30	1	3	0	26	4	4	0	22	81.48%	84.62%	84.62%

05/24/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
298		99	0	0	99	13	6	0	80	8	8	0	72	77.42%	90.00%	90.00%
299		168	0	0	168	26	2	2	138	16	13	3	122	75.78%	88.41%	90.37%
300		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
301		0	0	8	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
302		2,071	0	0	2,071	142	61	6	1,862	136	117	19	1,726	86.95%	92.70%	93.65%
303		517	0	0	517	69	36	1	411	33	27	6	378	79.75%	91.97%	93.33%
304		239	0	0	239	22	15	2	200	33	31	2	167	75.91%	83.50%	84.34%
LENS Subtotal		189,347	0	0	189,347	14,447	21,485	895	152,520	22,012	17,384	4,628	130,508	80.39%	85.57%	88.25%
EDI Subtotal		0	35,472	0	35,472	1,634	7,463	11	26,364	10,447	5,492	4,955	15,917	69.08%	60.37%	74.35%
TAG Subtotal		0	0	12,833	12,833	563	1,127	62	11,081	2,069	1,411	658	9,012	82.03%	81.33%	86.46%
TOTAL INTERFACES		189,347	35,472	12,833	237,652	16,644	30,075	968	189,965	34,528	24,287	10,241	155,437	79.16%	81.82%	86.49%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
2		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		5	0	0	5	4	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
4		93	0	0	93	11	40	2	40	23	9	14	17	45.95%	42.50%	65.38%
5		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
7		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
8		16	0	0	16	2	0	1	13	10	5	5	3	30.00%	23.08%	37.50%
9		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
10		6	0	0	6	2	2	0	2	0	0	0	2	50.00%	100.00%	100.00%
11		35	0	0	35	2	2	0	31	13	12	1	18	56.25%	58.06%	60.00%
12		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
13		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
14		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
15		0	0	4	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
16		8	0	0	8	0	1	0	7	3	2	1	4	66.67%	57.14%	66.67%
17		815	0	0	815	617	14	0	184	24	14	10	160	20.23%	86.96%	91.95%
18		8	0	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
19		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
20		46	0	0	46	5	5	0	36	13	10	3	23	60.53%	63.89%	69.70%
21		0	49	0	49	17	9	0	23	18	13	5	5	14.29%	21.74%	27.78%
22		126	0	0	126	33	11	0	82	22	18	4	60	54.05%	73.17%	76.92%
23		22	0	0	22	3	5	0	14	4	4	0	10	58.82%	71.43%	71.43%
24		10	0	0	10	1	0	0	9	3	2	1	6	66.67%	66.67%	75.00%
25		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
26		73	0	0	73	13	3	0	57	17	15	2	40	58.82%	70.18%	72.73%
27		15	0	0	15	3	3	0	9	2	2	0	7	58.33%	77.78%	77.78%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
28		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
29		22	0	0	22	1	9	0	12	0	0	0	12	92.31%	100.00%	100.00%
30		106	0	0	106	27	12	2	65	13	8	5	52	59.77%	80.00%	86.67%
31		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
32		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
33		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
34		6	0	0	6	2	0	0	4	2	2	0	2	33.33%	50.00%	50.00%
35		30	0	0	30	2	4	0	24	8	5	3	16	69.57%	66.67%	76.19%
36		12	0	0	12	0	1	0	11	4	4	0	7	63.64%	63.64%	63.64%
37		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
38		76	0	0	76	16	5	0	55	7	4	3	48	70.59%	87.27%	92.31%
39		43	0	0	43	4	1	0	38	7	5	2	31	77.50%	81.58%	86.11%
40		961	0	0	961	299	101	12	549	97	66	31	452	55.32%	82.33%	87.26%
41		28	0	0	28	4	2	2	20	6	2	4	14	70.00%	70.00%	87.50%
42		0	0	51	51	13	15	0	23	6	4	2	17	50.00%	73.91%	80.95%
43		16	0	0	16	0	2	2	12	4	3	1	8	72.73%	66.67%	72.73%
44		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
45		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
46		0	0	9	9	4	0	0	5	2	2	0	3	33.33%	60.00%	60.00%
47		6	0	0	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
48		86	0	0	86	28	17	0	41	4	3	1	37	54.41%	90.24%	92.50%
49		35	0	0	35	1	5	4	25	16	6	10	9	56.25%	36.00%	60.00%
50		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
51		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
52		125	0	0	125	58	5	0	62	12	8	4	50	43.10%	80.65%	86.21%
53		27	0	0	27	8	5	0	14	3	1	2	11	55.00%	78.57%	91.67%
54		0	2	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
55		237	0	0	237	53	15	4	165	44	29	15	121	59.61%	73.33%	80.67%
56		25	0	0	25	2	5	1	17	5	4	1	12	66.67%	70.59%	75.00%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING							FLOWTHROUGH	
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
57		0	133	0	133	38	22	0	73	15	6	9	58	56.86%	79.45%	90.63%
58		56	0	0	56	6	9	1	40	11	11	0	29	63.04%	72.50%	72.50%
59		72	0	0	72	7	10	1	54	11	8	3	43	74.14%	79.63%	84.31%
60		9	0	0	9	1	2	0	6	0	0	0	6	85.71%	100.00%	100.00%
61		87	0	0	87	27	16	3	41	20	14	6	21	33.87%	51.22%	60.00%
62		0	196	0	196	19	32	4	141	59	40	19	82	58.16%	58.16%	67.21%
63		105	0	0	105	15	5	3	82	15	13	2	67	70.53%	81.71%	83.75%
64		345	0	0	345	83	25	3	234	72	52	20	162	54.55%	69.23%	75.70%
65		21	0	0	21	7	0	0	14	0	0	0	14	66.67%	100.00%	100.00%
66		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
67		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
68		4	0	0	4	0	0	0	4	2	0	2	2	100.00%	50.00%	100.00%
69		0	0	217	217	98	13	0	106	23	13	10	83	42.78%	78.30%	86.46%
70		6	0	0	6	1	3	0	2	1	1	0	1	33.33%	50.00%	50.00%
71		33	0	0	33	9	4	0	20	6	3	3	14	53.85%	70.00%	82.35%
72		8	0	0	8	0	2	0	6	5	4	1	1	20.00%	16.67%	20.00%
73		640	0	0	640	132	159	3	346	146	81	65	200	48.43%	57.80%	71.17%
74		94	0	0	94	18	10	1	65	14	11	3	51	63.75%	78.46%	82.26%
75		46	0	0	46	10	7	0	29	7	6	1	22	57.89%	75.86%	78.57%
76		10	0	0	10	8	0	0	2	0	0	0	2	20.00%	100.00%	100.00%
77		44	0	0	44	11	3	1	29	10	10	0	19	47.50%	65.52%	65.52%
78		0	0	137	137	48	25	3	61	24	14	10	37	37.37%	60.66%	72.55%
79		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
80		20	0	0	20	2	7	0	11	2	1	1	9	75.00%	81.82%	90.00%
81		0	2	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
82		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
83		14	0	0	14	4	2	0	8	1	1	0	7	58.33%	87.50%	87.50%
84		0	17	0	17	11	0	0	6	1	1	0	5	29.41%	83.33%	83.33%
85		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
86		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
87		9	0	0	9	1	0	0	8	4	4	0	4	44.44%	50.00%	50.00%
88		5	0	0	5	0	5	0	0	0	0	0	0	0.00%	0.00%	0.00%
89		0	16	0	16	16	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
90		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
91		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
92		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
93		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
94		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
95		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
96		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
97		53	0	0	53	11	4	1	37	6	5	1	31	65.96%	83.78%	86.11%
98		0	3	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
99		0	0	3	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
100		31	0	0	31	8	0	0	23	16	9	7	7	29.17%	30.43%	43.75%
101		9	0	0	9	1	0	0	8	2	2	0	6	66.67%	75.00%	75.00%
102		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
103		0	0	7	7	3	0	0	4	1	1	0	3	42.86%	75.00%	75.00%
104		7	0	0	7	4	0	0	3	2	1	1	1	16.67%	33.33%	50.00%
105		0	26	0	26	0	10	1	15	8	4	4	7	63.64%	46.67%	63.64%
106		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
107		0	0	67	67	17	8	1	41	23	14	9	18	36.73%	43.90%	56.25%
108		213	0	0	213	69	35	1	108	35	30	5	73	42.44%	67.59%	70.87%
109		2,654	0	0	2,654	301	450	65	1,838	920	651	269	918	49.09%	49.95%	58.51%
110		124	0	0	124	4	64	4	52	10	10	0	42	75.00%	80.77%	80.77%
111		18	0	0	18	0	9	0	9	2	1	1	7	87.50%	77.78%	87.50%
112		74	0	0	74	10	8	1	55	8	6	2	47	74.60%	85.45%	88.68%
113		9	0	0	9	2	0	0	7	1	1	0	6	66.67%	85.71%	85.71%
114		179	0	0	179	20	26	10	123	52	43	9	71	52.99%	57.72%	62.28%

AGGREGATE ORDER TYPES																
Company Info								LSR PROCESSING						FLOWTHROUGH		
								LESOG								
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
115		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
116		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
117		21	0	0	21	2	0	0	19	1	1	0	18	85.71%	94.74%	94.74%
118		37	0	0	37	2	2	0	33	5	4	1	28	82.35%	84.85%	87.50%
119		10	0	0	10	4	3	0	3	1	1	0	2	28.57%	66.67%	66.67%
120		0	0	49	49	0	8	2	39	11	9	2	28	75.68%	71.79%	75.68%
121		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
122		17	0	0	17	5	6	0	6	1	1	0	5	45.45%	83.33%	83.33%
123		7	0	0	7	5	1	0	1	0	0	0	1	16.67%	100.00%	100.00%
124		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
125		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
126		54	0	0	54	11	2	3	38	7	3	4	31	68.89%	81.58%	91.18%
127		0	70	0	70	28	19	0	23	8	7	1	15	30.00%	65.22%	68.18%
128		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
129		5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%
130		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
131		14	0	0	14	5	1	0	8	1	1	0	7	53.85%	87.50%	87.50%
132		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
133		20	0	0	20	10	1	0	9	1	1	0	8	42.11%	88.89%	88.89%
134		3	0	0	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
135		3	0	0	3	0	1	1	1	0	0	0	1	100.00%	100.00%	100.00%
136		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
137		6	0	0	6	1	1	0	4	1	1	0	3	60.00%	75.00%	75.00%
138		20	0	0	20	1	1	0	18	7	7	0	11	57.89%	61.11%	61.11%
139		29	0	0	29	11	1	0	17	2	1	1	15	55.56%	88.24%	93.75%
140		13	0	0	13	1	2	0	10	2	1	1	8	80.00%	80.00%	88.89%
141		23	0	0	23	1	1	0	21	6	4	2	15	75.00%	71.43%	78.95%
142		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
143		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

AGGREGATE ORDER TYPES															
Company Info						LSR PROCESSING								FLOWTHROUGH	
						LESOG										
	Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
144		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
145		54	0	0	54	14	1	3	36	10	9	1	26	53.06%	72.22%	74.29%
146		12	0	0	12	2	0	0	10	0	0	0	10	83.33%	100.00%	100.00%
147		8	0	0	8	0	1	0	7	4	2	2	3	60.00%	42.86%	60.00%
148		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
149		30	0	0	30	8	4	1	17	5	4	1	12	50.00%	70.59%	75.00%
150		32	0	0	32	1	5	1	25	5	5	0	20	76.92%	80.00%	80.00%
151		14	0	0	14	2	0	0	12	2	2	0	10	71.43%	83.33%	83.33%
152		45	0	0	45	1	2	2	40	8	4	4	32	86.49%	80.00%	88.89%
153		0	0	31	31	8	3	0	20	13	4	9	7	36.84%	35.00%	63.64%
154		8	0	0	8	2	5	0	1	0	0	0	1	33.33%	100.00%	100.00%
155		0	0	15	15	0	1	0	14	2	1	1	12	92.31%	85.71%	92.31%
156		38	0	0	38	7	2	1	28	7	5	2	21	63.64%	75.00%	80.77%
157		13	0	0	13	0	1	1	11	4	2	2	7	77.78%	63.64%	77.78%
158		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
159		10	0	0	10	7	0	0	3	1	1	0	2	20.00%	66.67%	66.67%
160		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
161		9	0	0	9	0	1	0	8	6	3	3	2	40.00%	25.00%	40.00%
162		10	0	0	10	9	0	0	1	0	0	0	1	10.00%	100.00%	100.00%
163		10	0	0	10	10	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
164		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
165		25	0	0	25	22	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
166		33	0	0	33	11	0	0	22	0	0	0	22	66.67%	100.00%	100.00%
167		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
168		11	0	0	11	2	2	0	7	0	0	0	7	77.78%	100.00%	100.00%
169		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
170		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
171		9	0	0	9	0	1	0	8	3	2	1	5	71.43%	62.50%	71.43%
172		19	0	0	19	6	0	0	13	3	3	0	10	52.63%	76.92%	76.92%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
	Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
173		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
174		10	0	0	10	0	2	0	8	5	3	2	3	50.00%	37.50%	50.00%
175		36	0	0	36	1	1	1	33	8	6	2	25	78.13%	75.76%	80.65%
176		14	0	0	14	5	0	0	9	4	0	4	5	50.00%	55.56%	100.00%
177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
178		15	0	0	15	3	1	0	11	2	2	0	9	64.29%	81.82%	81.82%
179		17	0	0	17	2	2	0	13	2	2	0	11	73.33%	84.62%	84.62%
180		12	0	0	12	2	2	0	8	3	3	0	5	50.00%	62.50%	62.50%
181		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
182		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
183		17	0	0	17	2	6	0	9	2	2	0	7	63.64%	77.78%	77.78%
184		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
185		14	0	0	14	2	0	0	12	5	1	4	7	70.00%	58.33%	87.50%
186		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
187		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
188		10	0	0	10	0	5	0	5	0	0	0	5	100.00%	100.00%	100.00%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING								FLOWTHROUGH	
							LESOG									
	Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
189		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
190		17	0	0	17	3	5	0	9	5	2	3	4	44.44%	44.44%	66.67%
191		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
192		5	0	0	5	0	1	0	4	1	0	1	3	100.00%	75.00%	100.00%
193		20	0	0	20	13	0	0	7	2	1	1	5	26.32%	71.43%	83.33%
194		49	0	0	49	4	8	0	37	7	6	1	30	75.00%	81.08%	83.33%
195		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
196		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
197		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
198		10	0	0	10	3	0	0	7	0	0	0	7	70.00%	100.00%	100.00%
199		8	0	0	8	2	0	0	6	2	0	2	4	66.67%	66.67%	100.00%
200		25	0	0	25	0	6	0	19	6	2	4	13	86.67%	68.42%	86.67%
201		8	0	0	8	0	2	0	6	3	1	2	3	75.00%	50.00%	75.00%
202		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
203		39	0	0	39	23	0	0	16	0	0	0	16	41.03%	100.00%	100.00%
204		75	0	0	75	10	11	1	53	12	6	6	41	71.93%	77.36%	87.23%
205		0	0	17	17	2	0	0	15	4	0	4	11	84.62%	73.33%	100.00%
206		0	0	29	29	2	3	0	24	10	9	1	14	56.00%	58.33%	60.87%
207		9	0	0	9	5	0	0	4	1	1	0	3	33.33%	75.00%	75.00%
208		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
209		0	0	54	54	2	5	0	47	16	9	7	31	73.81%	65.96%	77.50%
210		14	0	0	14	0	2	0	12	8	3	5	4	57.14%	33.33%	57.14%
211		0	0	43	43	11	0	0	32	11	9	2	21	51.22%	65.63%	70.00%
212		89	0	0	89	21	8	1	59	27	22	5	32	42.67%	54.24%	59.26%
213		9	0	0	9	3	0	0	6	3	2	1	3	37.50%	50.00%	60.00%
214		0	0	63	63	19	1	0	43	11	9	2	32	53.33%	74.42%	78.05%
215		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING								FLOWTHROUGH	
							LESOG									
		Mechanized Interface Used				Manual	Rejects				Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
216		10	0	0	10	0	2	1	7	5	1	4	2	66.67%	28.57%	66.67%
217		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
LENS Subtotal		9,462	0	0	9,462	2,264	1,294	147	5,757	1,974	1,371	603	3,783	51.00%	65.71%	73.40%
EDI Subtotal		0	516	0	516	132	92	5	287	112	72	40	175	46.17%	60.98%	70.85%
TAG Subtotal		0	0	822	822	243	84	6	489	160	99	61	329	49.03%	67.28%	76.87%
TOTAL INTERFACES		9,462	516	822	10,800	2,639	1,470	158	6,533	2,246	1,542	704	4,287	50.63%	65.62%	73.55%

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REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

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AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING								FLOWTHROUGH	
							LESOG									
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
2		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		46	0	0	46	2	2	0	42	6	0	6	36	94.74%	85.71%	100.00%
4		145	0	0	145	33	12	2	98	14	7	7	84	67.74%	85.71%	92.31%
5		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
7		0	14	0	14	10	0	0	4	1	0	1	3	23.08%	75.00%	100.00%
8		0	5	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
9		6	0	0	6	1	3	0	2	0	0	0	2	66.67%	100.00%	100.00%
10		0	0	24	24	4	4	0	16	7	5	2	9	50.00%	56.25%	64.29%
11		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
12		7	0	0	7	0	2	0	5	2	2	0	3	60.00%	60.00%	60.00%
13		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
14		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
15		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
16		49	0	0	49	4	14	0	31	18	10	8	13	48.15%	41.94%	56.52%
17		0	3	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
18		341	0	0	341	13	22	10	296	64	34	30	232	83.15%	78.38%	87.22%
19		7	0	0	7	0	0	1	6	1	1	0	5	83.33%	83.33%	83.33%
20		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
21		0	0	19	19	0	0	2	17	12	5	7	5	50.00%	29.41%	50.00%
22		0	6	0	6	3	0	0	3	1	0	1	2	40.00%	66.67%	100.00%
23		279	0	0	279	15	29	7	228	59	41	18	169	75.11%	74.12%	80.48%
24		49	0	0	49	3	6	1	39	8	6	2	31	77.50%	79.49%	83.78%
25		0	0	651	651	29	38	2	582	42	29	13	540	90.30%	92.78%	94.90%
26		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
27		24	0	0	24	0	9	1	14	5	0	5	9	100.00%	64.29%	100.00%
28		43	0	0	43	3	21	1	18	1	0	1	17	85.00%	94.44%	100.00%
29		65	0	0	65	4	1	1	59	1	1	0	58	92.06%	98.31%	98.31%
30		0	0	862	862	28	224	8	602	28	17	11	574	92.73%	95.35%	97.12%
31		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%

05/24/2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
32		0	0	76	76	9	6	1	60	4	4	0	56	81.16%	93.33%	93.33%
33		58	0	0	58	4	0	1	53	6	3	3	47	87.04%	88.68%	94.00%
34		0	0	350	350	42	23	8	277	41	24	17	236	78.15%	85.20%	90.77%
35		44	0	0	44	4	5	0	35	4	3	1	31	81.58%	88.57%	91.18%
36		0	0	376	376	12	23	0	341	12	6	6	329	94.81%	96.48%	98.21%
37		13	0	0	13	0	7	0	6	2	1	1	4	80.00%	66.67%	80.00%
38		461	0	0	461	13	20	11	417	34	26	8	383	90.76%	91.85%	93.64%
39		0	0	6,606	6,606	149	492	70	5,895	685	415	270	5,210	90.23%	88.38%	92.62%
40		64	0	0	64	24	8	2	30	5	4	1	25	47.17%	83.33%	86.21%
41		0	510	0	510	46	42	1	421	123	105	18	298	66.37%	70.78%	73.95%
42		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
43		118	0	0	118	19	18	4	77	22	19	3	55	59.14%	71.43%	74.32%
44		9	0	0	9	0	9	0	0	0	0	0	0	0.00%	0.00%	0.00%
45		14	0	0	14	3	6	0	5	0	0	0	5	62.50%	100.00%	100.00%
46		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
47		0	119	0	119	3	16	0	100	21	20	1	79	77.45%	79.00%	79.80%
48		0	0	166	166	7	8	0	151	33	25	8	118	78.67%	78.15%	82.52%
49		1,731	0	0	1,731	189	210	18	1,314	151	110	41	1,163	79.55%	88.51%	91.36%
50		40	0	0	40	12	3	0	25	6	4	2	19	54.29%	76.00%	82.61%
51		257	0	0	257	39	33	4	181	70	53	17	111	54.68%	61.33%	67.68%
52		62	0	0	62	19	8	2	33	8	6	2	25	50.00%	75.76%	80.65%
53		0	277	0	277	33	46	0	198	54	32	22	144	68.90%	72.73%	81.82%
54		0	0	378	378	38	54	4	282	64	35	29	218	74.91%	77.30%	86.17%
55		865	0	0	865	119	165	4	577	191	156	35	386	58.40%	66.90%	71.22%
56		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
57		1,960	0	0	1,960	172	230	20	1,538	277	229	48	1,261	75.87%	81.99%	84.63%
58		65	0	0	65	51	6	0	8	1	1	0	7	11.86%	87.50%	87.50%
59		4	0	0	4	0	1	1	2	0	0	0	2	100.00%	100.00%	100.00%
60		1,276	0	0	1,276	368	173	17	718	206	155	51	512	49.47%	71.31%	76.76%
61		0	1,858	0	1,858	654	158	7	1,039	275	223	52	764	46.56%	73.53%	77.41%
62		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES							LSR PROCESSING								FLOWTHROUGH		
Company Info								LESOG									
		Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
63		15	0	0	15	1	5	0	9	0	0	0	9	90.00%	100.00%	100.00%
64		20	0	0	20	0	5	0	15	1	1	0	14	93.33%	93.33%	93.33%
65		0	182	0	182	11	12	6	153	17	14	3	136	84.47%	88.89%	90.67%
66		0	0	47	47	0	14	0	33	13	13	0	20	60.61%	60.61%	60.61%
67		0	0	111	111	0	13	0	98	22	22	0	76	77.55%	77.55%	77.55%
68		11	0	0	11	0	3	0	8	4	1	3	4	80.00%	50.00%	80.00%
69		0	0	258	258	0	34	0	224	66	63	3	158	71.49%	70.54%	71.49%
70		0	0	19	19	0	3	4	12	2	1	1	10	90.91%	83.33%	90.91%
71		0	362	0	362	26	53	2	281	111	78	33	170	62.04%	60.50%	68.55%
72		924	0	0	924	64	88	25	747	174	148	26	573	72.99%	76.71%	79.47%
73		14	0	0	14	2	4	2	6	2	1	1	4	57.14%	66.67%	80.00%
74		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
75		21	0	0	21	0	0	0	21	10	10	0	11	52.38%	52.38%	52.38%
76		0	51	0	51	43	0	0	8	6	5	1	2	4.00%	25.00%	28.57%
77		4	0	0	4	0	0	1	3	1	1	0	2	66.67%	66.67%	66.67%
78		572	0	0	572	74	63	2	433	110	87	23	323	66.74%	74.60%	78.78%
79		703	0	0	703	60	15	3	625	219	197	22	406	61.24%	64.96%	67.33%
80		0	420	0	420	252	62	11	95	53	32	21	42	12.88%	44.21%	56.76%
81		4,572	0	0	4,572	459	365	51	3,697	789	652	137	2,908	72.36%	78.66%	81.69%
82		74	0	0	74	0	18	0	56	29	21	8	27	56.25%	48.21%	56.25%
83		2,387	0	0	2,387	355	225	8	1,799	554	487	67	1,245	59.66%	69.21%	71.88%
84		0	0	7	7	0	0	2	5	2	2	0	3	60.00%	60.00%	60.00%
85		20	0	0	20	0	2	1	17	5	4	1	12	75.00%	70.59%	75.00%
86		0	113	0	113	88	8	0	17	10	6	4	7	6.93%	41.18%	53.85%
87		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
88		0	2,153	0	2,153	66	468	5	1,614	709	410	299	905	65.53%	56.07%	68.82%
89		2,485	0	0	2,485	942	196	8	1,339	498	352	146	841	39.39%	62.81%	70.49%
90		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
91		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
92		22	0	0	22	6	8	0	8	0	0	0	8	57.14%	100.00%	100.00%
93		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
94		0	460	0	460	92	75	5	288	53	28	25	235	66.20%	81.60%	89.35%
95		1,098	0	0	1,098	258	113	20	707	192	133	59	515	56.84%	72.84%	79.48%
96		51	0	0	51	4	11	4	32	18	5	13	14	60.87%	43.75%	73.68%
97		20	0	0	20	5	6	1	8	3	1	2	5	45.45%	62.50%	83.33%
98		96	0	0	96	48	8	1	39	16	10	6	23	28.40%	58.97%	69.70%
99		0	2,569	0	2,569	366	369	41	1,793	618	443	175	1,175	59.22%	65.53%	72.62%
100		6	0	0	6	0	3	1	2	0	0	0	2	100.00%	100.00%	100.00%
101		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
102		20	0	0	20	10	4	0	6	0	0	0	6	37.50%	100.00%	100.00%
103		0	0	109	109	6	12	0	91	21	17	4	70	75.27%	76.92%	80.46%
104		2	0	0	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
105		0	0	17	17	0	5	0	12	4	2	2	8	80.00%	66.67%	80.00%
106		0	0	65	65	9	7	0	49	18	16	2	31	55.36%	63.27%	65.96%
107		0	0	82	82	1	27	1	53	22	16	6	31	64.58%	58.49%	65.96%
108		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
109		0	0	139	139	33	11	9	86	62	34	28	24	26.37%	27.91%	41.38%
110		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
111		30	0	0	30	0	4	0	26	15	10	5	11	52.38%	42.31%	52.38%
112		85	0	0	85	7	46	0	32	11	3	8	21	67.74%	65.63%	87.50%
113		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
114		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
115		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%
116		0	0	74	74	3	3	2	66	26	18	8	40	65.57%	60.61%	68.97%
117		19	0	0	19	0	8	0	11	6	2	4	5	71.43%	45.45%	71.43%
118		231	0	0	231	7	13	5	206	95	59	36	111	62.71%	53.88%	65.29%
119		0	7,715	0	7,715	450	696	6	6,563	1,031	768	263	5,532	81.96%	84.29%	87.81%
120		39	0	0	39	0	4	1	34	8	3	5	26	89.66%	76.47%	89.66%
121		0	676	0	676	29	58	4	585	71	55	16	514	85.95%	87.86%	90.33%
122		0	656	0	656	25	184	17	430	135	54	81	295	78.88%	68.60%	84.53%
123		6	0	0	6	0	2	0	4	2	1	1	2	66.67%	50.00%	66.67%
124		129	0	0	129	3	41	0	85	10	4	6	75	91.46%	88.24%	94.94%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES							LSR PROCESSING							FLOWTHROUGH		
Company Info		Mechanized Interface Used				LESOG				Errors						
						Manual	Rejects									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
125		0	41,178	0	41,178	3,084	3,143	407	34,544	5,046	3,365	1,681	29,498	82.06%	85.39%	89.76%
126		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
127		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
128		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
129		0	0	110	110	40	37	0	33	30	11	19	3	5.56%	9.09%	21.43%
130		21	0	0	21	0	2	0	19	6	3	3	13	81.25%	68.42%	81.25%
131		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
132		0	488	0	488	43	40	13	392	107	63	44	285	72.89%	72.70%	81.90%
133		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
134		0	0	527	527	84	23	51	369	218	160	58	151	38.23%	40.92%	48.55%
135		44	0	0	44	16	19	0	9	1	1	0	8	32.00%	88.89%	88.89%
136		42	0	0	42	3	12	0	27	8	7	1	19	65.52%	70.37%	73.08%
137		71	0	0	71	23	26	1	21	2	0	2	19	45.24%	90.48%	100.00%
138		12,258	0	0	12,258	461	782	128	10,887	4,107	2,469	1,638	6,780	69.82%	62.28%	73.31%
139		145	0	0	145	6	36	6	97	56	50	6	41	42.27%	42.27%	45.05%
140		4	0	0	4	0	1	1	2	0	0	0	2	100.00%	100.00%	100.00%
141		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
142		12	0	0	12	11	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
143		0	98	0	98	0	13	5	80	29	11	18	51	82.26%	63.75%	82.26%
144		7	0	0	7	0	3	0	4	2	0	2	2	100.00%	50.00%	100.00%
145		0	3	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
146		271	0	0	271	12	35	1	223	43	28	15	180	81.82%	80.72%	86.54%
147		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
148		95	0	0	95	8	6	6	75	27	21	6	48	62.34%	64.00%	69.57%
149		108	0	0	108	11	11	0	86	20	15	5	66	71.74%	76.74%	81.48%
150		0	21	0	21	2	5	1	13	1	0	1	12	85.71%	92.31%	100.00%
151		1,579	0	0	1,579	77	146	25	1,331	386	250	136	945	74.29%	71.00%	79.08%
152		165	0	0	165	28	13	4	120	66	47	19	54	41.86%	45.00%	53.47%
153		0	31	0	31	3	2	0	26	8	5	3	18	69.23%	69.23%	78.26%
154		47	0	0	47	24	4	1	18	3	3	0	15	35.71%	83.33%	83.33%
155		213	0	0	213	73	44	1	95	49	41	8	46	28.75%	48.42%	52.87%

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
156		2,287	0	0	2,287	42	49	3	2,193	90	70	20	2,103	94.94%	95.90%	96.78%
157		17	0	0	17	3	0	1	13	1	0	1	12	80.00%	92.31%	100.00%
158		0	30	0	30	0	3	0	27	9	4	5	18	81.82%	66.67%	81.82%
159		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
160		554	0	0	554	97	69	6	382	66	41	25	316	69.60%	82.72%	88.52%
161		16	0	0	16	0	1	0	15	12	6	6	3	33.33%	20.00%	33.33%
162		7	0	0	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%
163		11	0	0	11	1	2	0	8	3	2	1	5	62.50%	62.50%	71.43%
164		12	0	0	12	5	3	0	4	1	1	0	3	33.33%	75.00%	75.00%
165		150	0	0	150	25	20	0	105	25	17	8	80	65.57%	76.19%	82.47%
166		6	0	0	6	0	1	0	5	4	2	2	1	33.33%	20.00%	33.33%
167		11	0	0	11	0	3	0	8	3	3	0	5	62.50%	62.50%	62.50%
168		6	0	0	6	0	0	0	6	2	1	1	4	80.00%	66.67%	80.00%
169		0	0	68	68	11	14	0	43	10	7	3	33	64.71%	76.74%	82.50%
170		496	0	0	496	43	43	1	409	42	40	2	367	81.56%	89.73%	90.17%
171		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
172		449	0	0	449	44	43	5	357	47	29	18	310	80.94%	86.83%	91.45%
173		0	0	9,808	9,808	763	2,993	56	5,996	1,386	807	579	4,610	74.60%	76.88%	85.10%
174		0	0	9	9	0	5	0	4	4	4	0	0	0.00%	0.00%	0.00%
175		43	0	0	43	0	8	0	35	35	35	0	0	0.00%	0.00%	0.00%
176		0	70	0	70	0	19	0	51	9	9	0	42	82.35%	82.35%	82.35%
177		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
178		392	0	0	392	60	56	8	268	71	50	21	197	64.17%	73.51%	79.76%
179		0	0	26	26	4	2	3	17	10	8	2	7	36.84%	41.18%	46.67%
180		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
181		1,478	0	0	1,478	109	249	25	1,095	285	166	119	810	74.65%	73.97%	82.99%
182		0	0	53	53	0	6	0	47	9	5	4	38	88.37%	80.85%	88.37%
183		0	0	504	504	95	76	0	333	87	67	20	246	60.29%	73.87%	78.59%
184		926	0	0	926	92	86	11	737	140	99	41	597	75.76%	81.00%	85.78%
185		114	0	0	114	18	15	2	79	12	12	0	67	69.07%	84.81%	84.81%
186		1,183	0	0	1,183	1,008	18	4	153	8	4	4	145	12.53%	94.77%	97.32%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 3/01/2002 - 3/31/2002

Exhibit March '02 PM Data
Attachment 2J

AGGREGATE ORDER TYPES							LSR PROCESSING								FLOWTHROUGH		
Company Info																	
							LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
187		1,254	0	0	1,254	1,096	47	0	111	7	3	4	104	8.65%	93.69%	97.20%
188		11	0	0	11	7	3	0	1	0	0	0	1	12.50%	100.00%	100.00%
189		44	0	0	44	5	19	1	19	5	3	2	14	63.64%	73.68%	82.35%
190		0	0	2,316	2,316	699	27	102	1,488	527	424	103	961	46.11%	64.58%	69.39%
191		0	84	0	84	7	15	0	62	13	8	5	49	76.56%	79.03%	85.96%
192		90	0	0	90	13	6	0	71	9	6	3	62	76.54%	87.32%	91.18%
193		37	0	0	37	7	11	1	18	4	0	4	14	66.67%	77.78%	100.00%
194		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
195		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
196		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
197		136	0	0	136	25	17	4	90	13	7	6	77	70.64%	85.56%	91.67%
198		0	169	0	169	26	24	0	119	53	25	28	66	56.41%	55.46%	72.53%
199		142	0	0	142	3	12	3	124	11	8	3	113	91.13%	91.13%	93.39%
200		0	0	1,713	1,713	42	195	8	1,468	62	41	21	1,406	94.43%	95.78%	97.17%
201		0	0	3	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
202		45	0	0	45	2	11	0	32	3	3	0	29	85.29%	90.63%	90.63%
203		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
204		26	0	0	26	4	2	0	20	15	10	5	5	26.32%	25.00%	33.33%
205		0	3	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
206		32	0	0	32	14	2	1	15	3	2	1	12	42.86%	80.00%	85.71%
207		0	60	0	60	4	7	0	49	15	6	9	34	77.27%	69.39%	85.00%
208		9	0	0	9	0	1	0	8	3	2	1	5	71.43%	62.50%	71.43%
209		0	24	0	24	6	6	0	12	4	1	3	8	53.33%	66.67%	88.89%
210		434	0	0	434	101	40	5	288	42	30	12	246	65.25%	85.42%	89.13%
211		0	0	557	557	63	88	0	406	130	112	18	276	61.20%	67.98%	71.13%
212		176	0	0	176	31	29	9	107	31	22	9	76	58.91%	71.03%	77.55%
213		13	0	0	13	0	2	0	11	3	3	0	8	72.73%	72.73%	72.73%
214		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
215		5	0	0	5	2	1	0	2	1	1	0	1	25.00%	50.00%	50.00%
216		243	0	0	243	27	29	5	182	47	36	11	135	68.18%	74.18%	78.95%
217		0	0	268	268	61	39	1	167	46	32	14	121	56.54%	72.46%	79.08%

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AGGREGATE ORDER TYPES							LSR PROCESSING									FLOWTHROUGH		
Company Info																		
								LESOG										
		Mechanized Interface Used				Manual	Rejects				Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
218		16	0	0	16	0	8	0	8	0	0	0	8	100.00%	100.00%	100.00%
219		101	0	0	101	27	8	1	65	14	9	5	51	58.62%	78.46%	85.00%
220		91	0	0	91	14	13	1	63	11	10	1	52	68.42%	82.54%	83.87%
221		42	0	0	42	7	4	0	31	8	3	5	23	69.70%	74.19%	88.46%
222		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
223		0	402	0	402	112	78	0	212	66	61	5	146	45.77%	68.87%	70.53%
224		17	0	0	17	0	8	0	9	2	2	0	7	77.78%	77.78%	77.78%
225		0	23	0	23	2	6	1	14	3	1	2	11	78.57%	78.57%	91.67%
226		24	0	0	24	0	3	0	21	10	10	0	11	52.38%	52.38%	52.38%
227		77	0	0	77	3	5	0	69	12	8	4	57	83.82%	82.61%	87.69%
228		51	0	0	51	4	4	0	43	6	5	1	37	80.43%	86.05%	88.10%
229		0	0	32	32	6	1	2	23	7	6	1	16	57.14%	69.57%	72.73%
230		0	0	1,131	1,131	178	204	3	746	194	153	41	552	62.51%	73.99%	78.30%
231		1,373	0	0	1,373	200	165	28	980	182	134	48	798	70.49%	81.43%	85.62%
232		688	0	0	688	17	33	58	580	353	293	60	227	42.27%	39.14%	43.65%
233		12	0	0	12	0	4	1	7	5	4	1	2	33.33%	28.57%	33.33%
234		939	0	0	939	58	38	8	835	163	133	30	672	77.87%	80.48%	83.48%
235		434	0	0	434	23	11	4	396	61	51	10	335	81.91%	84.60%	86.79%
236		45	0	0	45	1	13	0	31	5	1	4	26	92.86%	83.87%	96.30%
237		0	363	0	363	3	35	5	320	117	93	24	203	67.89%	63.44%	68.58%
238		504	0	0	504	168	87	5	244	58	35	23	186	47.81%	76.23%	84.16%
239		0	0	867	867	158	116	11	582	197	162	35	385	54.61%	66.15%	70.38%
240		0	0	1,070	1,070	226	102	12	730	234	192	42	496	54.27%	67.95%	72.09%
241		5	0	0	5	1	2	1	1	1	1	0	0	0.00%	0.00%	0.00%
242		69	0	0	69	11	18	0	40	12	8	4	28	59.57%	70.00%	77.78%
243		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
244		475	0	0	475	52	16	0	407	22	18	4	385	84.62%	94.59%	95.53%
245		0	55	0	55	43	7	0	5	0	0	0	5	10.42%	100.00%	100.00%
246		11	0	0	11	2	0	0	9	0	0	0	9	81.82%	100.00%	100.00%
247		10	0	0	10	0	1	1	8	4	0	4	4	100.00%	50.00%	100.00%
248		0	0	2,060	2,060	380	264	20	1,396	418	312	106	978	58.56%	70.06%	75.81%

AGGREGATE ORDER TYPES							LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG										
			Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
249		57	0	0	57	11	5	1	40	7	4	3	33	68.75%	82.50%	89.19%
250		0	0	8	8	0	4	0	4	1	0	1	3	100.00%	75.00%	100.00%
251		0	0	946	946	152	107	5	682	205	168	37	477	59.85%	69.94%	73.95%
252		0	0	1,711	1,711	230	175	9	1,297	409	332	77	888	61.24%	68.47%	72.79%
253		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
254		9	0	0	9	5	0	0	4	0	0	0	4	44.44%	100.00%	100.00%
255		212	0	0	212	202	4	1	5	0	0	0	5	2.42%	100.00%	100.00%
256		310	0	0	310	299	7	0	4	1	0	1	3	0.99%	75.00%	100.00%
257		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
258		13	0	0	13	3	3	0	7	3	1	2	4	50.00%	57.14%	80.00%
259		0	128	0	128	9	14	0	105	36	21	15	69	69.70%	65.71%	76.67%
260		42	0	0	42	5	0	4	33	7	1	6	26	81.25%	78.79%	96.30%
261		0	65	0	65	2	2	0	61	2	2	0	59	93.65%	96.72%	96.72%
LENS Subtotal		53,441	0	0	53,441	8,181	4,805	625	39,830	10,727	7,463	3,264	29,103	65.04%	73.07%	79.59%
EDI Subtotal		0	61,447	0	61,447	5,549	5,669	537	49,692	8,808	5,949	2,859	40,884	78.05%	82.27%	87.30%
TAG Subtotal		0	0	34,233	34,233	3,565	5,481	396	24,791	5,373	3,774	1,599	19,418	72.57%	78.33%	83.73%
TOTAL INTERFACES		53,441	61,447	34,233	149,121	17,295	15,955	1,558	114,313	24,908	17,186	7,722	89,405	72.17%	78.21%	83.88%

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		3
2		3
3		1
4		1
5		10
6		8
7		6
8		12
9		2
10		51
11		15
12		7
13		6
14		232
15		24
16		4
17		22
18		67
19		6
20		25
21		50
22		5
23		1
24		1
25		35
26		10
27		177
28		18
29		16

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REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
30		46
31		4
32		70
33		10
34		1
35		1
36		2
37		2
38		1
39		185
40		1
41		136
42		6
43		1
44		7
45		8
46		3
47		81
48		52
49		37
50		2
51		2
52		6
53		10
54		14
55		34
56		1
57		1
58		5

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
59		3
60		6
61		10
62		43
63		35
64		5
65		2
66		169
67		4
68		23
69		3
70		1
71		3
72		111
73		2
74		14
75		83
76		368
77		2
78		2
79		2
80		13
81		159
82		2
83		3
84		5
85		1
86		3
87		3

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REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
88		8
89		24
90		1
91		8
92		549
93		39
94		1
95		3
96		32
97		7
98		86
99		53
100		100
101		90
102		183
103		1,793
104		8
105		23
106		23
107		1
108		86
109		21
110		2
111		2
112		4
113		22
114		29
115		17
116		910

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REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
117		182
118		2
119		2
120		5
121		1
122		2
123		1
124		17
125		4
126		8
127		1
128		21
129		371
130		49
131		9
132		3
133		6
134		1
135		3
136		23
137		1
138		19
139		30
140		1
141		5
142		11
143		4
144		8
145		18

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
146		1
147		2
148		2
149		1
150		1
151		5
152		3
153		11
154		23
155		73
156		1
157		1
158		2
159		3
160		21
161		5
162		1
163		4
164		3
165		1
166		3
167		12
168		1
169		1
170		38
171		18
172		1
173		4
174		39

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
175		2
176		49
177		3
178		25
179		6
180		12
181		2
182		15
183		72
184		7
185		1
186		7
187		20
188		5
189		2
190		4
191		10
192		9
193		2
194		58
195		51
196		7
197		2
198		2
199		10
200		6
201		2
202		9
203		1

05/24/2002

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
204		3
205		1
206		3
207		1
208		3
209		30
210		1
211		5
212		3
213		12
214		11
215		1
216		3
217		1
218		29
219		12
220		78
221		27
222		62
223		1
224		6
225		11
226		5
227		11
228		3
229		1
230		1
231		3
232		2

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
233		53
234		4
235		8
236		5
237		13
238		22
239		23
240		1
241		1
242		8
243		10
244		25
245		1
246		30
247		2
248		3
249		1
250		48
251		1
252		2
253		11
254		2
255		8
256		16
257		19
258		1
TOTAL		8,890

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 3/01/2002 - 3/31/2002

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	20,769	15.42%	15.42%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT—	20,255	97.53%	22.14%	514	2.47%	1.190%
7020	1,179	0.88%	16.29%	NUM= TELNO= TN NOT FOUND IN CRIS	1,177	99.83%	1.29%	2	0.17%	0.005%
7055	1,874	1.39%	17.69%	NUM= TELNO= ACCOUNT IS FINAL	1,871	99.84%	2.04%	3	0.16%	0.007%
7095	6	0.00%	17.69%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	0	0.00%	0.00%	6	100.00%	0.014%
7109	146	0.11%	17.80%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	93	63.70%	0.10%	53	36.30%	0.123%
7110	184	0.14%	17.93%	COFFI NOT AVAILABLE	85	46.20%	0.09%	99	53.80%	0.229%
7115	6	0.00%	17.94%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	2	33.33%	0.00%	4	66.67%	0.009%
7150	20	0.01%	17.95%	UNE - ERROR GENERATING ECCKT	10	50.00%	0.01%	10	50.00%	0.023%
7235	653	0.48%	18.44%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	505	77.34%	0.55%	148	22.66%	0.343%
7245	773	0.57%	19.01%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	511	66.11%	0.56%	262	33.89%	0.607%
7250	236	0.18%	19.19%	LSR HOUSENUMBER INCORRECT	235	99.58%	0.26%	1	0.42%	0.002%
7267	5	0.00%	19.19%	UNE - LOCBAN MISSING FOR LINP ORDER	5	100.00%	0.01%	0	0.00%	0.000%
7295	19	0.01%	19.21%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	9	47.37%	0.01%	10	52.63%	0.023%
7300	10	0.01%	19.21%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	9	90.00%	0.01%	1	10.00%	0.002%
7315	292	0.22%	19.43%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	271	92.81%	0.30%	21	7.19%	0.049%
7375	44	0.03%	19.46%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	39	88.64%	0.04%	5	11.36%	0.012%
7380	143	0.11%	19.57%	UNE - ACTL INVALID	143	100.00%	0.16%	0	0.00%	0.000%
7400	9,474	7.03%	26.60%	CLEC DOES NOT OWN THIS ACCOUNT.	9,474	100.00%	10.35%	0	0.00%	0.000%
7445	24	0.02%	26.62%	UNE - CALL FORWARD TN REQUIRED	24	100.00%	0.03%	0	0.00%	0.000%
7465	2,866	2.13%	28.75%	CANNOT CANCEL ORDER	1,174	40.96%	1.28%	1,692	59.04%	3.917%
7495	14	0.01%	28.76%	UNE - DIR LOCATOR PROBLEM	3	21.43%	0.00%	11	78.57%	0.025%
7500	219	0.16%	28.92%	DUE DATE COULD NOT BE DETERMINED	7	3.20%	0.01%	212	96.80%	0.491%
7555	188	0.14%	29.06%	FID MISSING IN FEATURE DETAIL	173	92.02%	0.19%	15	7.98%	0.035%
7570	4	0.00%	29.06%	SEQ1X NOT ALLOWED WITH ZNB	4	100.00%	0.00%	0	0.00%	0.000%
7630	111	0.08%	29.15%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	60	54.05%	0.07%	51	45.95%	0.118%
7645	4	0.00%	29.15%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	4	100.00%	0.00%	0	0.00%	0.000%
7660	5	0.00%	29.15%	USOC FUJ1X NOT FOR RESALE	5	100.00%	0.01%	0	0.00%	0.000%
7690	37	0.03%	29.18%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	37	100.00%	0.04%	0	0.00%	0.000%
7710	532	0.39%	29.58%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	332	62.41%	0.36%	200	37.59%	0.463%
7715	270	0.20%	29.78%	SOCS TIMEOUT/NOT AVAILABLE	92	34.07%	0.10%	178	65.93%	0.412%
7718	3,097	2.30%	32.07%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	1,175	37.94%	1.28%	1,922	62.06%	4.449%
7725	83	0.06%	32.14%	WAITING PERIOD EQUALS 5 MINUTES	22	26.51%	0.02%	61	73.49%	0.141%
7735	17	0.01%	32.15%	INVALID/MISSING LISTING NAME OR TYPE	17	100.00%	0.02%	0	0.00%	0.000%

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7740	16	0.01%	32.16%	LOCAL CALLING PLUS INDICATOR NOT FOUND	14	87.50%	0.02%	2	12.50%	0.005%
7755	19	0.01%	32.17%	UNE - NPANXX NOT FOUND IN CLLI TABLE	15	78.95%	0.02%	4	21.05%	0.009%
7805	1,832	1.36%	33.54%	SITE COULD NOT BE DETERMINED	345	18.83%	0.38%	1,487	81.17%	3.442%
7815	41	0.03%	33.57%	FID=RCU INVALID OR MISSING DATA	33	80.49%	0.04%	8	19.51%	0.019%
7825	1	0.00%	33.57%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	0	0.00%	0.00%	1	100.00%	0.002%
7860	125	0.09%	33.66%	RSAG - NO EXACT MATCH ON STREET NAME	125	100.00%	0.14%	0	0.00%	0.000%
7890	16	0.01%	33.67%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	16	100.00%	0.02%	0	0.00%	0.000%
7900	7	0.01%	33.68%	RSAG - NO MATCH ON STREET NAME	7	100.00%	0.01%	0	0.00%	0.000%
7905	4,383	3.25%	36.93%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,377	99.86%	4.78%	6	0.14%	0.014%
7910	2,541	1.89%	38.82%	RSAG - NO MATCH ON EXACT STREET NAME	2,432	95.71%	2.66%	109	4.29%	0.252%
7945	2	0.00%	38.82%	RSAG SYSTEM ERROR	1	50.00%	0.00%	1	50.00%	0.002%
8150	514	0.38%	39.20%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	149	28.99%	0.16%	365	71.01%	0.845%
8167	41	0.03%	39.23%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	41	100.00%	0.04%	0	0.00%	0.000%
8170	428	0.32%	39.55%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	428	100.00%	0.47%	0	0.00%	0.000%
8173	54	0.04%	39.59%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	54	100.00%	0.06%	0	0.00%	0.000%
8175	433	0.32%	39.91%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC	433	100.00%	0.47%	0	0.00%	0.000%
8180	194	0.14%	40.05%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	193	99.48%	0.21%	1	0.52%	0.002%
8183	12	0.01%	40.06%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :0000001 USOC QUAN MIS	12	100.00%	0.01%	0	0.00%	0.000%
8185	35	0.03%	40.09%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	35	100.00%	0.04%	0	0.00%	0.000%
8187	1,819	1.35%	41.44%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	1,818	99.95%	1.99%	1	0.05%	0.002%
8189	567	0.42%	41.86%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	567	100.00%	0.62%	0	0.00%	0.000%
8190	927	0.69%	42.55%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	880	94.93%	0.96%	47	5.07%	0.109%
8195	584	0.43%	42.98%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	584	100.00%	0.64%	0	0.00%	0.000%
8197	646	0.48%	43.46%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	646	100.00%	0.71%	0	0.00%	0.000%
8199	86	0.06%	43.52%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	86	100.00%	0.09%	0	0.00%	0.000%
8204	136	0.10%	43.63%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	136	100.00%	0.15%	0	0.00%	0.000%
8207	53	0.04%	43.67%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	53	100.00%	0.06%	0	0.00%	0.000%
8209	612	0.45%	44.12%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	612	100.00%	0.67%	0	0.00%	0.000%
8240	285	0.21%	44.33%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	285	100.00%	0.31%	0	0.00%	0.000%
8250	486	0.36%	44.69%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	486	100.00%	0.53%	0	0.00%	0.000%
8270	4	0.00%	44.69%	SUPPLEMENTAL ADDRESS NOT VALID	4	100.00%	0.00%	0	0.00%	0.000%
8275	9	0.01%	44.70%	ADDRESS/TN INVALID DUE DATE COULD NOT BE CALCULATED	9	100.00%	0.01%	0	0.00%	0.000%
8278	7	0.01%	44.71%	IS NOT A WORKING NUMBER; DUE DATE CANNOT BE CALCULATED	7	100.00%	0.01%	0	0.00%	0.000%

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 3/01/2002 - 3/31/2002

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%	44.71%	LSF INVALID IN TN	1	100.00%	0.00%	0	0.00%	0.000%
8415	18	0.01%	44.72%	LSF LP ALREADY EXISTS ON ACCOUNT	18	100.00%	0.02%	0	0.00%	0.000%
8430	2	0.00%	44.72%	LSF DOES NOT EXIST ON ACCOUNT	2	100.00%	0.00%	0	0.00%	0.000%
8820	21,668	16.09%	60.81%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	6,902	31.85%	7.54%	14,766	68.15%	34.184%
8825	22,091	16.40%	77.21%	ORDER ERR:	4,749	21.50%	5.19%	17,342	78.50%	40.147%
8830	328	0.24%	77.45%	CLEC ALREADY OWNS THIS ACCOUNT	325	99.09%	0.36%	3	0.91%	0.007%
8850	78	0.06%	77.51%	CFA NOT FOUND,PLEASE VERIFY CFA	78	100.00%	0.09%	0	0.00%	0.000%
8855	3	0.00%	77.51%	NO ACTL IN LSR	3	100.00%	0.00%	0	0.00%	0.000%
8925	1	0.00%	77.51%	CFN HAS INVALID FORMAT ON COFFI SCREEN	0	0.00%	0.00%	1	100.00%	0.002%
8940	1,455	1.08%	78.59%	CALL FORWARDING NUMBER MISSING OR INVALID	1,454	99.93%	1.59%	1	0.07%	0.002%
8945	55	0.04%	78.63%	LINECLSSVC AND TOS DO NOT MATCH	55	100.00%	0.06%	0	0.00%	0.000%
8970	968	0.72%	79.35%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	963	99.48%	1.05%	5	0.52%	0.012%
9000	16	0.01%	79.36%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	16	100.00%	0.02%	0	0.00%	0.000%
9015	2	0.00%	79.37%	SUP FAILED TO UPDATE DUE DATE	1	50.00%	0.00%	1	50.00%	0.002%
9040	2	0.00%	79.37%	DDD/DDD-CC REQUIRED	1	50.00%	0.00%	1	50.00%	0.002%
9110	6	0.00%	79.37%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES	6	100.00%	0.01%	0	0.00%	0.000%
9115	6	0.00%	79.38%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	6	100.00%	0.01%	0	0.00%	0.000%
9145	1	0.00%	79.38%	ACCOUNT IS DENIED	0	0.00%	0.00%	1	100.00%	0.002%
9155	244	0.18%	79.56%	UNE - PORTED OUT NUMBER	244	100.00%	0.27%	0	0.00%	0.000%
9245	447	0.33%	79.89%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	447	100.00%	0.49%	0	0.00%	0.000%
9432	7	0.01%	79.90%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	7	100.00%	0.01%	0	0.00%	0.000%
9433	2	0.00%	79.90%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%	0	0.00%	0.000%
9438	13	0.01%	79.91%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	13	100.00%	0.01%	0	0.00%	0.000%
9439	154	0.11%	80.02%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	154	100.00%	0.17%	0	0.00%	0.000%
9441	2	0.00%	80.02%	DLNUM=0004 LTN=5047388816 ALI VALUE INVALID	2	100.00%	0.00%	0	0.00%	0.000%
9442	859	0.64%	80.66%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	853	99.30%	0.93%	6	0.70%	0.014%
9466	57	0.04%	80.70%	UNABLE TO DETERMINE BLOCK CHOICE	57	100.00%	0.06%	0	0.00%	0.000%
9471	23	0.02%	80.72%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	20	86.96%	0.02%	3	13.04%	0.007%
9474	2	0.00%	80.72%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	2	100.00%	0.00%	0	0.00%	0.000%
9475	4	0.00%	80.72%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	4	100.00%	0.00%	0	0.00%	0.000%
9476	61	0.05%	80.77%	IS NOT FOUND ON CSR TO DISCONNECT	61	100.00%	0.07%	0	0.00%	0.000%
9477	88	0.07%	80.83%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	87	98.86%	0.10%	1	1.14%	0.002%
9479	110	0.08%	80.92%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	107	97.27%	0.12%	3	2.73%	0.007%

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**
9481	3,283	2.44%	83.35%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	3,266	99.48%	3.57%	17	0.52%	0.039%
9484	22	0.02%	83.37%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	22	100.00%	0.02%	0	0.00%	0.000%
9487	1	0.00%	83.37%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%	0	0.00%	0.000%
9488	401	0.30%	83.67%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	401	100.00%	0.44%	0	0.00%	0.000%
9495	102	0.08%	83.74%	EATN= MUST EXIST FOR ACT P AND Q	99	97.06%	0.11%	3	2.94%	0.007%
9496	1,750	1.30%	85.04%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	1,725	98.57%	1.89%	25	1.43%	0.058%
9498	41	0.03%	85.07%	EAN= ON LNUM= AND LEAN= ARE POPULATED	41	100.00%	0.04%	0	0.00%	0.000%
9504	6	0.00%	85.08%	DISCONNECTION OF LINES IS NOT ALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	6	100.00%	0.01%	0	0.00%	0.000%
9508	1	0.00%	85.08%	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN NUST BE NUMERIC	1	100.00%	0.00%	0	0.00%	0.000%
9515	1,390	1.03%	86.11%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,386	99.71%	1.51%	4	0.29%	0.009%
9516	25	0.02%	86.13%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	25	100.00%	0.03%	0	0.00%	0.000%
9517	29	0.02%	86.15%	UNDC INVALID IF PIC ALREADY EXISTS	29	100.00%	0.03%	0	0.00%	0.000%
9518	1	0.00%	86.15%	UNDC INVALID IF LPIC ALREADY EXISTS	1	100.00%	0.00%	0	0.00%	0.000%
9523	10	0.01%	86.16%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	10	100.00%	0.01%	0	0.00%	0.000%
9526	3	0.00%	86.16%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	3	100.00%	0.00%	0	0.00%	0.000%
9529	1,542	1.14%	87.31%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1,520	98.57%	1.66%	22	1.43%	0.051%
9530	4	0.00%	87.31%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	3	75.00%	0.00%	1	25.00%	0.002%
9543	373	0.28%	87.59%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	368	98.66%	0.40%	5	1.34%	0.012%
9545	3	0.00%	87.59%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	3	100.00%	0.00%	0	0.00%	0.000%
9602	4,329	3.21%	90.80%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	4,308	99.51%	4.71%	21	0.49%	0.049%
9604	33	0.02%	90.83%	TN ON SUP DOES NOT MATCH ORIGINAL TN	16	48.48%	0.02%	17	51.52%	0.039%
9605	181	0.13%	90.96%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	181	100.00%	0.20%	0	0.00%	0.000%
9606	16	0.01%	90.97%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	15	93.75%	0.02%	1	6.25%	0.002%
9613	6	0.00%	90.98%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	6	100.00%	0.01%	0	0.00%	0.000%
9616	25	0.02%	91.00%	YPH INVALID	25	100.00%	0.03%	0	0.00%	0.000%
9623	4	0.00%	91.00%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	4	100.00%	0.00%	0	0.00%	0.000%
9624	1	0.00%	91.00%	USOCS AR6 AND AR6CL ARE VALID ONLY ON REQTYP E	1	100.00%	0.00%	0	0.00%	0.000%
9626	331	0.25%	91.25%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	331	100.00%	0.36%	0	0.00%	0.000%
9627	1,194	0.89%	92.13%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,193	99.92%	1.30%	1	0.08%	0.002%
9628	428	0.32%	92.45%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	427	99.77%	0.47%	1	0.23%	0.002%
9629	70	0.05%	92.50%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	69	98.57%	0.08%	1	1.43%	0.002%
9639	183	0.14%	92.64%	CATEGORY L USOC MUST APPEAR FOR SAME TN	183	100.00%	0.20%	0	0.00%	0.000%
9641	1,773	1.32%	93.95%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,771	99.89%	1.94%	2	0.11%	0.005%

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 3/01/2002 - 3/31/2002

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
9647	345	0.26%	94.21%	BAN DOES NOT EXIST FOR COMPANY CODE	345	100.00%	0.38%	0	0.00%	0.000%
9654	270	0.20%	94.41%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS	269	99.63%	0.29%	1	0.37%	0.002%
9656	4	0.00%	94.41%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	4	100.00%	0.00%	0	0.00%	0.000%
9657	28	0.02%	94.43%	ECCKT/UNE1 MISMATCH	28	100.00%	0.03%	0	0.00%	0.000%
9661	29	0.02%	94.46%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	17	58.62%	0.02%	12	41.38%	0.028%
9666	1	0.00%	94.46%	LINESHARE IS APPLICABLE ONLY ON BELLSOUTH RETAIL ACCOUNTS	1	100.00%	0.00%	0	0.00%	0.000%
9670	16	0.01%	94.47%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	16	100.00%	0.02%	0	0.00%	0.000%
9671	93	0.07%	94.54%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	93	100.00%	0.10%	0	0.00%	0.000%
9673	40	0.03%	94.57%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	40	100.00%	0.04%	0	0.00%	0.000%
9674	26	0.02%	94.59%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	26	100.00%	0.03%	0	0.00%	0.000%
9675	20	0.01%	94.60%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	20	100.00%	0.02%	0	0.00%	0.000%
9679	4	0.00%	94.60%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	4	100.00%	0.00%	0	0.00%	0.000%
9680	8	0.01%	94.61%	INVALID REQTYP OR TOS FOR LIFELINE	8	100.00%	0.01%	0	0.00%	0.000%
9681	33	0.02%	94.63%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	33	100.00%	0.04%	0	0.00%	0.000%
9682	10	0.01%	94.64%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	10	100.00%	0.01%	0	0.00%	0.000%
9685	4,021	2.99%	97.63%	DUE DATE COULD NOT BE CALCULATED	646	16.07%	0.71%	3,375	83.93%	7.813%
9686	13	0.01%	97.64%	RESID NOT VALID IN LFACS	10	76.92%	0.01%	3	23.08%	0.007%
9687	12	0.01%	97.65%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON THE ACCOUNT	12	100.00%	0.01%	0	0.00%	0.000%
9690	1	0.00%	97.65%	ACT=C/LNA=D IS INVALID TO DISCONNECT ALL SHARED LINES FOR A CLEC ON THE EU ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%
9692	1	0.00%	97.65%	ACT=C, LNA=D IS INVALID ON A SINGLE LINE ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%
9700	49	0.04%	97.68%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	49	100.00%	0.05%	0	0.00%	0.000%
9715	28	0.02%	97.70%	TOS IS INVALID FOR REQUESTED SERVICE	28	100.00%	0.03%	0	0.00%	0.000%
9735	3	0.00%	97.71%	EATN ACCOUNT DOES NOT EXIST	3	100.00%	0.00%	0	0.00%	0.000%
9772	1	0.00%	97.71%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	0	0.00%	0.00%	1	100.00%	0.002%
9800	44	0.03%	97.74%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	16	36.36%	0.02%	28	63.64%	0.065%
9860	1,232	0.91%	98.65%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1,232	100.00%	1.35%	0	0.00%	0.000%
9861	1,041	0.77%	99.43%	ADSL NOT ALLOWED WITH THIS SERVICE	1,037	99.62%	1.13%	4	0.38%	0.009%
9862	2	0.00%	99.43%	TN ASSIGNED NOT VALID FOR SERVICE ADDR	2	100.00%	0.00%	0	0.00%	0.000%
9863	16	0.01%	99.44%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISPFOR CHANGES TO ADSL SERVICES	16	100.00%	0.02%	0	0.00%	0.000%
9866	43	0.03%	99.47%	MULTILINE USOC DOES NOT APPLY	42	97.67%	0.05%	1	2.33%	0.002%
9867	49	0.04%	99.51%	MULTILINE USOC DOES NOT APPLY	48	97.96%	0.05%	1	2.04%	0.002%
9869	17	0.01%	99.52%	SINGLE LINE USOC DOES NOT APPLY	17	100.00%	0.02%	0	0.00%	0.000%
9871	9	0.01%	99.53%	ADDRESS/TN INVALID, DUE DATE COULD NOT BE CALCULATED	9	100.00%	0.01%	0	0.00%	0.000%
9897	7	0.01%	99.53%	TN FOR NON WORKING ADDRESS; DUE DATE COULD NOT BE CALCULATED	7	100.00%	0.01%	0	0.00%	0.000%
9908	306	0.23%	99.76%	HTSEQ AND HLA REQUIRED WHEN REMOVING LINES FROM A HUNT GROUP	306	100.00%	0.33%	0	0.00%	0.000%

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 3/01/2002 - 3/31/2002

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
9909	129	0.10%	99.86%	HTSEQ REQUIRED	128	99.22%	0.14%	1	0.78%	0.002%
9910	134	0.10%	99.96%	HID DATA MUST BE EXISTING ON THE ACCOUNT WHEN HA I S C D OR F	133	99.25%	0.15%	1	0.75%	0.002%
9911	9	0.01%	99.96%	HA = D IS REQUIRED WHEN NO MORE THAN ONE LINE IS LEFT IN THE HUNT GROUP	9	100.00%	0.01%	0	0.00%	0.000%
9912	50	0.04%	100.00%	HTSEQ AND HLA REQUIRED	50	100.00%	0.05%	0	0.00%	0.000%
	134,698	100.00%			91,502	67.93%	100.00%	43,196	32.07%	100.000%

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
1005	10	0.07%	0.07%	CCNA REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1007	11	0.07%	0.14%	DUPLICATE CC, PON, VER	
1012	4	0.03%	0.17%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON	
1015	3,009	20.47%	20.64%	PON DUPLICATE ON INITIAL LSR	
1020	1	0.01%	20.64%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '	
1023	12	0.08%	20.73%	NO ORIGINAL LSR FOUND FOR THIS SUP	
1025	11	0.07%	20.80%	VER MUST BE GREATER THAN PREVIOUS VERSION	
1030	432	2.94%	23.74%	VER MUST BE GREATER THAN PREVIOUS VERSION	
1035	1	0.01%	23.75%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860	
1040	45	0.31%	24.05%	VER MUST BE SPACES OR ZEROES FOR 850	
1050	40	0.27%	24.32%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE	
1055	10	0.07%	24.39%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED	
1060	23	0.16%	24.55%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B	
1065	16	0.11%	24.66%	AN MUST BE 10 OR 13 ALPHANUMERICS	
1070	7	0.05%	24.70%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE	
1074	1	0.01%	24.71%	ATN REQUIRED FOR THIS ACT TYPE WHEN NO LNA OF N IS PRESENT	
1075	10	0.07%	24.78%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED	
1078	40	0.27%	25.05%	ATN MUST EQUAL EATN OR LEATN WHEN EATN OR LEATN IS POPULATED	
1080	23	0.16%	25.21%	DDD/DDD-CC MUST BE A VALID DATE	
1085	3	0.02%	25.23%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE	
1090	2	0.01%	25.24%	ATN OR AN REQUIRED WHEN EATN IS POPULATED	
1110	32	0.22%	25.46%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION	
1120	8	0.05%	25.51%	DDD REQUIRED	
1125	50	0.34%	25.85%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT	
1131	317	2.16%	28.01%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE	
1135	1	0.01%	28.02%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER	
1140	7	0.05%	28.06%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N	

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ%	Error Description	
1145	3	0.02%	28.08%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS	
1155	1	0.01%	28.09%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y	
1157	6	0.04%	28.13%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION	
1175	3	0.02%	28.15%	REQTYP REQUIRED (STOP EDIT)	
1180	9	0.06%	28.21%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)	
1190	5	0.03%	28.25%	ACTIVITY TYPE REQUIRED (STOP EDIT)	
1200	45	0.31%	28.55%	SUP REQUIRED WHEN VER IS GREATER THAN 00	
1215	51	0.35%	28.90%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS	
1225	16	0.11%	29.01%	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)	
1230	2,970	20.20%	49.21%	LSO MUST BE 6 NUMERICS	
1235	2	0.01%	49.22%	TOS REQUIRED	
1265	2	0.01%	49.24%	AUTHNM MUST BE 1 TO 15 ALPHANUMERICS	
1270	7	0.05%	49.29%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS	
1285	5	0.03%	49.32%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1290	1	0.01%	49.33%	ACTL MUST BE 11 ALPHANUMERICS	
1300	2	0.01%	49.34%	CIC REQUIRED ON THIS REQTYP-ACTTYPE COMBINATION	
1305	1	0.01%	49.35%	CIC MUST BE 4 NUMERICS	
1330	2	0.01%	49.36%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT	
1335	6	0.04%	49.40%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1345	4	0.03%	49.43%	TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)	
1355	3	0.02%	49.45%	TOS FIRST CHARACTER MUST BE 1, 2, 3, OR 4	
1390	27	0.18%	49.63%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB	
1392	2	0.01%	49.65%	TOS SECOND CHARACTER OF J IS PROHIBITED ON REQTYP OF A,B,C,F OR J (STOP EDIT)	
1430	21	0.14%	49.79%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1435	1	0.01%	49.80%	CIC MUST BE 4 NUMERICS	
1453	24	0.16%	49.96%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1455	84	0.57%	50.53%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS	
1457	13	0.09%	50.62%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED	
1490	1	0.01%	50.63%	DRC MUST BE 3 ALPHANUMERICS	

				AGGREGATE ORDER TYPES	
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ%	Error Description	
1505	10	0.07%	50.69%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1510	19	0.13%	50.82%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1515	27	0.18%	51.01%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS	
1520	23	0.16%	51.16%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1525	2	0.01%	51.18%	FAX NO-INIT MUST BE 10 NUMERICS	
1530	20	0.14%	51.31%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1535	9	0.06%	51.37%	TEL NO IMPCON REQUIRED WHEN IMPCON IS POPULATED	
1540	1	0.01%	51.38%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS	
1570	2	0.01%	51.39%	TEL NO DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1580	1	0.01%	51.40%	FAX NO-DSGCON MUST BE 10 NUMERICS	
1585	1	0.01%	51.41%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1590	1	0.01%	51.41%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1595	1	0.01%	51.42%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1600	1	0.01%	51.43%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1605	25	0.17%	51.60%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD	
1610	1	0.01%	51.61%	PBT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
1630	121	0.82%	52.43%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON	
1635	76	0.52%	52.95%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION	
1640	544	3.70%	56.65%	NO ORIGINAL LSR FOUND FOR THIS SUP	
1645	901	6.13%	62.77%	LSR/PON AGED OFF	
1650	521	3.54%	66.32%	LSR/PON COMPLETED	
1660	52	0.35%	66.67%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE	
1661	3	0.02%	66.69%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE UNLESS REQUESTED BY BELLSOUTH	
1662	18	0.12%	66.81%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED	
1663	1	0.01%	66.82%	CANNOT CANCEL OR CHANGE DUE DATE THIS CLOSE TO SCHEDULED RESTORE OF SERVICE	
1664	44	0.30%	67.12%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE	
2015	3	0.02%	67.14%	EU-STATE REQUIRED	
2025	1	0.01%	67.15%	EU-ZIP CODE REQUIRED	
2030	1	0.01%	67.15%	LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS	

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

				AGGREGATE ORDER TYPES	
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
2035	7	0.05%	67.20%	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2040	17	0.12%	67.32%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	
2050	17	0.12%	67.43%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	
2055	21	0.14%	67.58%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION	
2059	1	0.01%	67.58%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION WHEN LNA EQUALS N	
2060	14	0.10%	67.68%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	
2065	15	0.10%	67.78%	LOCBAN REQUIRED	
2070	17	0.12%	67.90%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	
2080	12	0.08%	67.98%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	
2084	4	0.03%	68.00%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AND SASN IS PRESENT	
2085	24	0.16%	68.17%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	
2090	8	0.05%	68.22%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION	
2095	13	0.09%	68.31%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION	
2098	1	0.01%	68.32%	LOCNUM=000 CITY EU REQUIRED WITH LNA OF N ON THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2099	1	0.01%	68.32%	LOCNUM=000 CITY-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION	
2100	1	0.01%	68.33%	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2104	1	0.01%	68.34%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION	
2105	2	0.01%	68.35%	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2106	1	0.01%	68.36%	LOCNUM=000 STATE EU REQUIRED WITH LNA OF N ON THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2109	9	0.06%	68.42%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION	
2110	4	0.03%	68.45%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2111	6	0.04%	68.49%	LOCNUM=000 ZIP CODE REQUIRED WITH LNA OF N ON THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION	
2115	8	0.05%	68.54%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS	
2120	381	2.59%	71.13%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE	
2130	7	0.05%	71.18%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION	
2145	2	0.01%	71.19%	LOCBAN MUST EQUAL EAN OR EATN	
2150	1	0.01%	71.20%	IWO PROHIBITED WITH THIS REQTYP/ACT TYP COMBINATION	
2155	2	0.01%	71.21%	ATN MUST BE 10 NUMERICS	
2165	1	0.01%	71.22%	EATN MUST BE 10 NUMERICS	

05/24/2002

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
2175	1	0.01%	71.23%	IWCON-TEL NO PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
2185	2	0.01%	71.24%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS	
2200	1	0.01%	71.25%	EATN MUST BE 10 NUMERICS	
2220	1	0.01%	71.26%	SBILLNM-FB MUST BE UP TO 25 ALPHANUMERICS WITH EMBEDDED BLANKS	
2285	6	0.04%	71.30%	LOCNUM= DNUM MUST BE 5 NUMERIC	
2295	6	0.04%	71.34%	DNUM MUST BE GREATER THAN PREVIOUS DNUM	
2350	21	0.14%	71.48%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
2355	2	0.01%	71.49%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
3005	6	0.04%	71.53%	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS	
3010	42	0.29%	71.82%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS	
3015	3	0.02%	71.84%	REFNUM=0001-TELNO= LNA REQUIRED	
3020	1	0.01%	71.85%	LOCNUM=000 - LNUM=00001 FIRST CHARACTER OF CABLE ID MUST BE P OR V	
3035	17	0.12%	71.96%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS	
3045	33	0.22%	72.19%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT	
3047	66	0.45%	72.64%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL	
3050	37	0.25%	72.89%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID	
3055	1	0.01%	72.89%	REFNUM=0001-TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY	
3085	3	0.02%	72.92%	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81	
3090	39	0.27%	73.18%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP	
3100	2	0.01%	73.19%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED	
3105	1	0.01%	73.20%	LOCNUM=000 LNUM=22 TELNO= CHAN/PAIR MUST BE UP TO 5 ALPHANUMERICS	
3110	13	0.09%	73.29%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID	
3115	69	0.47%	73.76%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION	
3120	13	0.09%	73.85%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION	
3125	31	0.21%	74.06%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID	
3130	13	0.09%	74.15%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE	
3135	101	0.69%	74.83%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED	
3140	3	0.02%	74.85%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED	
3155	3	0.02%	74.87%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R	

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ%	Error Description	
3160	5	0.03%	74.91%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D	
3165	8	0.05%	74.96%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE	
3170	22	0.15%	75.11%	REFNUM=0001-TELNO= CFA INVALID FORMAT	
3190	40	0.27%	75.38%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS	
3200	2	0.01%	75.40%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B	
3205	25	0.17%	75.57%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C	
3380	54	0.37%	75.94%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N	
3385	10	0.07%	76.00%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q	
3395	2	0.01%	76.02%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y	
3400	6	0.04%	76.06%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N OR C IF ACT IS T	
3405	1	0.01%	76.06%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R	
3410	194	1.32%	77.38%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED	
3415	6	0.04%	77.42%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B	
3420	2	0.01%	77.44%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C	
3422	10	0.07%	77.51%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)	
3427	2	0.01%	77.52%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION	
3430	10	0.07%	77.59%	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%	77.60%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G	
3433	8	0.05%	77.66%	LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQTYP/ACT TYP/SECNCI COMBINATION	
3439	5	0.03%	77.69%	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQTYP IS A WITH SECNCI POPULATED	
3460	4	0.03%	77.72%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)	
3470	200	1.36%	79.08%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS	
3480	1	0.01%	79.08%	LOCNUM=N LNUM=00001 TELNO= LOCNUM MUST BE 3 NUMERICS	
3485	21	0.14%	79.23%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR	
3545	1	0.01%	79.23%	LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQTYP/LNA COMBINATION	
3630	1	0.01%	79.24%	LNUM=00001 TELNO= SHELF REQUIRED ON REQTYP F IF LNA IS C, G, N OR V	
3705	2	0.01%	79.25%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN	
3735	44	0.30%	79.55%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V	
3745	19	0.13%	79.68%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR	

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

				AGGREGATE ORDER TYPES	
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ%	Error Description	
3755	44	0.30%	79.98%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V	
3760	1	0.01%	79.99%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P	
3765	19	0.13%	80.12%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N	
3930	12	0.08%	80.20%	LNUM=00001 TELNO=	
4000	17	0.12%	80.32%	DL DATA ELEMENTS REQUIRED	
4015	7	0.05%	80.36%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY	
4020	9	0.06%	80.42%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE	
4030	8	0.05%	80.48%	DLNUM=0001 LTN= LACT REQUIRED	
4035	2	0.01%	80.49%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML	
4040	48	0.33%	80.82%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE	
4045	388	2.64%	83.46%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE	
4050	47	0.32%	83.78%	INVALID YPH ENTRY	
4055	95	0.65%	84.42%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3	
4060	3	0.02%	84.44%	DLNUM=0001 LTN= VALID RTY REQUIRED	
4061	48	0.33%	84.77%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N	
4065	358	2.44%	87.21%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING	
4075	18	0.12%	87.33%	MAIN LISTING REQUIRED	
4090	21	0.14%	87.47%	DLNUM=0001 LTN= VALID LTY REQUIRED	
4097	1	0.01%	87.48%	DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z	
4110	21	0.14%	87.62%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED	
4115	4	0.03%	87.65%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3	
4120	12	0.08%	87.73%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED	
4125	3	0.02%	87.75%	SIC MUST BE 4 NUMERICS	
4160	4	0.03%	87.78%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6	
4165	3	0.02%	87.80%	DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z	
4180	3	0.02%	87.82%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO	
4185	2	0.01%	87.83%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3	
4190	4	0.03%	87.86%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE	
4195	3	0.02%	87.88%	DLNUM=0003 LTN PROHIBITED WITH RTY FCR OR LCR	

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
4200	1	0.01%	87.89%	DLNUM=0001 LTN MUST BE 10 NUMERICS	
4205	6	0.04%	87.93%	DLNUM=0001 LTN REQUIRED	
4220	6	0.04%	87.97%	DLNUM=0001 LTN= LNLN REQUIRED	
4225	3	0.02%	87.99%	DLNUM=0001 LTN= LNLN PROHIBITED WITH LACT Z	
4230	3	0.02%	88.01%	DLNUM=0001 LTN= LNFN PROHIBITED WITH LACT Z	
4265	3	0.02%	88.03%	DLNUM=0001 LTN=4075632496 TITLE OF LINEAGE INVALID	
4280	8	0.05%	88.08%	DLNUM=0001 LTN= TITLE1 DATA INVALID	
4310	1	0.01%	88.09%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN	
4315	3	0.02%	88.11%	DLNUM=0001 LTN=LANO PROHIBITED WITH LACT Z	
4320	2	0.01%	88.12%	DLNUM=0001 LTN=9043740664 LASF PROHIBITED WITHOUT LANO	
4345	3	0.02%	88.14%	DLNUM=0001 LTN= LASN PROHIBITED WITH LACT Z	
4350	3	0.02%	88.16%	DLNUM=0001 LTN= LATH PROHIBITED WITH LACT Z	
4355	1	0.01%	88.17%	DLNUM=0002 LTN= LATH PROHIBITED WITHOUT LASN	
4365	8	0.05%	88.23%	DLNUM=0001 LTN= LASS ENTRY INVALID	
4370	1	0.01%	88.23%	DLNUM=0002 LTN= LASS PROHIBITED WITHOUT LASN	
4380	2	0.01%	88.25%	DLNUM=0001 LTN= LALOC REQUIRED WITH FOREIGN LISTING	
4385	13	0.09%	88.33%	DLNUM=0001 LTN= INVALID LAST ENTRY	
4455	1	0.01%	88.34%	DLNUM=0003 LTN= LTXNUM VALUE MUST BE 4 NUMERICS	
4470	1	0.01%	88.35%	DLNUM=0001 LTN= LTXNUM MUST BE CONSECUTIVE AND UNIQUE WITHIN THE DLNUM	
4475	6	0.04%	88.39%	DLNUM=0002 LTN= INVALID YPH ENTRY	
4478	37	0.25%	88.64%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3	
4480	2	0.01%	88.65%	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z	
4485	13	0.09%	88.74%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM	
4490	21	0.14%	88.89%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY	
4495	1	0.01%	88.89%	DLNUM=0001 LTN= SIC ENTRY MUST BE 4 OR 5 NUMERICS	
4505	24	0.16%	89.06%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P	
4510	25	0.17%	89.23%	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT	
4515	1	0.01%	89.23%	DLNUM=0001 LTN=6626279156 SIC IS PROHIBITED WITH RESIDENCE	
4525	4	0.03%	89.26%	DLNUM=0002 LTN=9046832672 ADI PROHIBITED WITH LACT Z	

				AGGREGATE ORDER TYPES	
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
4550	3	0.02%	89.28%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING	
4600	28	0.19%	89.47%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM	
4685	12	0.08%	89.55%	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE	
4740	6	0.04%	89.59%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT OR INADDR IS POPULATED	
4765	8	0.05%	89.65%	DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1	
4810	6	0.04%	89.69%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT IS POPULATED	
4825	6	0.04%	89.73%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INADDR IS POPULATED	
4830	1	0.01%	89.74%	ONLY ONE DACT PER LSR	
4837	33	0.22%	89.96%	DACT REQUIRED	
4890	1	0.01%	89.97%	DDADLO IS PROHIBITED	
5000	1	0.01%	89.97%	HUNTING PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
5005	5	0.03%	90.01%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID	
5015	19	0.13%	90.14%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST	
5030	9	0.06%	90.20%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q	
5035	4	0.03%	90.23%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS	
5065	1	0.01%	90.23%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS	
5070	13	0.09%	90.32%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4	
5080	4	0.03%	90.35%	LOCNUM=000 HNUM=00001 HID MUST BE AN HID NUMBER WHEN HA IS C, D OR E AND HNTYP IS 5 OR 6	
5090	1	0.01%	90.36%	LOCNUM=000 HNUM=00001 TLI REQUIRED IF HNTYPE IS 5 OR 6	
5105	6	0.04%	90.40%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D	
5110	10	0.07%	90.46%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E	
5115	4	0.03%	90.49%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N	
5120	4	0.03%	90.52%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E	
5135	36	0.24%	90.76%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E	
5175	1	0.01%	90.77%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4	
5185	13	0.09%	90.86%	LOCNUM=000 HNUM=00001 HT= FOR HNTYP 5 OR 6, HT MUST BE 5 OR 10 ALPHANUMERIC	
6005	10	0.07%	90.93%	NC CODE INVALID	
6045	65	0.44%	91.37%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)	
6050	33	0.22%	91.59%	REQTYP/LOOP TYPE COMBINATION INVALID	

REPORT: FLOWTHROUGH ERROR ANALYSIS - FATALS
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ%	Error Description	
6055	6	0.04%	91.63%	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION	
7000	2	0.01%	91.65%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V	
7005	1	0.01%	91.65%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE	
8005	12	0.08%	91.74%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
8040	3	0.02%	91.76%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER	
8115	9	0.06%	91.82%	LNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
8140	187	1.27%	93.09%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V	
8165	2	0.01%	93.10%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST	
8180	28	0.19%	93.29%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	
8255	187	1.27%	94.57%	INVALID ACTIVITY TYPE	
8265	1	0.01%	94.57%	LNUM=12345 TC FR IS PROHIBITED WITH REQTYP/LNA COMBINATION	
8270	48	0.33%	94.90%	SUPPLEMENTAL ADDRESS NOT VALID	
8275	349	2.37%	97.27%	ADDRESS/TN INVALID DUE DATE COULD NOT BE CALCULATED	
8276	7	0.05%	97.32%	ADDRESS/TN LSO INVALID; DUE DATE COULD NOT BE CALCULATED	
8278	379	2.58%	99.90%	IS NOT A WORKING NUMBER; DUE DATE CANNOT BE CALCULATED	
9874	2	0.01%	99.91%	AN PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION	
9875	3	0.02%	99.93%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION	
9895	10	0.07%	100.00%	SUPPLEMENTAL ADDRESS NOT VALID	
	14,702	100.00%			

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
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: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

REPORT: FLOWTHROUGH ERROR ANALYSIS - 8825
REPORT PERIOD: 3/01/2002 - 3/31/2002

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	**Error Description**
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#,
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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 03/01/2002 - 03/31/2002

	PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	52.33%	92.25%

		AGGREGATE ORDER TYPES												
Company Info					**LSR PROCESSING**								**FLOWTHROUGH**	
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flow-through
1		0	205	205	53	40	112	25	12	13	87	57.24%	77.68%	87.88%
2		8	0	8	1	4	3	1	1	0	2	50.00%	66.67%	66.67%
3		197	0	197	27	10	160	9	6	3	151	82.07%	94.38%	96.18%
4		117	0	117	42	22	53	10	4	6	43	48.31%	81.13%	91.49%
5		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
6		864	0	864	396	63	405	156	91	65	249	33.83%	61.48%	73.24%
7		0	983	983	172	52	759	131	120	11	628	68.26%	82.74%	83.96%
8		509	0	509	222	90	197	51	29	22	146	36.78%	74.11%	83.43%
9		0	337	337	184	49	104	43	25	18	61	22.59%	58.65%	70.93%
10		4,831	0	4,831	1,257	290	3,284	122	18	104	3,162	71.26%	96.29%	99.43%
11		82	0	82	54	10	18	6	4	2	12	17.14%	66.67%	75.00%
12		267	0	267	96	23	148	56	37	19	92	40.89%	62.16%	71.32%
13		0	44	44	33	11	0	0	0	0	0	0.00%	0.00%	0.00%
14		84	0	84	39	26	19	10	3	7	9	17.65%	47.37%	75.00%
15		1,479	0	1,479	406	88	985	35	10	25	950	89.55%	96.45%	98.96%
16		0	26	26	13	5	8	1	0	1	7	35.00%	87.50%	100.00%
17		1,981	0	1,981	405	126	1,450	92	63	29	1,358	74.37%	93.66%	95.57%
18		36	0	36	13	11	12	11	9	2	1	4.35%	8.33%	10.00%
19		13	0	13	2	4	7	2	1	1	5	62.50%	71.43%	83.33%
20		0	943	943	420	113	410	114	66	48	296	37.85%	72.20%	81.77%
21		155	0	155	85	28	42	8	3	5	34	27.87%	80.95%	91.89%
22		0	1,748	1,748	1,642	106	0	0	0	0	0	0.00%	0.00%	0.00%
23		0	84	84	39	7	38	7	4	3	31	41.89%	81.58%	88.57%
24		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
25		12	0	12	2	0	10	0	0	0	10	83.33%	100.00%	100.00%
26		0	2,980	2,980	1,230	321	1,429	462	176	286	967	40.75%	67.67%	84.60%
27		11	0	11	1	1	9	2	2	0	7	70.00%	77.78%	77.78%
28		27	0	27	10	3	14	3	0	3	11	52.38%	78.57%	100.00%
29		551	0	551	197	40	314	37	16	21	277	56.53%	88.22%	94.54%
30		129	0	129	79	8	42	29	23	6	13	11.30%	30.95%	36.11%
EDI Subtotal		11,355		11,355	3,334	847	7,174	640	320	320	6,534	64.13%	91.08%	95.33%
TAG Subtotal			7,350	7,350	3,786	704	2,860	783	403	380	2,077	33.15%	72.62%	83.75%
TOTAL INTERFACES		11,355	7,350	18,705	7,120	1,551	10,034	1,423	723	700	8,611	52.33%	85.82%	92.25%

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 03/01/2002 - 03/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		15
2		24
3		6
4		9
5		0
6		142
7		18
8		91
9		53
10		85
11		14
12		24
13		0
14		37
15		40
16		0
17		62
18		52
19		127
20		12
21		303
22		6
23		0
24		55
25		0
26		8
27		81
28		10
		1,274

05/24/2002

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
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	-0.0037	-0.0008	0.0009	0.0368	0.0073	-0.0013	-0.0488	-0.0318	-0.0150	-0.0313	-0.0340	-0.0264	-0.0205	-0.0046	-0.0115	-0.0152	-0.0193	-0.0163	-0.0054	-0.0119
Aug-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0013	0.0865	0.0373	0.0024	0.0048	0.0072	0.0176	0.0090	0.0137	0.0109	0.0275	0.0144	0.0052	0.0053	0.0085	0.0044	0.0004	0.0011
		CLEC	0.0070	0.0000	0.0000	0.0001	0.1356	0.0001	0.0001	0.0009	0.0105	0.0044	0.0233	0.0210	0.0038	0.0100	0.0337	0.0307	0.0327	0.0039	0.0083	0.0222	0.0240	0.0239	0.0056	0.0003
		Difference	-0.0070	0.0000	0.0000	-0.0001	-0.1356	-0.0001	0.0013	0.0856	0.0268	-0.0020	-0.0184	-0.0139	0.0138	-0.0010	-0.0200	-0.0198	-0.0052	0.0106	-0.0031	-0.0169	-0.0155	-0.0195	-0.0053	0.0007
Sep-01	FL	BellSouth	0.0000	0.0002	0.0000	0.0001	0.0006	0.0001	0.0000	0.0001	0.0000	0.0017	0.0032	0.0007	0.0000	0.0001	0.0002	0.0004	0.0004	0.0000	0.0000	0.0007	0.0053	0.0016	0.0002	0.0000
		CLEC	0.0208	0.0305	0.0482	0.1486	0.0902	0.0680	0.0524	0.0267	0.0114	0.0251	0.0218	0.0126	0.0104	0.0095	0.0136	0.1117	0.0158	0.0261	0.0111	0.0198	0.0418	0.0419	0.0221	0.0173
		Difference	-0.0208	-0.0303	-0.0482	-0.1485	-0.0897	-0.0678	-0.0524	-0.0266	-0.0114	-0.0234	-0.0186	-0.0119	-0.0104	-0.0094	-0.0134	-0.1113	-0.0154	-0.0261	-0.0111	-0.0191	-0.0366	-0.0403	-0.0219	-0.0173
Oct-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0011	0.0000	0.0022	0.0005	0.0012	0.0021	0.0375	0.0175	0.0001	0.0001	0.0039	0.0045	0.0002	0.0000	0.0000
		CLEC	0.0002	0.0052	0.0004	0.0268	0.2831	0.0613	0.0070	0.0023	0.0361	0.0849	0.0080	0.0547	0.0099	0.0123	0.0307	0.1002	0.1160	0.0961	0.1450	0.2570	0.3677	0.2276	0.0506	0.0009
		Difference	-0.0001	-0.0052	-0.0004	-0.0268	-0.2831	-0.0613	-0.0070	-0.0023	-0.0361	-0.0838	-0.0079	-0.0525	-0.0094	-0.0111	-0.0286	-0.0627	-0.0986	-0.0960	-0.1449	-0.2531	-0.3633	-0.2274	-0.0506	-0.0009
Nov-01	FL	BellSouth	0.0000	0.0003	0.0000	0.0000	0.0002	0.0000	0.0000	0.0000	0.0000	0.0014	0.0030	0.0022	0.0006	0.0011	0.0027	0.0068	0.0053	0.0016	0.0022	0.0109	0.0072	0.0053	0.0010	0.0004
		CLEC	0.0089	0.0056	0.0018	0.0467	0.0033	0.0135	0.0015	0.0168	0.0185	0.0050	0.0206	0.0049	0.0010	0.0118	0.0159	0.0131	0.0130	0.0229	0.0603	0.1268	0.2037	0.1577	0.0442	0.0004
		Difference	-0.0089	-0.0053	-0.0018	-0.0467	-0.0031	-0.0135	-0.0015	-0.0168	-0.0185	-0.0036	-0.0176	-0.0027	-0.0004	-0.0107	-0.0132	-0.0063	-0.0077	-0.0213	-0.0582	-0.1158	-0.1965	-0.1524	-0.0431	-0.0004
Dec-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0003	0.0000	0.0004	0.0005	0.0007	0.0002	0.0006	0.0004	0.0011	0.0033	0.0000	0.0000	0.0003	0.0036	0.0009	0.0004	0.0000
		CLEC	0.0163	0.0308	0.0700	0.0214	0.1620	0.0094	0.0193	0.0187	0.0657	0.3682	0.4188	0.4051	0.2876	0.2523	0.3236	0.3372	0.3167	0.1175	0.2939	0.6961	0.3065	0.4309	0.4193	0.0669
		Difference	-0.0163	-0.0308	-0.0700	-0.0214	-0.1620	-0.0094	-0.0192	-0.0184	-0.0657	-0.3678	-0.4183	-0.4044	-0.2874	-0.2517	-0.3232	-0.3361	-0.3134	-0.1175	-0.2939	-0.6958	-0.3030	-0.4301	-0.4189	-0.0669
Jan-02	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0101	0.0047	0.0082	0.0000	0.0000	0.0008	0.0064	0.0017	0.0001	0.0002	0.0078	0.0265	0.0023	0.0004	0.0000
		CLEC	0.0004	0.1133	0.0032	0.0147	0.0055	0.0010	0.0000	0.0020	0.0422	0.0093	0.0094	0.0103	0.0076	0.0072	0.0063	0.0423	0.0483	0.0183	0.0261	0.0678	0.0755	0.0387	0.0001	0.0000
		Difference	-0.0004	-0.1133	-0.0032	-0.0147	-0.0055	-0.0010	0.0000	-0.0020	-0.0422	0.0009	-0.0047	-0.0021	-0.0076	-0.0072	-0.0055	-0.0359	-0.0466	-0.0181	-0.0260	-0.0600	-0.0490	-0.0363	0.0002	0.0000
Feb-02	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0009	0.0000	0.0000	0.0000	0.0000	0.0008	0.0006	0.0000	0.0000	0.0000	0.0006	0.0004	0.0000	0.0000
		CLEC	0.0015	0.0007	0.0022	0.0039	0.0008	0.0029	0.0008	0.0022	0.0043	0.0112	0.0253	0.0164	0.0021	0.0205	0.0120	0.0164	0.0157	0.0019	0.0040	0.0270	0.0367	0.0467	0.0124	0.0167
		Difference	-0.0015	-0.0007	-0.0022	-0.0039	-0.0008	-0.0029	-0.0008	-0.0022	-0.0043	-0.0112	-0.0244	-0.0164	-0.0021	-0.0205	-0.0120	-0.0155	-0.0151	-0.0019	-0.0040	-0.0270	-0.0361	-0.0463	-0.0124	-0.0167
Mar-02	FL	BellSouth	0.0000	0.0000	0.0017	0.0000	0.0000	0.0000	0.0000	0.0000	0.0007	0.0011	0.0011	0.0010	0.0006	0.0004	0.0071	0.0000	0.0001	0.0003	0.0001	0.0011	0.0003	0.0017	0.0001	0.0001
		CLEC	0.0089	0.0000	0.0014	0.0095	0.0040	0.0281	0.0042	0.0060	0.0015	0.0071	0.0183	0.0213	0.0221	0.0422	0.0230	0.0190	0.0325	0.0701	0.0468	0.2042	0.1386	0.2024	0.0614	0.0067
		Difference	-0.0089	0.0000	0.0003	-0.0095	-0.0040	-0.0281	-0.0042	-0.0060	-0.0009	-0.0060	-0.0171	-0.0203	-0.0214	-0.0418	-0.0160	-0.0190	-0.0324	-0.0698	-0.0466	-0.2031	-0.1382	-0.2007	-0.0613	-0.0065