ORIGINAL

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July 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 (LA)

Lisa S. Foshee

Enclosures

cc: All Parties of Record
Marshall M. Criser III

AUS
CAF
CMP
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CTR
ECR
GCL
OPC
MMS
SEC 1
OTH 1 to each dkt.

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

BELLSOUTH TELECOMMUNICATIONS, INC.

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

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Lisa Foshee
Lisa Foshee (LA)

(+) Signed Protective Agreement

Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED JULY 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 May 2002. Exhibit May 2002 PM Data and Attachments 1L though 3L that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

Attachment 1L is the Monthly State Summary (MSS) for Florida Performance Measurements for May 2002. The MSS contains 2,329 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1L, there were 863 sub-metrics for which there was CLEC activity in May 2002 and that were compared to either benchmarks or retail analogues. BellSouth met or exceeded the criteria for 712 of these 863 sub-metrics, or 83%.

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

measurement, FOC/Reject Completeness (Multiple Responses), indicates the proportion of times that multiple FOCs/Rejects for an LSR are returned. The Georgia PSC did not order this measure to be implemented. Also, this measurement can be misleading because sometimes multiple responses are required for efficient operation of the business, such as when a second FOC is returned to notify a CLEC when a jeopardy is cleared. Consequently, while BellSouth reports data on this measure in the Monthly State Summary, BellSouth has not included it in the calculation of performance measurements that had CLEC activity and has not addressed those sub-metrics in this Exhibit. The LNP Disconnect Timeliness measure is still under review by the Georgia PSC. These measures are included in the MSS and in the total number of measurements calculation (2,329), but are excluded from the "Met/Total" (712/863) percentage calculations.

During the three-month period, March through May 2002, again adjusting for the measures mentioned above where appropriate, there were a total of 801 sub-metrics that had CLEC activity for all three months and that were compared with either benchmarks or retail analogues. Of these 801 sub-metrics, 685 sub-metrics (86%) satisfied the comparison criteria in at least two of the three months.

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

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

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

quantitative viewpoint. For example, in May 2002, the % Missed Installation Appointments (%MIA), for Resale Residence / Non-Dispatch / < 10 Circuits (A.2.11.1.1.2) showed that BellSouth retail had 0.10% missed appointments for the 700,346 scheduled orders. The CLEC %MIA for the same period is 0.51% missed appointments for 51,529 scheduled orders. While there is very little difference in the results, only four tenths of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria, but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, well over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered, even though the statistical result does not technically meet the retail analogue.

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

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

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

B. CHECKLIST ITEM 1 – INTERCONNECTION

1. Collocation

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

For the three-month period, March through May 2002, there were 7 sub-metrics for which there was CLEC activity in all three months and were

compared to retail analogues or benchmarks. All 7 of these sub-metrics met the retail analogue/benchmark comparisons in all three months.

2. Local Interconnection Trunking

Trunking Reports

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

In March BellSouth met 23 of 24 sub-metrics or 96% and in April 2002, met 25 of the 25 sub-metrics or 100% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. Also in May 2002, BellSouth met all 25 of the 25 sub-metrics or 100% of the benchmarks/retail analogues having CLEC activity. The sub-metric that did not meet the retail analogue for March 2002 was as follows:

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

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

Trunk Blockage

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group Performance Report (TGP), Attachment 3L, displays trunk blocking in a manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic, and provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The analogue/benchmark for the Trunk Group Performance measure is any consecutive two-hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-metric in March and April 2002. In May 2002, trunk blockage occurred above the .5% level for the two-hour period from 8:00 p.m. to 10:00 p.m. Investigation revealed that the cause of this miss was due to unusually heavy traffic during this period on Mother's Day. No trunks were out of service during that period, nor were there any other conditions except the heavy traffic that would cause the temporarily elevated blockage. Trunk blockages are currently running at well below benchmark levels.

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

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

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

2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
Digital Loop < DS1	#4 – Unbundled Local Loops
Digital Loop => DS1	#4 – Unbundled Local Loops
Local Interoffice Transport	#5 – Unbundled Local Transport
Switch Ports	#6 – Unbundled Local Switching
INP Standalone	#11 – Local Number Portability
LNP Standalone	#11 – Local Number Portability

An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance & Repair and Billing indicates that BellSouth met the benchmark/analogue for 79% of the sub-metrics In May 2002 and for 84% of the sub-metrics in March and April 2002.

For the three-month period, March through May 2002, there were 453 sub-metrics in the UNE measurements for which there was CLEC activity in all three months and that were compared to retail analogues or benchmarks. Of those 453 sub-metrics, 379 sub-metrics (84%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. UNE Ordering Measures

Items B.1.1 – B.1.19 in Attachment 1L show data for Percent Rejected Service Requests, Reject Interval, FOC Timeliness and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partial electronic and manual), as well as product type.

Reject Interval

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

For partially mechanized orders, which are LSRs submitted electronically but requiring intervention by a BellSouth service representative, the benchmark is 85% returned within 10 hours. BellSouth exceeded these benchmarks in March, April and May 2002, with 92%, 89% and 88%, respectively, of partially mechanized rejects being returned to the CLECs within the benchmark interval.

For manual orders, the current benchmark is 85% within 24 hours. BellSouth also exceeded this requirement, with 99% of the LSRs submitted manually being returned to the CLECs within the 24-hour time period in each of the three months.

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

Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (March/April/May)
Reject Interval / Combo Other / Electronic (B.1.4.4) (April)
Reject Interval / xDSL / Electronic (B.1.4.5) (April)
Reject Interval / UNE ISDN / Electronic (B.1.4.6) (March/April/May)
Reject Interval / Line Sharing / Electronic (B.1.4.7) (March/April/May)
Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8) (March/April/May)
Reject Interval / 2w Analog Loop Non-Design / Electronic (B.1.4.9) (March/April/May)
Reject Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12) (April)
Reject Interval / 2w Analog Loop w/LNP Non-Design / Electronic (B.1.4.13) (April/May)
Reject Interval / Other Design / Electronic (B.1.4.14) (March/April/May)
Reject Interval / Other Non-Design / Electronic (B.1.4.15) (March/April/May)

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

Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (May)

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

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

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

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

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

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

There were only seven LSRs rejected for this sub-metric in April and six LSRs rejected in May 2002. The small universe of orders for these months does not provide a conclusive benchmark comparison for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the benchmark interval for 25 of the 32 LSRs rejected for this sub-metric in April and for 21 of the 35 LSRs rejected in May 2002. The 85% benchmark required that 28 of the 32 April rejects and 30 of the 35 May rejects be returned in the 10-hour period. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the 10-hour benchmark interval for 99 of the 126 LSRs rejected in April and for 67 of the 89 LSRs rejected in May 2002. The 85% benchmark required that 108 of the 126 rejects for April and 76 of the 89 rejects for May

be returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the 10-hour benchmark interval for 161 of the 190 (84.74%) LSRs rejected for this sub-metric in March and for 71 of the 84 (84.52%) LSRs rejected in May 2002. Normal rounding convention indicates that there is no significant difference between the results for this sub-metric and the benchmark for either month. BellSouth met the benchmark for this sub-metric in April 2002.

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

BellSouth met the 10-hour benchmark interval for 201 of the 283 rejected LSRs for this sub-metric in March, for 148 of the 207 rejected LSRs in April and for 132 of the 204 rejected LSRs in May 2002. The 85% benchmark required that 241 of the 283 orders for March, 176 of the 207 orders for April and 174 of the 204 orders for May be returned within 10 hours. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

BellSouth met the benchmark for 232 of the 288 of the LSRs rejected in this sub-metric for March and for 216 of the 291 LSRs rejected in May 2002. The 85% benchmark required that 274 of the 288 rejects for March and 248 of the 291 rejects for May be returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in April 2002.

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

BellSouth met the benchmark for 639 of the 840 rejected LSRs for this sub-metric in March, for 480 of the 566 rejected LSRs in April and for 493 of the 586 rejected LSRs in May 2002. The 85% benchmark required that 714 of the 840 orders for March, 482 of the 566 orders for April and 499 of the 586 orders for May be returned within the benchmark interval. Normal rounding convention indicates that there is no significant difference between the April results for this sub-metric and the benchmark. The CLEC result for May 2002 is less than 1% below the benchmark level. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. BellSouth met the benchmark interval for 99% of the electronically submitted LSRs in March, and for 98% of the electronically submitted LSRs in April and May 2002. For partially mechanized LSRs, the benchmark is 85% of FOCs returned within 10 hours. BellSouth met the benchmark for 94%, 91% and 86% of partially electronic FOCs in March, April and May 2002, respectively. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. BellSouth met the benchmark interval for 99% of the manual LSRs submitted in all three months. The sub-metrics that did not meet the benchmark in March, April and/or May 2002 are as follows:

<u>FOC Timeliness / UNE ISDN / Electronic (B.1.9.6) (March)</u>

BellSouth met the 3-hour benchmark interval for 51 of the 54 FOCs returned for this sub-metric in March 2002 – only one response short of the 52 required to meet the 85% benchmark. BellSouth met the benchmark for this sub-metric in April and May 2002.

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

BellSouth missed the benchmark interval for only one of the eleven FOCs returned for this sub-metric in April 2002. The small universe of orders for the

month does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in March and May 2002.

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

BellSouth met the benchmark interval for 6,940 (94.55%) of the 7,340 FOCs returned for this sub-metric in April and for 7,120 of the 7,584 FOCs returned in May 2002. Normal rounding convention indicates that there is no significant difference between the April result for this sub-metric and the benchmark. The 95% benchmark set a requirement that 7,205 of the 7,584 May FOCs be returned within the 3-hour interval. BellSouth met the benchmark for this sub-metric in March 2002.

FOC Timeliness / Combo (Loop & Port) / Partially Electronic (B.1.12.3) (May)

BellSouth met the 10-hour benchmark for 10,938 of the 13,549 FOCs returned for this sub-metric in May 2002. The 85% benchmark required that 11,517 of the 13,549 orders be returned, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the 10-hour benchmark for 16 of the 22 FOCs returned for this sub-metric in March 2002. The 85% benchmark required that 19 of the 22

orders be returned, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in April and May 2002.

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

BellSouth met the benchmark for 271 of the 319 LSRs (84.95%) that received a FOC in March and for 179 of the 214 FOCs returned in May 2002. Normal rounding convention indicates that there was no significant difference between the March CLEC result for this sub-metric and the benchmark. The 85% benchmark set a requirement that 182 of the 214 FOCs returned in may 2002 meet the 10-hour interval. BellSouth met the benchmark for this sub-metric in April 2002.

FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.12.12) (May)

BellSouth met the 10-hour benchmark interval for 382 of the 490 FOCs returned for this sub-metric May 2002. The 85% benchmark set a requirement of 417 of the 490, based on the quantity of orders in the sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the 10-hour benchmark interval for 78 of the 92 FOCs returned for this sub-metric in March and for 167 of the 198 FOCs returned in May 2002. The 85% benchmark set requirements of 79 of the 92 orders in March and 169 of the 198 orders for May, based on the quantity of orders in the sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

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

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

FOC & Reject Response Completeness Measures

There are two major issues that affect BellSouth's performance for the FOC & Reject Response Completeness sub-metrics. The first issue concerns situations where numerous versions of the same LSR are submitted by a CLEC within a very short time period of time. The second issue involves LSRs received at the end of the month with the FOC or Reject returned in the following month. When a CLEC submits multiple versions of an LSR within a relatively short period of time, only the last LSR receives a response. All previous versions do not receive a response and, therefore, count as missed

responses. When an LSR is received at the end of the month and the 24 or 36-hour interval allows the response to be in the next calendar month, it is also counted as a miss. These two items are inherent in the measure and are the major reasons for the failure of these sub-metrics to achieve the 95% benchmark.

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

BellSouth met the benchmark standard for 208 of the 229 responses for this sub-metric in April and for 199 of the 231 responses returned in May 2002. The 95% benchmark required that the criteria be met for 218 of the 229 responses for April and for 219 of the 231 responses for May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

FOC & Reject Response Completeness / UNE ISDN / EDI / Electronic (B.1.14.6.1) (May)

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

FOC & Reject Response Completeness / UNE ISDN / TAG / Electronic (B.1.14.6.2) (May)

BellSouth met the benchmark standard for 54 of the 70 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 67 of the 70 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the benchmark standard for 76 of the 85 responses for this sub-metric in April and for 68 of the 78 responses returned in May 2002. The 95% benchmark required that the criteria be met for 81 of the 85 responses for April and for 74 of the 78 responses returned in May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

FOC & Reject Response Completeness / 2w Analog Loop Design / EDI / Electronic (B.1.14.8.1) (May)

BellSouth met the benchmark standard for 301 of the 328 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 312 of the 328 responses based on the number of orders for this sub-

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

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

BellSouth met the benchmark standard for 23 of the 26 responses for this sub-metric in April and for 83 of the 96 responses returned in May 2002. The 95% benchmark required that the criteria be met for 25 of the 26 responses in April and for 92 of the 96 responses in May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / TAG / Electronic (B.1.14.12.2) (May)

BellSouth met the benchmark standard for 12 of the 13 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for all 13 of the 13 responses. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the benchmark standard for 228 of the 257 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 245 of the 257 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

FOC & Reject Response Completeness / Other Design / EDI / Electronic (B.1.14.14.1) (May)

BellSouth met the benchmark standard for 124 of the 138 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 131 of the 138 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the benchmark standard for 1,269 of the 1,463 responses for this sub-metric in April and for 1,117 of the 1,282 responses returned in May 2002. The 95% benchmark required that the criteria be met for 1,390 of the 1,463 responses for April and for 1,218 of the 1,282 responses for May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

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

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

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

BellSouth met the benchmark standard for 30 of the 40 responses for this sub-metric in April and for 39 of the 53 responses for May 2002. The 95% benchmark required that the criteria be met for 38 of the 40 responses for April and for 51 of the 53 responses in May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the benchmark standard for 33 of the 50 responses for this sub-metric in April and for 26 of the 33 responses for May 2002. The 95%

benchmark required that the criteria be met for 48 of the 50 responses for April and for 32 of the 33 responses for may, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

FOC & Reject Response Completeness / Other Design / EDI / Partial Electronic (B.1.15.14.1) (May)

BellSouth met the benchmark standard for 148 of the 159 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 152 of the 159 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

FOC & Reject Response Completeness / Other Non-Design / EDI / Partial Electronic (B.1.15.15.1) (May)

BellSouth met the benchmark standard for 6,820 of the 7,193 (94.81%) responses for this sub-metric in May 2002. Normal rounding convention indicates that there is no significant difference between the May result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

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

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

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

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

BellSouth met the benchmark standard for 1,357 of the 1,473 responses for this sub-metric March, for 1,437 of the 1,520 responses returned in April and for 1,905 of the 2,084 responses for May 2002. The 95% benchmark

required that the criteria be met for 1,400 of the 1,473 responses in March, for 1,444 of the 1,520 responses returned in April and for 1,980 of the 2,084 responses for May, based on the number of orders for this sub-metric. Normal rounding convention indicates that there is no significant difference between the April result for this sub-metric and the benchmark. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / xDSL / Manual (B.1.16.5) (May)

BellSouth met the benchmark standard for 268 of the 283 (94.70%) responses for this sub-metric in May 2002. Normal rounding convention indicates that there is no significant difference between the May result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the benchmark standard for 444 of the 475 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 451 of the 475 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

FOC & Reject Response Completeness / 2w Analog Loop Non-Design / Manual (B.1.16.9) (May)

BellSouth met the benchmark standard for 831 of the 906 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 860 of the 906 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

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

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

BellSouth met the benchmark standard for 13 of the 14 responses for this sub-metric in March, for 8 of the 10 responses returned in April and for 4 of the 5 responses for May 2002. The 95% benchmark required that the criteria be met for all 14 of the 14 responses for March, for all 10 of the 10 responses

for April and all 5 of the 5 responses for May. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-Design / Manual (B.1.16.13) (May)

BellSouth met the benchmark standard for 77 of the 85 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 81 of the 85 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the benchmark standard for 51 of the 60 responses for this sub-metric in April and for 76 of the 88 responses for May 2002. The 95% benchmark required that the criteria be met for 57 of the 60 responses for April and for 84 of the 88 responses for May, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

FOC & Reject Response Completeness / LNP (Standalone) / Manual (B.1.16.17) (May)

BellSouth met the benchmark standard for 810 of the 911 responses for this sub-metric in May 2002. The 95% benchmark required that the criteria be met for 866 of the 911 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March and April 2002.

Flow-Through

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

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

Customer Type	March 2002	April 2002	May 2002	Benchmark
Residence	86.49%	87.39%	86.74%	95%
Business	73.55%	71.89%	69.54%	90%
UNE	83.88%	84.78%	82.57%	85%
LNP	92.25%	92.59%	89.75%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. The business flow-through rate continues to be well below the 90% objective, with a 69.54% flow through rate in May 2002. However, Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features. This complexity coupled with the relatively low volumes of business LSRs make it very difficult for BellSouth to meet the Commission's 90% benchmark for this sub-metric.

Further flow through improvements are expected as a result of 18 flow through improvement features to BellSouth's OSS that either have been or soon will be implemented. For example, in Release 10.3.1, which was released on February 2, 2002, four flow-through features were implemented; in Release 10.4, which was released on April 6, 2002, four flow-through features were implemented; and in Release 10.5, which was released on June 1, 2002, 10 flow-through features were implemented. These features should have a positive effect on flow through results.

2. UNE Provisioning Measures

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

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

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

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

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

The primary factor for the miss in this sub-metric is that the standard installation intervals for products in this sub-metric range from 5 to 15 days. All of these intervals are longer than for the retail analogue product. Even though the committed dates to the customer are being met, the intervals are much longer than for the associated retail analogue product.

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

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

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

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

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

There were only four orders for this sub-metric placed in jeopardy status in March, one order placed in jeopardy in April and four orders placed in jeopardy in May 2002. None of these jeopardy situations were caused missed installation appointments due to company reasons.

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

BellSouth met the 48-hour benchmark for 35 of the 41 jeopardy notices for this sub-metric in April and for 28 of the 40 notices in May 2002. The 95% benchmark required that 39 of 41 notices for April and 38 of 40 notices for May meet the 48-hour interval. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

BellSouth missed 46 of the 998 scheduled appointments in this sub-metric for March 2002. No patterns or systemic installation issues were identified for any of the missed appointments. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

BellSouth missed 48 of the 20,137 scheduled appointments for this sub-metric in March, missed 48 of the 24,127 appointments for April and missed 82 of the 41,033 appointments for May 2002. BellSouth met over 99% of the scheduled appointments for both retail and CLEC orders in this sub-metric for all three months. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed 48 of the 9,201 appointments for this sub-metric scheduled in March

and missed 843 of the 19,611 appointments scheduled for May 2002. BellSouth completed over 99% of the appointments as scheduled in March and May 2002. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

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

<u>% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.19.3.1.2) (May)</u>

There were 905 troubles reported for this sub-metric in May 2002 for the 24,127 orders completed in the prior 30 days. Of the 905 total reports, 248 reports were closed to "no trouble found." Without these reports, the CLEC measure would have been better than for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

% Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Dispatch In (B.2.19.3.1.4) (April/May)

This is a further disaggregation of Item B.2.19.3.1.2, above. There were 358 troubles reported for this sub-metric in April 2002 for the 9,252 orders completed in the prior 30 days and 432 troubles reported in May for the 12,066 orders completed in the prior 30 days. The trouble rate for this sub-metric was only 0.3% higher in April and 0.6% higher in May for CLEC orders than for the orders for the retail analogue. Of the 432 total trouble reports for May, 119 reports (28%) were closed as "no trouble found." For very large universes of orders, the statistical test becomes overly sensitive to small percentage differences in results. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

There were only 11 troubles reported for this sub-metric in March 2002. Of the 11 total troubles reported, 4 reports (36%) were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

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

% Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits / Dispatch (B.2.19.15.1.1) (May)

There were 19 troubles reported for the 52 orders completed for this sub-metric in the 30 days prior to May 2002. Three of the nineteen troubles (16%) were closed as "no trouble found." BellSouth technicians are being retrained on proper CLEC notification and testing procedures during circuit turn-up process to mitigate post turn-up trouble problems. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch (B.2.34.1.1.2) (May)

In May 2002, BellSouth met the standard criteria for 55 of the 82 orders reviewed. The 95% benchmark set a requirement that 78 of the 82 orders meet the criteria. BellSouth met the benchmark for this sub-metric in April 2002. There was no CLEC activity for this sub-metric in March 2002.

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

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

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

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

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

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

results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in May 2002.

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

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

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

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

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

There were a total of 34 trouble reports for this sub-metric for the 1,527 lines in service in March, 32 trouble reports for the 1,597 lines in service in April

and 52 troubles reported for the 1,752 lines in service in April 2002. Both the CLECs and BellSouth retail customers received more than 97% trouble free service for three-month period. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

The difference between the results for the retail analogue and the CLEC aggregate was less than 1.2% in March 2002. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric. In March, 5 of the 13 total trouble reports were the result of one facility problem in one central office. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

There were a total of 67 trouble reports for the 590 in service lines for this sub-metric in March, 19 trouble reports for the 592 lines in service in April and 19 trouble reports for the 572 lines in service in May 2002. Although there

was significant improvement in the CLEC results in April and May, continuing analysis is underway to determine if any systemic issues or data reporting problems exist with this sub-metric.

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

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

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

There were 19 repair orders completed for this sub-metric in April and 19 orders completed in May 2002. The average interval for the April orders was 33.42 hours compared to 15.58 hours for the retail analogue. The six repair orders that had missed repair appointments in April and the three orders that had missed appointments in May caused the average duration to be extended longer than for the retail analogue in each of these months. The average interval for the May orders was 54.26 hours compared to 15.48 hours for the

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

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

There were 10 trouble reports out-of-service longer than 24 hours for this sub-metric in March, 4 reports out-of-service longer than 24 hours in April and 6 reports out-of-service longer than 24 hours in May 2002. Of the 10 March outages, 6 were from the same customer and were received on Friday but not cleared until Monday. There were no patterns or systemic maintenance issues identified for the 4 orders out of service longer than 24 hours in April 2002. In May 2002, 4 of the 6 orders that took longer than 24 hours were dispatched prior to the scheduled time but were not accessible due to customer reasons.

UNE – Billing

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

This metric measures the mean interval for timeliness of billing records delivered to CLECs. The CLECs experienced UNE invoice delivery rates that were higher than the rates for BellSouth's retail customers during March, April and May 2002 (3.68 days for BellSouth versus 7.51 for CLECs in March, 3.86

days for BellSouth compared to 497 days for CLECs in April and 3.47 days for BellSouth compared to 3.78 days for CLECs in May). The difference in performance in all three months was the result of bill period delays encountered with BellSouth's billing system upgrade associated with UNE CLEC bills and usage volumes. Processing cycles ran longer than expected. BellSouth is currently working on enhancements that will decrease processing time and speed the delivery of bills that will help to improve performance for this metric.

4. Other UNE Measures

Pre-Ordering

Service Inquiry with Firm Order (F.3.1.1 & F.3.1.2), Loop Makeup Manual (F.2.1) and Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering measurements. BellSouth met the benchmarks for all of the sub-metrics for these measurements in March 2002. The sub-metrics that did not meet the benchmarks in April and/or 2002 are as follows:

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

There were only two inquiries for this sub-metric in April 2002. The small universe of orders does not provide a conclusive benchmark comparison. BellSouth returned 10 of the 14 inquiries within the 3-day benchmark interval

in may 2002. The 95% benchmark standard required that all 14 of the 14 inquiries be returned within the 3-day interval. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the 1-minute response time benchmark for 2,857 of the 3,212 inquiries for this sub-metric in April and for 7,081 of the 7,630 inquiries in May 2002. The 95% benchmark set requirements of 3,051 of the 3,212 responses for April and for 7,249 of the 7,630 responses for May returned within the 1-minute interval. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the 5 business days benchmark interval for 64 of the 69 responses returned for this sub-metric in May 2002. The 95% benchmark set a requirement of 66 responses returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in March and April 2002.

Service Inquiry with Firm Order / Local Interoffice Transport (F.3.1.2) (May)

There were only four inquiries for this sub-metric in May 2002. The small universe of orders does not provide a conclusive benchmark comparison.

BellSouth met the benchmark for this sub-metric in April 2002. There was no CLEC activity for this sub-metric in March 2002.

Operations Support Systems (OSS)

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

Average Response Interval – CLEC (TAG) / RSAG, by ADDR / RNS / Region (D.1.4.2.1) (May)

The CLECs received slightly longer response times from this system in May 2002 than for the retail analogue standard (3.05 seconds average for CLECS compared to 2.99 seconds for BellSouth). An average response time difference of 0.06 seconds does not put CLECs at a competitive disadvantage. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

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

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail

analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. For the 4-second interval, there was only approximately 1% or less difference between the CLEC responses as compared with the retail analogue in both months. Both the CLECs and the retail analogue received approximately 99% or more responses within the less than 10 second interval. Similarly, for the greater than 10 seconds interval measure, the CLECs and the BellSouth retail analogue received approximately 1% or less of responses in over 10 seconds. These very small differences in response intervals indicate virtually equivalent service levels for the CLECs and BellSouth retail. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

The average response intervals for these sub-metrics are measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. BellSouth missed the standard for percentage of queries responded to in less than 4 seconds during March, April and May 2002, but met the standards for both the "less than 10 seconds" and "greater than ten seconds" intervals. Even though BellSouth technically missed the standard the difference in performance for the CLECs versus BellSouth's retail analogue was only 1.9%

in March, 1.7% in April and 0.7% in May. There is no evidence of disparate performance for this sub-metric.

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

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

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

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For each of the three sub-metrics, there was approximately a 10% difference in the percentage of responses received by the CLECs and by BellSouth

retail customers in each month, March through May 2002. Differences of about 10%, or less, for these intervals indicate virtually equivalent service levels for both the CLECs and BellSouth retail.

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

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

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

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

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

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

The average response interval for these sub-metrics is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In March 2002, the CLEC response interval for the "less than, or equal to 4 seconds" measure was 13.59% compared to 23.94% for the retail analogue. In April the CLECs had 20.73% of responses in less than 4 seconds compared to 27.25% for the retail analogue. In May 2002, the CLEC response interval for the "less than, or equal to 4 seconds" measure was 24.50% compared to 31.23% for the retail analogue. For both the "less than, or equal to 10 seconds" measure and the "greater than 10 seconds" measures, the April CLEC results were within 2.5% of the results for the retail analogue. BellSouth met the retail analogue comparison for two of the three sub-metrics in March and May 2002.

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

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

seconds in March, as compared with 82.97% for the retail analogue; was 83.15% within 4 seconds in April, as compared to 84.36% for the retail analogue; and was 83.00% within 4 seconds in May, as compared with 84.01% for the retail analogue. The small differences between the CLEC and retail analogue results should not impede the CLECs' ability to compete in this area.

General – Billing

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

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

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

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

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

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

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

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

General – Ordering

% Acknowledgement Message Completeness / TAG (F.12.2.2)
(March/April/May)

BellSouth failed to deliver 6 (0.0018%) of the 334,739 messages in March for this sub-metric, 11 (0.0030%) of the 366,061 messages for this sub-metric in April and 24 (0.0061%) of the 391,615 messages in May 2002. Analysis

continues to identify any issues in this process. However, such a small number of failed records have not revealed any systemic process problems.

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

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

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

xDSL Group

1. Provisioning Measures

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

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

There were only six orders for this sub-metric in March 2002. The small universe of orders for the month does not provide a statistically conclusive comparison to the retail analogue. In May 2002, there were 46 orders completed for this sub-metric. The average completion interval for these orders was 6.30 days as compared to 3.77 days for the BellSouth retail analogue. Six orders in this sub-metric added 88 days of installation interval because of feeder cable augment projects. No other trends or systemic installation issues were identified. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

There were 180 CLEC orders completed for this sub-metric in April and 129 orders completed in May 2002. The average completion interval for the CLEC orders in April was 3.96 days compared to 3.59 days for the BellSouth retail analogue, and in May, 3.81 days for CLEC orders as compared to 3.49 days for the retail analogue, a difference of less than 0.4 days for each month. The primary cause of the miss for this sub-metric is that the standard interval for the orders in this sub-metric is four days as compared to the "available in three days" requirement for the retail analogue orders. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

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

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

There were 43 orders placed in jeopardy for facilities reasons for orders in this sub-metric in March, 58 orders put in jeopardy for April and 4 jeopardy orders in May 2002. Of the 43 March jeopardy orders, 39 were resolved prior to the due dates and the orders completed on time. Of the 58 April jeopardy orders, 47 were resolved prior to the due dates and the orders completed on time. All 4 jeopardies not resolved by the due dates in March and 7 of the 11 jeopardies not resolved by the due dates in April were held due to customer reasons. The small universe of orders placed in jeopardy in May does not provide a statistically conclusive comparison to the retail analogue.

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

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

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Dispatch (B.2.18.7.1.1) (May)

BellSouth completed 61 of the 70 orders as scheduled for this sub-metric in May 2002. Eight of the nine missed appointments were due to facilities problems encountered in required loop modifications to unload cable pairs. The BellSouth Service Advocacy Center personnel are being updated on the correct intervals for loop modifications. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

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

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

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

There were 15 troubles reported for orders that completed for this sub-metric in the prior 30 days for March and 24 troubles reported for the 253 orders

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

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

There were 15 troubles reported for orders completed for this sub-metric in the 30 days prior to April and 23 troubles reported for orders completed in the 30 days prior to May 2002. Of the 15 April troubles, 4 (27%) were closed to "no trouble found," as were 9 (39%) of the 23 May troubles. All the troubles for this sub-metric were reported by the same CLEC. No other patterns or systemic installation issues were identified for the trouble reports for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

There were 23 troubles reported for orders completed for this sub-metric in the 30 days prior to April and 25 troubles reported for orders completed in the

30 days prior to May 2002. Of the 23 total trouble reports for April, 15 (65%) were closed as "no trouble found." Of the 25 total trouble reports for May, 15 (60%) were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in March 2002.

% Provisioning Troubles within 30 Days / Line Sharing / >= 10 Circuits / Dispatch (B.2.19.7.2.1) (May)

There was only one order completed for this sub-metric in the 30 days prior to May 2002. This small universe does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in either March or April 2002.

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

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

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

2. Maintenance & Repair Measures

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

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

BellSouth completed 27 of the 37 repair appointments as scheduled for this sub-metric in March, 31 of the 37 appointments scheduled for April and 36 of the 40 repair appointments as scheduled for may 2002. In March, all ten of the trouble reports associated with these missed due dates were closed as "no trouble found," but the appointment dates were missed due to improper

order closeout procedures. Of the 6 total trouble reports for this sub-metric in April 2002, 4 (67%) were closed to "no trouble found." The following of proper Line Sharing methods and procedures is being emphasized to all Central Office technicians. There were no patterns or systemic maintenance issues revealed for the 4 missed appointments in May.

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

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

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

In March the average duration for CLEC orders was 3.88 days compared to 2.60 days for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

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

% Repeat Troubles within 30 Days / Line Sharing / Dispatch (B.3.4.7.1) (May)

There were 11 repeat reports for May 2002 of the 22 total troubles reported. There were no patterns or systemic maintenance issues identified for the repeat troubles for this sub-metric in May 2002. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

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

Of the 37 total trouble reports for March 2002, 12 were repeat reports. Nine of these twelve repeat reports (75%) were closed as "no trouble found." In May 2002, there were 15 repeat reports for the 40 total trouble reports for this sub-metric. Of the 15 May repeat reports, 12 (80%) were incorrectly coded as "no trouble found," and should have been coded to be excluded from the measurement. BellSouth CO technicians are being re-covered on proper use of close-out codes. BellSouth met the retail analogue for this sub-metric in April 2002.

SL1/SL2/Digital Loop Group

Provisioning Measures

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

Order Completion Interval (OCI)

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

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

There were a total of 298 orders completed for this sub-metric in March, 159 orders completed in April and 232 orders completed in May 2002. The primary factor for the misses in this sub-metric is that the standard installation interval for this product is 4 business days. Even though the committed dates to the customer are generally being met, the intervals for orders in this sub-metric are longer than for the retail analogue product. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida.

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

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

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

There were 15 orders completed for this sub-metric in March, 36 CLEC orders completed in April and 18 orders completed in May 2002. The average standard installation interval for the products in this sub-metric is between 3 and 4 days as compared to 1 to 2 days for the associated BellSouth retail analogue. Even though the committed dates to the customer are being met, the intervals are much longer than for the associated retail analogue product.

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

There were a total of 125 orders that completed for this sub-metric in March, 156 orders that completed in April and 188 orders that completed in May 2002. A detailed analysis indicated a significant number of orders with customer requested extended intervals were not "L coded" and should have been excluded from the measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for orders in this sub-metric is four business days as compared to the three-calendar day interval for the retail analogue.

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

There were a total of 566 orders that completed for this sub-metric in March, 477 orders that completed in April and 583 orders that completed in May 2002. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue.

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

There were a total of 491 orders completed for this sub-metric in March, 213 orders that completed in April and 260 orders that completed in May 2002. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue.

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

There were a total of 391 orders that completed for this sub-metric in March, 377 orders that completed in April and 593 orders that completed in May

2002. BellSouth continues to work to lower the interval for this sub-metric. Only 13 of the March orders, 14 of the April orders and 11 of the May orders missed the committed installation interval due to company reasons. BellSouth is currently investigating the makeup of the retail analogue for this sub-metric.

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

Held Orders / 2w Analog Loop Non-Design / >= 10 Circuits / Facility (B.2.3.9.2.1) (May)

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

Held Orders / 2w Analog Loop w/LNP Design / < 10 Circuits / Facility (B.2.3.12.1.1) (May)

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

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

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

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

In March 2002, there were a total of 61 jeopardies issued for the 405 orders that were scheduled for this sub-metric. All but 8 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. Of the 8 unresolved jeopardies, all 8 orders were held due to customer reasons. In April 2002, there were a total of 34 jeopardies issued for the 217 orders that were scheduled for this sub-metric. All but 5 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. Of the 34 total April jeopardies, only 2 caused missed appointments due to company reasons. In May 2002, there were a total of 48 jeopardies issued for the 285 orders that were scheduled for this sub-metric. Of the 48 May jeopardies, 32 were resolved prior to the due dates and the orders completed on time. Fifteen of the remaining May jeopardy orders were held for customer reasons, and only one order was held for company reasons.

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

In March 2002, there were a total of 103 jeopardies issued for the 912 orders that were scheduled for this sub-metric. Of the 103 total March jeopardies, 90 were resolved prior to the due dates and the orders completed on time. All 13 of the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 90 jeopardies issued for the 1,235 orders that were scheduled for this sub-metric. Of the 90 April jeopardies, only 8 resulted in a missed installation appointments due to BellSouth reasons. In May 2002, there were a total of 99 jeopardies issued for the 1,373 orders scheduled. While a large majority of the May jeopardies were resolved prior to the due dates, BellSouth is currently investigating the causes for this level of facility jeopardy issues.

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

In March 2002, there were a total of 21 jeopardies issued for the 273 orders that were scheduled for this sub-metric. Of the 21 total March jeopardies, 18 were resolved prior to the due dates and the orders completed on time. All 3 of the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 32 jeopardies issued for the 425 orders that were scheduled for this sub-metric. Of the 32 April jeopardies, 29 were resolved prior to the scheduled due date and the orders completed as

scheduled. All three of the unresolved jeopardy orders were missed due to customer reasons. In May 2002, there were a total of 48 jeopardies issued for the 370 orders that were scheduled for this sub-metric. All but 10 of the May jeopardies were resolved prior to the due dates, and the orders were completed on time. Seven of the ten May jeopardies causing missed appointments were held due to customer reasons, and only three were held for company reasons.

% Jeopardies / 2w Analog Loop w/LNP Non-Design (B.2.5.13)
(March/April/May)

In March 2002, there were a total of 87 jeopardies issued for the 1,694 orders that were scheduled for this sub-metric. Of the 87 total March jeopardies, 78 were resolved prior to the due dates and the orders completed on time. All of the orders with missed due dates were held due to customer reasons. In April 2002, there were a total of 69 jeopardies issued for the 1,121 orders that were scheduled for this sub-metric. Of the 69 April jeopardies for this sub-metric, 60 were resolved prior to the due dates and the orders completed on time. Only 1 of the jeopardy orders was held for company reasons. In May 2002, there were a total of 54 jeopardies issued for the 1,272 scheduled orders. Only 3 of the 54 May jeopardies resulted in missed installation appointments, all of which were missed due to customer reasons.

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

In April 2002, there were a total of 57 jeopardies issued for the 128 orders that were scheduled for this sub-metric. Of the 57 April jeopardies for this sub-metric, 46 were resolved prior to the due dates and the orders completed on time. Only 4 of the jeopardy orders were held for company reasons. In May 2002, there were a total of 63 jeopardies issued for the 162 scheduled orders. Only 9 of the 63 May jeopardies resulted in missed installation appointments. Five of the May missed appointments were due to customer reasons and four were due to company reasons. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

There were a total of 69 jeopardies issued for the 139 installation appointments that were scheduled for this sub-metric in March, 123 jeopardies for the 181 appointments scheduled for April and 197 jeopardies issued for the 274 orders scheduled for May 2002. All but 9 of the March jeopardies, 21 of the April jeopardies and 22 of the May jeopardies were resolved prior to the due dates and the orders completed on time. All of the jeopardies causing missed appointments in March, 17 of the 21 missed appointments in April and 16 of the 22 missed appointments in May were missed due to customer reasons.

% Jeopardy Notice >= 48 Hours / 2w Analog Loop Design / Electronic (B.2.10.8) (May)

BellSouth met the 48-hour benchmark interval for 44 of the 47 notices issued for this sub-metric in May 2002 – only one notice short of the 45 required to satisfy the 95% benchmark. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the 48-hour benchmark for 72 of the 74 (94.74%) jeopardy notices for this sub-metric in April 2002. Normal rounding convention indicates that there is no significant difference between the April CLEC result and the benchmark. BellSouth met the benchmark for this sub-metric in March and May 2002.

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

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

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

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

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

BellSouth completed 373 of the 385 installation appointments as scheduled for this sub-metric in April and 452 of the 462 appointments as scheduled for May 2002. The majority of the April and May missed appointments were due to lack of available company facilities. The remainder of the missed appointments was due to various scheduling and prioritization problems. BellSouth is refocusing its efforts on this area to improve its performance on these orders. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

There were 46 troubles reported for this sub-metric in March 2002 for the 459 orders completed in the prior 30 days. The majority of the troubles were due

to defective cable facilities and serving wire. Of the 46 reports for March, 26% were closed as "no trouble found." Of 46 trouble reports for March, 93% were reported by the same CLEC. BellSouth has begun a trial with that CLEC to improve the provisioning process on conversion orders. An analysis of the remainder of the troubles revealed no specific patterns or trends. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

There were a total of 59 troubles reported for this sub-metric for the 762 orders completed in the 30 days prior to March 2002. Most of the reported troubles for this sub-metric were due to defective cable facilities. Of 59 total reports, 53% were reported by the same CLEC. BellSouth has begun a trial with that CLEC to improve the provisioning process on conversion orders. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

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

comparison to the retail analogue. There were five troubles reported for the 42 orders that completed for this sub-metric in the 30 days prior to May 2002. There were no patterns or systemic installation issues identified for any of the 5 trouble reports. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

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

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

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

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

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

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

There were a total of 4 troubles reported for this sub-metric for the 26 orders that completed in the 30 days prior to March 2002. No trends or systemic installation issues were identified for the troubles reported for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

There was only 1 trouble reported for this sub-metric for the 15 orders that completed in the 30 days prior to March, 2 troubles reported for the 26 orders that completed in the 30 days prior to April and 1 trouble reported for the 18 orders that completed in the 30 days prior to May 2002. No trends or

systemic installation issues were identified for the small number of troubles reported for this sub-metric.

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

There were a total of 42 troubles reported for this sub-metric for the 510 orders that completed in the 30 days prior to April and 35 troubles reported for the 485 orders that completed in the 30 days prior to May 2002. In April and May, respectively, 14% and 11% of the trouble reports in this sub-metric were closed as "no trouble found" indicating minimal impact on the end user. The majority of the troubles found were due to defective plant facilities. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

There were a total of 19 troubles reported for this sub-metric for the 363 orders that completed in the 30 days prior to March, 46 troubles reported for the 373 orders that completed in the 30 days prior to April and 43 troubles reported for the 385 orders that completed in the 30 days prior to May 2002. In March, April and May 2002, 32%, 50% and 23%, respectively, of the trouble reports in this sub-metric were closed as "no trouble found" indicating minimal impact on the end user. An initiative is being developed by BellSouth

to address cooperative testing and proper documentation procedures during the turn-up process. Both BellSouth and CLEC technicians will be trained on improved turn-up processes.

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

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

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

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

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

2. Maintenance & Repair Measures

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

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

BellSouth completed 939 of the 1,043 repair orders as scheduled for this sub-metric in May 2002. Of the 104 missed appointments, 60 were due to damaged cable facilities. There were no other trends or no systemic maintenance issues identified for the remainder of the missed appointments. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

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

BellSouth completed 50 of the 55 repair appointments for this sub-metric as scheduled in March, 71 of the 75 appointments scheduled for April and 65 of the 71 repair appointments as scheduled for May 2002. All 5 of the missed dates in March were due to one C.O. equipment failure and affected one customer. Repair Service Attendants are being re-covered on proper order closeout procedures. There were only 4 missed repair appointments for this sub-metric in April. All 4 missed appointments were the result of a single digital carrier equipment failure. In May 2002, one of the six missed appointments was only missed by twenty minutes and another was missed by only thirty minutes. The other four missed appointments were associated with vendor meet orders for the same customer and should have been closed out within the allotted period. There were no distinct patterns or systemic maintenance problems identified for any of the remainder of the missed appointments in these three months.

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

There were 998 troubles reported for the 39,456 lines in service for this sub-metric in April and 1,043 troubles reported for the 43,089 lines in service in May 2002. Both CLECs and BellSouth's retail customers received trouble free service on more than 97% of lines in service for both months for this sub-metric. There were no patterns or systemic maintenance issues identified for

the trouble reports in either month. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

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

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

Of the 34 and 30 total "service affecting" trouble reports for this sub-metric in April and May 2002, respectively, 8 and 11, respectively, were out of service longer than 24 hours. No patterns or systemic maintenance issues were identified for any of these reports. BellSouth met the retail analogue comparison for this sub-metric in March 2002.

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

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

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

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

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

There were 29 orders for this sub-metric in March 2002, with an average completion interval of 20 days. Of the 29 orders for March 2002, 25 completed within the standard order interval or met the due date requested by the customer, if later than the standard interval due date. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

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

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

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

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

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

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

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

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

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

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

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

BellSouth met the required benchmarks for all four of the four sub-metrics associated with this checklist item in April and May 2002 and met three of the four sub-metrics in March 2002. See items F.13.1.1 through F.13.3 in Attachment 1L for further details. The sub-metric that did not meet the benchmark for March 2002 was as follows:

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

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

J. CHECKLIST ITEM 11 – NUMBER PORTABILITY

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

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

BellSouth missed only 3 of the 3,341 installation appointments scheduled for this sub-metric in March and missed only 9 of the 3,350 appointments scheduled for May 2002. BellSouth met over 99.9% of the scheduled appointments for both retail and the CLECs in this sub-metric for March and over 99.7% in May. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly

sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

<u>% Provisioning Troubles w/i 30 Days / INP (Standalone) / < 10 Circuits / Non-Dispatch (B.2.19.16.1.2) (May)</u>

There was only one order that completed for this sub-metric in the 30 days prior to May 2002. This small universe does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in March 2002. There was no CLEC activity for this sub-metric in April 2002.

<u>Disconnect Timeliness / LNP / < 10 Circuits (B.2.31) (March/April/May)</u>

The Disconnect Timeliness measure is supposed to track the time it takes to disconnect a number in the central office switch after the message has been received from the Local Number Portability (LNP) Gateway that it is ready.

However, this measurement does not track the relevant time to perform this function.

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

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

is minimal, or nonexistent. The Georgia PSC is currently evaluating a change in this measure that more accurately reflects the LNP process and its impacts on end users.

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 84% of the 220 Resale metrics for the month of March, for 88% of the 223 metrics in April and for 87% of the 216 metrics in May 2002. The details are delineated in Attachment 1L, Items A.1.1.1 through A.4.2.

For the three-month period, March through May 2002, there were 207 sub-metrics in the Resale measurements for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. Of those 207 sub-metrics, 181 sub-metrics (87%) met the retail analogue/benchmark comparisons in at least two of the three months.

Resale Ordering Measures

Reject Interval

The benchmark for electronic rejects is 97% within 1 hour. In March 2002, 21,827 resale LSRs were rejected, with 90% meeting the relevant benchmark

or retail analogue. Of the 21,827 rejected LSRs, 66% were processed electronically with 93% of them meeting the 1-hour benchmark interval. In April 2002, there were a total of 16,957 resale LSRs rejected, with 93% meeting the relevant benchmark. Of the 16,957 rejected LSRs, 66% were processed electronically with 95% of them meeting the 1-hour benchmark interval. In May 2002, 17,610 resale LSRs were rejected, with 93% meeting the relevant benchmark or retail analogue. Of the 17,610 rejected LSRs, 64% were processed electronically with 97% of them meeting the 1-hour benchmark interval. See Attachment 1L, Items A.1.4 through A.1.8 for further details.

FOC Timeliness

In March, BellSouth issued FOCs for 72,739 resale LSRs and met the relevant benchmark for 95% of them. Of the 72,739 FOCs returned, 54,602 were fully mechanized with 99.5% meeting the 3-hour benchmark interval. In April 2002, BellSouth issued FOCs for 70,584 resale LSRs and met the relevant benchmark for 97% of them. Of the 70,584 FOCs returned, 53,723 were fully mechanized with 99.6% meeting the 3-hour benchmark interval. In May 2002, BellSouth issued FOCs for 66,631 resale LSRs and met the relevant benchmark for 96% of them. Of the 66,631 FOCs returned, 49,035 were fully mechanized with 99.6% meeting the 3-hour benchmark interval. See Attachment 1L, Sections A.1.9 through A.1.13 for further details.

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

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

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

In addition to the system downtime issue, with the implementation of the GPSC *January 16, 2001 Order*, BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement. The time stamp was changed from the Local Exchange Ordering ("LEO") System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was temporarily unable to identify multiple issues of the same version of LSRs that are fatally rejected, which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the FOC and reject interval such that BellSouth's performance appears to be worse than it actually is. The interval is calculated from the initial issue date and time of the LSR to the return of a non-fatal reject or FOC. No exclusion applies for the amount of time it takes the CLEC to resubmit it after it is fatally rejected. Consequently, BellSouth's performance level is inappropriately understated. BellSouth has identified a fix for this issue consisting of adding a "transaction identification" to each version of the LSR that will allow PMAP to properly identify the beginning time stamp. The EDI system was corrected with release of February data and the TAG update was implemented effective with April 2002 data.

BellSouth has also identified a LESOG application defect that affects the Reject Interval measure. Currently, the Working Service on Premise indicator

is not verified prior to the FOC. If this indicator is not populated on orders for additional lines, the order is manually clarified back to the CLEC during post-FOC error handling. With implementation of the fix for this defect, the systems will verify the Working Service on Premise indicator prior to the issuance of a FOC for LSRs attempting to add additional lines. The fix for this defect is scheduled for implementation with June data.

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

The current benchmark for this sub-metric is >= 97% within one hour. In March, 765 of the 816 rejected LSRs for this sub-metric met the one-hour benchmark, and in April 2002, 796 of the 824 rejected LSRs met the 1-hour benchmark. There were 788 LSRs rejected in this sub-metric in May 2002, with 763 meeting the one-hour benchmark. BellSouth has conducted a detailed root cause analysis of the process for electronic ordering. For further information see the explanation included with the electronic reject interval measurement, item A.1.4.1.

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

BellSouth met the 10-hour benchmark interval for 4,349 of the 5,523 rejected LSRs for this sub-metric in March and for 3,974 of the 4,700 rejected LSRs in May 2002. BellSouth met the benchmark for this sub-metric in April 2002.

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

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

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

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

Reject Interval / ISDN / Manual (A.1.8.6) (May)

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

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

BellSouth met the 10-hour benchmark interval for 12,470 of the 15,771 FOCs returned for this sub-metric in March and for 12,752 of the 15,031 FOCs returned in May 2002. The 95% benchmark set requirements of 14,983 orders for March and 14,280 orders in May, based on the quantity of orders in

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

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

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

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

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

FOC & Reject Response Completeness Measures

There are two major issues that affect BellSouth's performance for the FOC & Reject Response Completeness sub-metrics. The first issue concerns situations where numerous versions of the same LSR are submitted by a CLEC within a very short time period of time. The second issue involves LSRs received at the end of the month with the FOC or Reject returned in the following month. When a CLEC submits multiple versions of an LSR within a

relatively short period of time, only the last LSR receives a response. All previous versions do not receive a response and, therefore, count as missed responses. When an LSR is received at the end of the month and the 24 or 36-hour interval allows the response to be in the next calendar month, it is also counted as a miss. These two items are inherent in the measure and are the major reasons for the failure of these sub-metrics to achieve the 95% benchmark.

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

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

FOC Reject & Response Completeness / Business / EDI / Partial Electronic (A.1.15.2.1) (May)

BellSouth met the standard criteria for 15 of the 17 responses returned for this sub-metric in May 2002. The 95% benchmark set a requirement that all 17 of the 17 responses meet the criteria. BellSouth met the benchmark for this sub-metric in March and April 2002.

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

BellSouth met the completeness criteria for 672 of the 821 responses for this sub-metric in March and for 641 of the 676 responses in May 2002. The 95% benchmark required that 780 of the 821 responses for March and 643 of the 676 responses for May meet the criteria. Normal rounding convention indicates that there is no significant difference between the CLEC result for May and the benchmark. BellSouth met the benchmark for this sub-metric in April 2002.

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

BellSouth met the completeness criteria for 1,026 of the 1,093 responses for this sub-metric in March, for 863 of the 913 responses in April and for 964 of the 1,016 responses in May 2002. The 95% benchmark required that 1,039 of the 1,093 LSRs for March, 868 of the 913 LSRs for April and 966 of the 1,016 LSRs for May meet the criteria. Normal rounding convention indicates that there is no significant difference between the CLEC result for May and the benchmark. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

BellSouth met the completeness criteria for 102 of the 114 responses for this sub-metric in March and for 89 of the 103 responses returned in May 2002. The 95% benchmark required that 109 of 114 LSRs for March and 98 of the 103 responses for May meet the criteria. BellSouth met the benchmark for this sub-metric in April 2002.

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

BellSouth met the completeness criteria for 32 of the 36 responses for this sub-metric in March, for 35 of the 37 responses in April and for 24 of the 28 responses in May 2002. The 95% benchmark required that 35 of 36 LSRs in March, 36 of 37 LSRs in April and 27 of 28 LSRs in May meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

There were only six LSR responses returned for this sub-metric in April 2002. The small universe of orders for the month does not provide a conclusive benchmark comparison. BellSouth met the completeness criteria for 62 of the

66 responses for this sub-metric in May 2002 – only one response short of the 63 required to meet the 95% benchmark. BellSouth met the benchmark for this sub-metric in March 2002.

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

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

Resale Provisioning Measures

For the months of March, April and May 2002, BellSouth met or exceeded the benchmark or retail analogue for 88%, 89% and 90%, respectively, of all Resale provisioning measures. The details supporting the May 2002 percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of Attachment 1L.

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

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

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

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

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

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

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

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

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

BellSouth missed only 179 of the 57,811 installation appointments scheduled for this sub-metric in March, missed 146 of the 56,111 appointments scheduled for April and missed 263 of the 51,529 installation appointments scheduled for May 2002. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in March, April and May 2002. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

BellSouth missed only 12 installation appointments out of the 396 appointments scheduled for this sub-metric in March and missed 16 of the 340 appointments scheduled for April 2002. BellSouth completed between 95% and 97% of appointments for both BellSouth retail and the CLECs over these two months. BellSouth met the retail analogue comparison for this sub-metric in May 2002.

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

BellSouth missed only 17 of the 2,868 scheduled appointments for this sub-metric in March, missed 13 of the 3,227 appointments scheduled for April and missed 27 of the 3,902 installation appointments scheduled for May 2002. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in all three months. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

BellSouth completed 15 of the 17 installation appointments as scheduled in April 2002. There were no systemic installation issues identified for the two missed appointments. BellSouth met the retail analogue comparison for this sub-metric in March and May 2002.

% Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch (A.2.11.6.1.1) (May)

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

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

In March 2002, there were 2,520 troubles reported for the 55,392 orders that completed in the prior 30 days. In April 2002, there were 2,250 troubles reported for the 58,086 orders that completed in the prior 30 days. Thirty-three percent of the March trouble reports and thirty percent of the April reports were closed as "no trouble found." In May 2002, there were 2,093 troubles reported for the 56,111 orders that completed in the prior 30 days. Thirty-three percent of those troubles were closed as "no trouble found." Over sixty-five percent of the total trouble reports for this sub-metric over the

three-month period were associated with one customer. With the exclusion of the "no trouble found" reports, CLEC results for this sub-metric would have been better than for the retail analogue in each of the three months. BellSouth is conducting an analysis of the provisioning situation with CLECs and will conduct joint sessions to determine how to reduce the number of "no trouble found" reports.

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

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

% Provisioning Troubles w/i 30 days / Business / >= 10 Circuits / Non-Dispatch (A.2.12.2.2.2) (May)

There were only four orders that completed for this sub-metric in the 30 days prior to May 2002. This small universe of orders does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in April 2002. There was no CLEC activity for this sub-metric in March 2002.

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

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

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

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

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

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

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

BellSouth met the standard criteria for 129 of the 140 orders reviewed in this sub-metric in March and for 177 of the 195 orders reviewed in May 2002. The 95% benchmark required that 133 of the 140 orders for March and 186 of the 195 orders for May meet the criteria. BellSouth met the benchmark for this sub-metric in April 2002.

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

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

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

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

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

BellSouth met the standard for 137 of the 150 orders reviewed in this sub-metric in March and for 151 of the 170 orders reviewed in May 2002. The 95% benchmark required that 143 of the 150 orders for March and 162 of the 170 orders for May meet the criteria, based on the quantity of orders for the sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

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

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

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

There were only nine orders reviewed for this sub-metric in April 2002. The small universe of orders does not provide a conclusive benchmark comparison. BellSouth met the standard for 14 of the 18 orders reviewed for this sub-metric in May 2002. The 95% benchmark set a requirement of all 18

of the 18 orders, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in March 2002.

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

BellSouth met the standard criteria for 11 of the 13 orders reviewed for this sub-metric in March and for 25 of the 27 orders reviewed in May 2002. The 95% benchmark set requirements of all 13 of the 13 orders in March and 26 of the 27 orders for May, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in April 2002.

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

BellSouth met the standard for 30 of the 37 orders reviewed for this sub-metric in March, for 32 of the 35 orders reviewed for April and for 33 of the 41 orders reviewed for May 2002. The 95% benchmark set requirements of 36 of the 37 orders for March, 34 of the 35 orders for April and 39 of the 41 orders for May, based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement to improve performance to meet the benchmark for this sub-metric.

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

BellSouth met the standard for 90 of the 98 orders reviewed for this sub-metric in March, for 127 of the 134 orders reviewed in April and for 128 of the 140 orders reviewed in May 2002. The 95% benchmark set requirements of 94 of the 98 orders for March, for 128 of the 134 orders for April and for 133 of the 140 orders for May, based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement to improve performance to meet the benchmark for this sub-metric.

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

BellSouth met the standard criteria for 18 of the 20 orders reviewed for this sub-metric in April and for 12 of the 13 orders reviewed in May 2002. The 95% benchmark set requirements of 19 of the 20 orders for April and for all 13 of the 13 orders for May. BellSouth met the benchmark for this sub-metric in March 2002.

Resale Maintenance and Repair (M&R) Measures

BellSouth met the relevant retail analogues for 84%, 94% and 92% of all the Resale Maintenance & Repair measurements in March, April and May 2002,

respectively. The sub-metrics for which BellSouth did not meet the retail analogues were:

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

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

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

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

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

There were 2,952 troubles reported for the 159,559 in service lines for this sub-metric in March, 2,917 trouble reports for the 157,650 lines in service in April and 2,614 trouble reports for the 126,901 lines in service for May 2002. Both the CLECs and BellSouth retail had no trouble reports for over 97% of the in service lines in all three months. There was less than 1% difference in the report rates between retail and resale results for this sub-metric for any of the three months. Many of the troubles due to wire and facilities appear to be caused by CPE and/or CLEC problems. BellSouth technicians will be trained on proper closeout procedures on troubles involving CPE and CLEC interfaces.

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

(March)

There were 1,819 troubles reported for the 159,559 lines in service in March 2002. Both the CLECs and BellSouth retail had no trouble reports for over 98% of the in service lines for the month. Of the 1,819 total March trouble reports, 1,173 reports (65%) were closed as "no trouble found." Without these "no trouble found" reports, CLEC results would have been better than for the retail analogue for this sub-metric. One CLEC 78% of the March 2002 trouble reports for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

There were 383 trouble reports for the 5,832 lines in service for this sub-metric in March and 555 troubles reported for the 34,879 lines in service in May 2002. In March and May, 55 (14%) and 99 (18%), respectively, of the trouble reports were closed as "no trouble found." In May, 74 of the troubles were due to damaged feeder cable. Procedures on exclusions for trouble reports to tag and locate circuits for CLECs will be reviewed with all applicable BellSouth technicians. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

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

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

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

There were 36 troubles reported in March 2002 for the 2,717 lines in service for this sub-metric. Both the CLECs and BellSouth retail customers received over 98% trouble free service for the lines in service for this sub-metric for the month. From a practical point of view, the CLECs' ability to compete has not

been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April and May 2002.

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

There were only 15 trouble reports for the 7,292 in service lines for this sub-metric in March and 28 trouble reports for the 4,645 lines in service in May 2002. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric in both March and May. Of the 16 March trouble reports, 11 (73%) were closed as "no trouble found." Of the 28 May trouble reports, 6 (21%) were closed as "no trouble found." From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in April 2002.

Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (May)

There were only 10 trouble reports for the 862 in service lines for this sub-metric in May 2002. BellSouth provided over 98% trouble free service for both retail and the CLECs for this sub-metric in May. Of the 10 May trouble reports, 7 (70%) were closed as "no trouble found." From a practical point of view, the CLECs' ability to compete has not been hindered even though the

statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

Customer Trouble Report Rate / ISDN / Non-Dispatch (A.3.2.6.2) (May)

There were only 8 trouble reports for the 3,662 in service lines for this sub-metric in May 2002. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric in May. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in March and April 2002.

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

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

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

There were only 4 trouble reports for this sub-metric March and 5 troubles reported in April 2002. The small universe of orders for this sub-metric each month does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in May 2002.

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

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

II. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 741 of the 874 sub-metrics (85%) for which there was CLEC activity in March, for 761 of 885 sub-metrics (86%) in April and for 712 of 863 sub-metrics (83%) in May 2002.

During the three-month period of March through May 2002, there were a total of 801 sub-metrics that had CLEC activity for all three months and that were compared with either a benchmark or retail analogue. Of those 801 sub-

metrics, 685 or 86% satisfied the comparison criteria for a minimum of two of the three months.

BellSouth Monthly State Summary
Florida, May 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			17.80%	58,656				Diagnostic
A.1.1.2	O-7	Business/FL(%)		Diagnostic			28.78%	2,728				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			0.00%	1				Diagnostic
	% Rejected Service Requests - Partially Mechanized											
A.1.2.1	O-7	Residence/FL(%)		Diagnostic			25.15%	18,483				Diagnostic
A.1.2.2	O-7	Business/FL(%)		Diagnostic			38.64%	1,972				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)		Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/FL(%)		Diagnostic			50.00%	2				Diagnostic
A.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			41.42%	676				Diagnostic
A.1.3.2	O-7	Business/FL(%)		Diagnostic			50.30%	1,016				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)		Diagnostic			27.18%	103				Diagnostic
A.1.3.4	O-7	PBX/FL(%)		Diagnostic			42.86%	28				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)		Diagnostic			40.91%	66				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)		Diagnostic			16.67%	12				Diagnostic
	Reject Interval - Mechanized											
A.1.4.1	O-8	Residence/FL(%)		>= 97% w in 1 hr			96.79%	10,450				NO
A.1.4.2	O-8	Business/FL(%)		>= 97% w in 1 hr			96.83%	788				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			84.55%	4,706				NO
A.1.7.2	O-8	Business/FL(%)		>= 85% w in 10 hrs			93.55%	775				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			100.00%	1				YES
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			98.62%	290				YES
A.1.8.2	O-8	Business/FL(%)		>= 85% w in 24 hrs			99.43%	526				YES
A.1.8.3	O-8	Design (Specials)/FL(%)		>= 85% w in 24 hrs			100.00%	29				YES
A.1.8.4	O-8	PBX/FL(%)		>= 85% w in 24 hrs			92.31%	13				YES
A.1.8.5	O-8	Centrex/FL(%)		>= 85% w in 24 hrs			96.55%	29				YES
A.1.8.6	O-8	ISDN/FL(%)		>= 85% w in 24 hrs			66.67%	3				NO
	FOC Timeliness - Mechanized											
A.1.9.1	O-9	Residence/FL(%)		>= 95% w in 3 hrs			99.55%	47,165				YES
A.1.9.2	O-9	Business/FL(%)		>= 95% w in 3 hrs			99.79%	1,869				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			100.00%	1				YES
	FOC Timeliness - Partially Mechanized - 10 hours											
A.1.12.1	O-9	Residence/FL(%)		>= 85% w in 10 hrs			84.84%	15,031				NO

BellSouth Monthly State Summary

Florida, May 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			86.58%	1,587				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			50.00%	2				NO
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs								
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			97.88%	377				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			97.66%	471				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			96.92%	65				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			85.71%	14				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			97.37%	38				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			90.91%	11				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			95.04%	141				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			97.80%	58,515				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	50				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			96.56%	2,678				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	1				YES
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			96.43%	28				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.86%	18,455				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			88.24%	17				NO
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.74%	1,955				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%	2				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									
A.1.16.1	O-11	Residence/FL(%)	>= 95%			94.82%	676				NO
A.1.16.2	O-11	Business/FL(%)	>= 95%			94.88%	1,016				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			86.41%	103				NO
A.1.16.4	O-11	PBX/FL(%)	>= 95%			85.71%	28				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			93.94%	66				NO
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			100.00%	12				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			97.01%	134				YES
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.63%	57,229				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	50				YES
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.34%	2,586				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%								

BellSouth Monthly State Summary

Florida, May 2002

			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%			100.00%	1				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			92.59%	27				NO
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			95.27%	18,430				YES
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			93.33%	15				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			90.00%	1,950				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%			50.00%	2				NO
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%			90.64%	641				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			90.66%	964				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			94.38%	89				NO
A.1.19.4	O-11	PBX/FL(%)	>= 95%			95.83%	24				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			96.77%	62				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			100.00%	12				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.44	35,619	3.73	1,933	3.852	0.08995	7.9416	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.86	621,645	0.70	49,060	1.376	0.00645	23.8618	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.64	76	4.00	3	3.983	2.34444	0.2731	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	3.54	32,518	3.25	286	7.653	0.45451	0.6480	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.29	53,016	0.94	3,449	2.872	0.05047	6.9540	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	10.28	268	8.57	7	16.551	6.33675	0.2690	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	4.07	10	7.00	3	4.863	3.20126	-0.9163	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	21.96	2,239	10.11	9	22.193	7.41261	1.5980	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	10.98	653	4.13	8	14.934	5.31226	1.2908	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	26.41	17			10.542			
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	12.69	68	4.67	3	15.049	8.87829	0.9033	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	5.49	233	4.79	13	18.988	5.41125	0.1289	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	70.50	6			44.248			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	3.51	40	5.50	2	13.775	9.98060	-0.1996	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	6.56	587	1.00	1	8.280	8.28702	0.6704	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.43	1,282	3.04	9	3.229	1.08027	-1.4835	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	9.70	44			13.993			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	3.94	155	1.17	2	*7.866*	*5.59775*	*0.4950*	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	22.03	480	11.80	5	34.998	15.73281	0.6503	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.20	1,616	1.20	15	5.746	1.49054	0.6734	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	11.50	2			2.121			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.20	57			4.635			
		Hold Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	6.35	313	3.43	7	7.020	2.68283	1.0907	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	10.21	39	2.25	4	11.131	5.84406	1.3612	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

BellSouth Monthly State Summary

Florida, May 2002

			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*	*7.20*	*91*	*6.00*	*4*	6.635	3.38978	0.3534	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	5.36	14	0.00	0	7.682			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	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	45.88	8	0.00	0	*38.264*			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	10.33	3	0.00	0	13.650			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	3.33	3	0.00	0	4.041			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	1.43	7	0.00	0	1.134			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	12.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/FL(%)	Res	0.53%	745,065	0.24%	52,600		0.00033	8.8112	YES
A.2.4.2	P-2	Business/FL(%)	Bus	1.52%	88,204	0.68%	3,554		0.00210	4.0523	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	15.49%	3,344	0.00%	1		0.36187	0.4281	YES
A.2.4.4	P-2	PBX/FL(%)	PBX	5.63%	373	0.00%	4		0.11587	0.4859	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.68%	2,202	0.00%	5		0.09454	0.4948	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	5.81%	2,374	0.00%	1		0.23404	0.2484	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			0.41%	1,232				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.51%	778				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			16.13%	31				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	18				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	14				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			3.70%	27				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			112.19	82				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			128.07	16				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			111.34	4				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			116.28	2				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			349.37	5				Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic

BellSouth Monthly State Summary
Florida, May 2002

			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			510.07	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			95.12%	82				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	16				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	4				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic			100.00%	5				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			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4.59%	44,897	2.99%	2,305		0.00447	3.5731	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.10%	700,346	0.51%	51,529		0.00014	-29.2826	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	1.15%	87	0.00%	3		0.06259	0.1836	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	1.84%	33,604	1.74%	402		0.00675	0.1493	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.06%	53,772	0.69%	3,902		0.00039	-16.2494	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	4.73%	296	11.11%	9		0.07183	-0.8885	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	12	0.00%	3		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	2.74%	2,340	0.00%	15		0.04225	0.6474	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0.56%	713	0.00%	15		0.01949	0.2879	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	18						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	1						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.78%	72	0.00%	3		0.09684	0.2869	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0.82%	243	0.00%	19		0.02152	0.3824	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	6						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	43	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	3.55%	648	0.00%	1		0.18517	0.1917	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,319	0.00%	14		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	1.89%	53						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	159	0.00%	3		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	1.57%	508	16.67%	6		0.05113	-2.9519	NO
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.74%	1,622	0.00%	18		0.02031	0.3643	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	2						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	59						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	9.84%	45,262	6.33%	2,464		0.00616	5.7014	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.18%	681,747	3.73%	56,111		0.00077	-7.1020	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	11.22%	98	20.00%	5		0.14473	-0.6063	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	2						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	11.02%	40,527	12.35%	340		0.01705	-0.7802	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	6.66%	47,902	5.70%	3,227		0.00453	2.1118	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	25.86%	263	23.08%	13		0.12440	0.2234	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	5.56%	18	50.00%	4		0.12662	-3.5101	NO
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	6.80%	2,589	0.00%	17		0.06044	1.0929	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	5.46%	568	1.21%	165		0.02009	2.1134	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	16						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	6						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	7.14%	84	0.00%	3		0.15132	0.4720	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.03%	197	0.00%	29		0.02805	0.7238	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	3						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	4.26%	47	0.00%	6		0.08751	0.4863	YES

BellSouth Monthly State Summary

Florida, May 2002

			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	11.06%	796	0.00%	1		0.31377	0.3523	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	8.18%	1,320	3.70%	27		0.05328	0.8404	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	21.13%	71						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	10.00%	100	0.00%	2		0.21424	0.4668	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	7.28%	618	0.00%	3		0.15038	0.4842	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.62%	1,300	0.00%	21		0.01720	0.3577	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	9						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	68	0.00%	2		0.00000		YES
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	4.11	44,827	0.51	2,202	17.864	0.38992	9.2199	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	0.94	698,754	0.79	50,357	4.487	0.02070	7.5887	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	3.51	87	0.27	3	14.439	8.47874	0.3819	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	3.00	33,492	1.07	315	17.914	1.01407	1.9020	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	3.35	53,473	0.78	3,220	21.611	0.39214	6.5421	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	10.13	293	0.40	5	45.606	20.56885	0.4732	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	14.07	12	0.02	1	27.580	28.70647	0.4894	YES
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	143.17	2,302			313.342			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	13.26	711	0.48	1	84.837	84.89692	0.1505	YES
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	143.65	18			167.943			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design	0.50	1			0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	96.36	72	41.55	1	230.553	232.14816	0.2361	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	7.57	242	0.08	3	27.527	15.99105	0.4685	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	1.03	6			1.112			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	3.60	42			15.943			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	10.97	645			35.680			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	3.55	1,319	0.51	5	19.122	8.56800	0.3557	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	5.47	53			20.269			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	2.57	159			11.946			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	175.43	497			483.114			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	4.93	1,618	0.02	1	25.810	25.81835	0.1903	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.02	2			0.000			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	2.03	59			6.153			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			14.20	104				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.30	1,133				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			19.66	87				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.06	684				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			10.68	4				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.94	2				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			51.18	15				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			36.03	14				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			62.00	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			36.18	16				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	2				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			14.57	1				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			34.04	9				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			9.34	3				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			102.47	6				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			46.39	18				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	1,195				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.68	33,834				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.98	2				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			2.99	101				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.10	1,085				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.01	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.51	228				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.28	12,248				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			3.71	54				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.43	1,220				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.09	1				Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.34	1				Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	51				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.65	148				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			4.63	23				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.22	181				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.44	2				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.67	2				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.29	6				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			3.67	6				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.15	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			11.24	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.45	4				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			2.24	1				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.26	4				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.59	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.66	1,080				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.78	25,065				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.98	2				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			2.99	101				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	1,035				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.01	1				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									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.50	211				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.26	11,029				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			3.73	48				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.32	1,070				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.09	1				Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.34	1				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

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.29	49				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.67	121				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			4.71	21				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.30	160				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.44	2				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.67	2				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.29	6				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			4.90	4				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			11.24	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.22	3				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			2.24	1				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.26	4				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.59	4				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			9.51%	2,050				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			19.69%	49,331				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			11.11%	306				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			13.80%	3,456				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			10.00%	10				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0.00%	8				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			14.29%	14				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	11				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	5				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			11.76%	17				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			90.77%	195				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.82%	170				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	14				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%			88.82%	170				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			77.78%	18				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			92.59%	27				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			80.49%	41				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			91.43%	140				NO

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	2				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			92.31%	13				NO
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	6.85%	76,736	4.68%	2,609		0.00503	4.3264	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.92%	42,398	1.14%	1,138		0.00286	-0.7944	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.73%	15,423	8.48%	554		0.01155	-0.6538	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	4.92%	11,801	1.16%	344		0.01183	3.1778	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	1.77%	2,032	0.00%	35		0.02249	0.7878	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.37%	2,734	0.00%	38		0.00986	0.3709	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	13.37%	404	9.09%	11		0.10399	0.4111	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	1.46%	342	0.00%	28		0.02359	0.6197	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.04%	1,179	0.00%	10		0.10336	1.1653	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	4.66%	1,203	0.00%	4		0.10551	0.4412	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	5.28%	303	0.00%	3		0.12976	0.4069	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.72%	417	0.00%	8		0.03017	0.2385	YES
		Customer Trouble Report Rate									
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.81%	4,243,633	2.06%	126,901		0.00038	-6.4652	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.00%	4,243,633	0.90%	126,901		0.00028	3.5938	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.31%	1,176,140	1.59%	34,879		0.00062	-4.4525	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	1.00%	1,176,140	0.99%	34,879		0.00054	0.3142	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	1.42%	142,728	1.18%	2,955		0.00222	1.0789	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	1.92%	142,728	1.29%	2,955		0.00257	2.4476	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.22%	187,606	0.24%	4,645		0.00069	-0.3115	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.18%	187,606	0.60%	4,645		0.00063	-6.6307	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.50%	234,440	1.16%	862		0.00242	-2.7159	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.51%	234,440	0.46%	862		0.00244	0.2009	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.08%	401,522	0.08%	3,662		0.00046	-0.1417	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.10%	401,522	0.22%	3,662		0.00053	-2.1423	NO
		Maintenance Average Duration									
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	16.13	76,736	14.45	2,609	20.316	0.40444	4.1548	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.17	42,398	4.37	1,138	12.459	0.37424	2.1557	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	12.32	15,423	10.50	554	17.670	0.76411	2.3794	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	5.37	11,801	2.54	344	14.988	0.81982	3.4469	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	5.82	2,032	3.60	35	31.697	5.40378	0.4103	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.48	2,734	1.84	38	13.390	2.18712	0.2900	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	13.17	404	5.63	11	15.608	4.76950	1.5823	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	2.52	342	1.26	28	4.382	0.86138	1.4635	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	14.63	1,179	13.90	10	19.545	6.20681	0.1170	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	4.93	1,203	4.75	4	13.484	6.75314	0.0270	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.77	303	2.16	3	9.671	5.61109	0.8178	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.68	417	2.19	8	4.163	1.48580	0.3290	YES
		% Repeat Troubles within 30 Days									
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.67%	76,736	11.00%	2,609		0.00724	6.4486	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	13.72%	42,398	11.60%	1,138		0.01034	2.0541	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.47%	15,423	9.57%	554		0.01476	2.6459	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	12.44%	11,801	13.08%	344		0.01805	-0.3555	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	18.36%	2,032	17.14%	35		0.06600	0.1839	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	18.32%	2,734	15.79%	38		0.06319	0.4012	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	12.38%	404	0.00%	11		0.10063	1.2298	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	8.77%	342	10.71%	28		0.05561	-0.3493	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.79%	1,179	0.00%	10		0.10241	1.1512	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	13.88%	1,203	0.00%	4		0.17317	0.8017	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	11.88%	303	0.00%	3		0.18773	0.6329	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	8.87%	417	25.00%	8		0.10149	-1.5890	YES

BellSouth Monthly State Summary

Florida, May 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)		Res	11.57%	51,719	8.70%	1,954		0.00737	3.8935	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)		Res	3.09%	11,794	1.87%	427		0.00852	1.4235	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)		Bus	7.48%	9,769	6.27%	383		0.01371	0.8876	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)		Bus	5.65%	5,520	0.00%	196		0.01679	3.3674	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)		Design	1.77%	2,032	0.00%	35		0.02249	0.7878	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)		Design	0.37%	2,734	0.00%	38		0.00986	0.3709	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)		PBX	15.69%	325	9.09%	11		0.11151	0.5920	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)		PBX	1.14%	264	0.00%	13		0.03011	0.3774	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)		Centrex	15.63%	742	0.00%	3		0.21010	0.7441	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)		Centrex	3.28%	458	0.00%	1		0.17818	0.1838	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)		ISDN	5.61%	303	0.00%	3		0.13352	0.4202	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)		ISDN	0.72%	415	0.00%	8		0.03024	0.2391	YES
	Resale - Billing											
	Invoice Accuracy											
A.4.1	B-1	FL(%)		BST - State	97.86%	$503,587,694	99.97%	$10,581,831		0.00005	-491.9273	YES
	Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)		BST - Region	3.47	1	3.16	1,855				YES

BellSouth Monthly State Summary
Florida, May 2002

			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			17.65%	44,624				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			15.72%	598				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13.33%	75				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			34.69%	245				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			22.90%	930				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			17.82%	943				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			100.00%	3				Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			55.96%	109				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			59.14%	257				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			22.39%	335				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			48.24%	14,806				Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.75%	3,796				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			28.09%	17,723				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			6.98%	86				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			11.94%	268				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			37.07%	232				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			28.28%	290				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			16.28%	1,167				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			37.52%	757				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			24.97%	2,211				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			25.71%	245				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			29.32%	7,661				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			31.30%	1,901				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic			50.00%	4				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			46.67%	45				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			43.23%	2,084				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic			62.79%	43				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			26.86%	283				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			16.21%	475				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			35.09%	114				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			33.84%	263				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			25.83%	906				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			33.33%	6				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			20.00%	5				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			61.32%	106				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			51.76%	85				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			29.30%	587				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			38.26%	1,882				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			40.91%	88				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			35.78%	911				Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			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			93.80%	7,901				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			98.94%	94				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			80.00%	10				NO
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			83.91%	87				NO
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			79.26%	217				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			61.27%	173				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			100.00%	3				YES
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			98.36%	61				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			92.11%	152				NO
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			58.97%	78				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			77.92%	7,270				NO
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			96.40%	333				NO
	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			86.71%	5,058				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			83.33%	6				NO
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			60.00%	35				NO
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			75.28%	89				NO
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.52%	84				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			64.71%	204				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			74.23%	291				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			84.13%	586				NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			86.36%	66				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.46%	2,324				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			91.00%	611				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	21				YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.38%	925				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs			100.00%	28				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			97.37%	76				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100.00%	81				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	43				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			98.90%	91				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	241				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			97.14%	70				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			97.83%	46				YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			99.43%	175				YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			98.91%	737				YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	36				YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			98.82%	338				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								

BellSouth Monthly State Summary

Florida, May 2002

			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			98.97%	35,367				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			97.67%	472				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			97.92%	48				YES
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			99.34%	152				YES
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			97.88%	708				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.21%	757				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%	34				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	76				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			96.05%	253				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			93.88%	7,584				NO
B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			95.95%	3,434				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			80.73%	13,549				NO
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			95.24%	63				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			94.01%	267				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			87.50%	168				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			83.64%	214				NO
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			93.01%	1,102				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			77.96%	490				NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			92.92%	1,694				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			84.34%	198				NO
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			95.70%	5,302				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			93.08%	1,330				YES
		FOC Timeliness - Non-Mechanized									
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96.67%	30				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98.14%	1,022				YES
B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs			94.12%	17				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			99.49%	195				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.48%	382				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			98.73%	79				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	170				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.04%	625				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	39				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			97.30%	37				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99.52%	414				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.31%	1,161				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	42				YES
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99.61%	512				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%			96.35%	13,232				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96.45%	31,392				YES

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			97.00%	367				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			86.15%	231				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			60.00%	5				NO
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			77.14%	70				NO
B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			95.21%	167				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			87.18%	78				NO
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			91.77%	328				NO
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.50%	602				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%			96.61%	943				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%			100.00%	3				YES
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			86.46%	96				NO
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			92.31%	13				NO
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%			88.72%	257				NO
B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			89.86%	138				NO
B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			98.48%	197				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.02%	13,524				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			87.13%	1,282				NO
B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.31%	3,486				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			97.10%	310				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%			95.98%	3,755				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.83%	13,968				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%			73.58%	53				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			78.79%	33				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	18				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99.60%	250				YES
B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			97.58%	124				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			98.15%	108				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95.41%	196				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			100.00%	94				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%			99.91%	1,167				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	605				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	152				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%			100.00%	2,211				YES
B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			93.08%	159				NO
B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	86				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			94.81%	7,193				NO
B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96.37%	468				YES

BellSouth Monthly State Summary

Florida, May 2002

			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%			99.87%	1,511				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99.49%	390				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%			100.00%	4				YES
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			100.00%	45				YES
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.41%	2,084				NO
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%			95.35%	43				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			94.70%	283				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			93.47%	475				NO
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			99.12%	114				YES
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			95.06%	263				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			91.72%	906				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			66.67%	6				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			80.00%	5				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			95.28%	106				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			90.59%	85				NO
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			95.40%	587				YES
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			96.71%	1,882				YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			86.36%	88				NO
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			88.91%	911				NO
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.79%	12,749				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.54%	30,278				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%			98.03%	356				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			95.48%	199				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%			92.59%	54				NO
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			96.23%	159				YES
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			95.59%	68				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.68%	301				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			97.13%	593				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			98.46%	911				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%			100.00%	3				YES
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	83				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			91.67%	12				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.12%	228				YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			98.39%	124				YES
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			95.88%	194				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.25%	13,121				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			97.31%	1,117				YES
B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			72.67%	3,462				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			70.43%	301				NO

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

BellSouth Monthly State Summary

Florida, May 2002

			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%			97.81%	3,604				YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			95.60%	13,944				YES
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%			97.44%	39				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			92.31%	26				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	18				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			92.77%	249				NO
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			93.39%	121				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			86.79%	106				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.33%	187				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			94.68%	94				NO
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%			92.62%	1,166				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%			64.63%	605				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			80.92%	152				NO
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%			66.03%	2,211				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			98.65%	148				YES
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			82.56%	86				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.25%	6,820				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96.23%	451				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%			84.96%	1,509				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			78.35%	388				NO
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%			100.00%	4				YES
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			77.78%	45				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			88.92%	1,905				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%			85.37%	41				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98.13%	268				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			89.86%	444				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			91.15%	113				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			91.20%	250				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.78%	831				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	4				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	4				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			87.13%	101				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			90.91%	77				NO
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			90.54%	560				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.38%	1,820				YES
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			89.47%	76				NO
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			92.96%	810				NO
		Unbundled Network Elements - Provisioning									
		Order Completion Interval									
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.01	68,137			5.992			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.89	674,661			1.551			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	9.03	344			14.906			

BellSouth Monthly State Summary

Florida, May 2002

			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)	4.07	10			4.863			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	16.35	2,107	15.73	26	14.725	2.90555	0.2117	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	13.00	1			0.000			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	4.03	68,740	3.35	1,092	6.013	0.18341	3.7211	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.89	677,664	0.65	33,452	1.590	0.00891	27.7361	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	380,507	0.33	21,371	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.61	297,157	1.20	12,081	2.202	0.02044	20.0727	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	10.00	393	5.06	6	17.233	7.08890	0.6974	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	3.38	259	0.44	6	6.599	2.72511	1.0790	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	89	0.33	5	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	4.98	170	1.00	1	7.682	7.70446	0.5169	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	4.72	71,511	11.97	122	8.396	0.76075	-9.5224	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	4.72	71,511			8.396			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	10.72	413			17.268			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	10.72	413			17.268			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	11.88	246	10.70	419	8.550	0.68676	1.7222	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	3.34	338			6.166			
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	0.67	2			0.471			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	3.77	6,742	6.30	46	2.628	0.38881	-6.5111	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.49	4,577	3.81	129	1.006	0.08984	-3.4871	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	8.43	14			10.847			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	4.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail	8.00	1			0.000			
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	4.03	68,740	4.83	232	6.013	0.39548	-2.0400	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	4.03	68,740			6.013			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	10.00	393	8.00	1	17.233	17.25505	0.1159	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	10.00	393			17.233			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	4.01	68,137	3.64	751	5.992	0.21986	1.6654	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.61	295,055	3.33	18	2.143	0.50503	-3.4187	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	9.03	344	4.55	11	14.906	4.56555	0.9825	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	5.00	8			5.043			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	4.03	68,740	5.00	1	6.013	6.01336	-0.1616	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	4.03	68,740			6.013			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	10.00	393			17.233			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	10.00	393			17.233			
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	4.01	68,137			5.992			
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	1.61	295,055			2.143			
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	9.03	344			14.906			
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	5.00	8			5.043			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	4.03	68,740	5.57	188	6.013	0.43917	-3.5213	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	4.03	68,740			6.013			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	10.00	393	8.38	8	17.233	6.15454	0.2639	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	10.00	393			17.233			
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	4.01	68,137	4.98	583	5.992	0.24923	-3.8784	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	1.61	295,055	4.96	260	2.143	0.13294	-25.2068	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	9.03	344	7.74	23	14.906	3.21029	0.4024	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	5.00	8	7.00	6	5.043	2.72336	-0.7344	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	21.96	2,771			24.759			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	11.37	781			15.820			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	24.95	20			10.724			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	32.33	3			48.211			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	4.03	68,740	7.25	53	6.013	0.82631	-3.8935	NO
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.89	677,664			1.590			

BellSouth Monthly State Summary

Florida, May 2002

			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	10.00	393			17.233			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	3.38	259			6.599			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.01	68,137			5.992			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.89	674,661			1.551			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	9.03	344			14.906			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.07	10			4.863			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	4.01	68,137	5.00	1	5.992	5.99226	-0.1650	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.89	674,661	0.77	3,347	1.551	0.02688	4.6283	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	9.03	344			14.906			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.07	10	0.33	7	4.863	2.39654	1.5578	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.77	7,466	8.89	593	5.636	0.24055	-17.1047	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	4.26	5,689			5.861			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	7.50	12			10.992			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	8.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	28.05	315	6.29	260	41.790	3.50160	6.2132	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	1.99	1,178			5.898			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	11.50	2			2.121			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.20	57			4.635			
		Order Completion Interval within X days									
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days			5.00	1				YES
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.56	188				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	6.54	404			6.936			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	8.92	53			10.486			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				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	10.71	7	0.00	0	9.759			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	6.57	407	2.25	4	6.984	3.50916	1.2318	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	8.63	56	3.00	3	10.304	6.10610	0.9212	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	1.43	7	0.00	0	1.134			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	6.59	408	0.00	0	6.981			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	13.28	64	0.00	0	20.237			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	1.43	7			1.134			
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	18.07	83	19.00	1	18.253	18.36312	-0.0505	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	1.00	9	0.00	0	0.000			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	12.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	18.07	83	0.00	0	18.253			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	1.00	9	0.00	0	0.000			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	6.57	407	0.00	0	6.984			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	8.63	56	0.00	0	10.304			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1.43	7	0.00	0	1.134			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	6.54	404	1.50	2	6.936	4.91670	1.0260	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	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	8.92	53	0.00	0	10.486			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	0.00	0	8.00	1				NO
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	6.57	407	0.00	0	6.984			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	8.63	56	0.00	0	10.304			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1.43	7			1.134			
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	6.54	404	0.00	0	6.936			YES
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	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	8.92	53	0.00	0	10.486			YES
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	0.00	0						
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	6.57	407	25.00	1	6.984	6.99265	-2.6353	NO
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	8.63	56	0.00	0	10.304			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	1.43	7	0.00	0	1.134			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	6.54	404	0.00	0	6.936			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	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	8.92	53	0.00	0	10.486			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	0.00	0	0.00	0				YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) 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	12.00	1			0.000			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	45.88	8			38.264			
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	6.57	407	0.00	0	6.984			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	8.63	56	0.00	0	10.304			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	1.43	7			1.134			
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	6.54	404			6.936			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	8.92	53			10.486			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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)	6.54	404	0.00	0	6.936			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	8.92	53	0.00	0	10.486			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	18.00	84	19.00	1	18.155	18.26303	-0.0548	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	1.80	10	0.00	0	2.530			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	2.00	2				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	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									
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.64%	833,269						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	46.09%	2,263						
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.65%	837,334	0.15%	40,051		0.00041	12.0940	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	7.20%	84,333	100.00%	4		0.12921	-7.1826	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	7.96%	14,327						
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	8.71%	769	38.89%	162		0.02438	-12.3775	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	7.96%	14,327	0.00%	3		0.15633	0.5094	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.65%	837,334	16.84%	285		0.00474	-34.1509	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.17%	453,645	7.21%	1,373		0.00291	-20.7662	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.65%	837,334						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.17%	453,645						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.65%	837,334	12.97%	370		0.00416	-29.6151	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.17%	453,645	4.25%	1,272		0.00302	-10.1749	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	16.39%	4,228						
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.65%	837,334						
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.64%	833,269						
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.64%	833,269	0.00%	3,008		0.00145	4.3860	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	8.45%	16,216	38.89%	162		0.02196	-13.8621	NO
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	8.27%	1,742	72.26%	274		0.01790	-35.7592	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			0.63%	2,396				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			55.43%	175				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			6.56%	305				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			23.40%	329				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.45%	223				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			4.85%	103				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			3.21%	218				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			8.00%	25				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			5.56%	36				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			3.13%	64				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	365				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			15.33%	613				Diagnostic

BellSouth Monthly State Summary
Florida, May 2002

			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			45.97%	211				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			121.73	40				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			280.03	4				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			314.60	59				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			200.55	47				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			113.61	79				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			163.91	47				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			149.60	54				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			314.60	59				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			182.61	197				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			196.35	11				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			317.51	97				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			126.33	17				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			272.17	69				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			101.24	5				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			142.18	6				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			127.73	2				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			156.56	2				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			154.48	2				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			246.40	84				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			221.03	94				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			70.00%	40				NO
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								
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			96.61%	59				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			93.62%	47				NO
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			96.20%	79				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			100.00%	47				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			96.30%	54				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								

BellSouth Monthly State Summary

Florida, May 2002

			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			96.61%	59				YES
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	197				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	11				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	97				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			82.35%	17				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			98.55%	69				Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	5				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			83.33%	6				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%	2				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic			100.00%	2				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			96.43%	84				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	94				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			99.84%	6,396				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.20%	986				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			2.86%	35				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	381				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	336				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			98.58%	986				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			97.14%	35				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	381				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	336				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			1.22%	986				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	35				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	381				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	336				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			454.23	39				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			2.55%	1,253				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			1.22%	4,178				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.52%	1,160				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.41%	78,501						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.09%	754,118						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.92%	383						
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	0.76%	2,107	0.00%	31		0.01571	0.4835	YES

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
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	3.41%	79,170	3.67%	1,500		0.00473	-0.5335	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.10%	757,172	0.20%	41,033		0.00016	-6.9903	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	380,795	0.00%	21,422		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.19%	376,377	0.43%	19,611		0.00032	-7.3793	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	3.63%	441	9.09%	11		0.05708	-0.9571	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	270	0.00%	9		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	90	0.00%	5		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	180	0.00%	4		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.38%	82,069	4.27%	164		0.01413	-0.6259	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.38%	82,069						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.46%	462						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.46%	462						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3.32%	9,120	1.77%	282		0.01084	1.4298	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	5,431						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	6.25%	16						
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	2.66%	263	2.59%	464		0.01242	0.0607	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.21%	453						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	3.32%	9,120	12.86%	70		0.02150	-4.4342	NO
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	5,431	0.00%	156		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	6.25%	16						
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	3.41%	79,170	1.30%	384		0.00929	2.2737	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.41%	79,170						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3.63%	441	0.00%	4		0.09392	0.3863	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.63%	441						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.41%	78,501	2.47%	1,498		0.00474	1.9932	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	0.19%	374,231	0.00%	25		0.00872	0.2183	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.92%	383	2.04%	49		0.02943	0.6373	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%	10						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.41%	79,170	0.00%	1		0.18159	0.1880	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.41%	79,170						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3.63%	441						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.63%	441						
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	3.41%	78,501	0.00%	1		0.18159	0.1880	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.19%	374,231	0.00%	1		0.04358	0.0437	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.92%	383						
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%	10						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.41%	79,170	0.27%	366		0.00951	3.3014	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.41%	79,170						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	3.63%	441	7.69%	13		0.05262	-0.7724	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.63%	441						
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	3.41%	78,501	0.36%	828		0.00634	4.8104	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	0.19%	374,231	0.23%	440		0.00208	-0.1781	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.92%	383	0.00%	31		0.03622	1.0812	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%	10	0.00%	6		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.55%	2,899						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.95%	843						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	21						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	4						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.41%	79,170	0.00%	65		0.02253	1.5152	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.10%	757,172						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	3.63%	441						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	270						

BellSouth Monthly State Summary

Florida, May 2002

			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)	3.41%	78,501						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.09%	754,118						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.92%	383						
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)	3.41%	78,501	0.00%	1		0.18159	0.1880	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.09%	754,118	0.27%	3,350		0.00053	-3.2764	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	3.92%	383						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12	0.00%	14		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	3.36%	9,833	2.20%	726		0.00693	1.6635	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.17%	6,554						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	6.25%	16						
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	0.60%	334	2.16%	462		0.00554	-2.8256	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.17%	1,183						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	2						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	59						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	10.40%	85,789						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.41%	729,649						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	21.88%	361						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.00%	20						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	7.41%	2,497	5.00%	20		0.05880	0.4097	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	10.41%	86,612	8.56%	1,379		0.00829	2.2365	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.41%	732,311	3.75%	24,127		0.00119	-2.8459	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.81%	384,314	3.92%	12,061		0.00177	-0.6421	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	2.98%	347,997	3.58%	12,066		0.00157	-3.8372	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	21.66%	434	11.11%	9		0.13872	0.7604	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.65%	230	0.00%	2		0.16400	0.3446	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	7.25%	69						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	4.97%	161	0.00%	2		0.15461	0.3214	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	10.27%	89,876	8.05%	87		0.03257	0.6839	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	10.27%	89,876						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	20.43%	460						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	20.43%	460						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	4.32%	9,001	6.27%	303		0.01188	-1.8409	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	3.01%	4,989						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	14.29%	7						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	7.84%	370	8.78%	205		0.02340	-0.4028	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.88%	457						
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	4.32%	9,001	25.00%	92		0.02131	-9.7043	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	3.01%	4,989	11.57%	216		0.01187	-7.2188	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	14.29%	7	100.00%	1		0.37409	-2.2913	NO
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	10.41%	86,612	10.28%	253		0.01923	0.0697	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	10.41%	86,612						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	21.66%	434	28.57%	7		0.15694	-0.4404	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	21.66%	434						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	10.40%	85,789	6.53%	1,424		0.00816	4.7449	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	2.97%	346,181	11.90%	42		0.02620	-3.4104	NO
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	21.88%	361	20.00%	70		0.05400	0.3488	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	15						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	10.41%	86,612	0.00%	1		0.30540	0.3409	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	10.41%	86,612						

BellSouth Monthly State Summary

Florida, May 2002

			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	21.66%	434						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	21.66%	434						
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	10.40%	85,789	0.00%	3		0.17625	0.5901	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	2.97%	346,181	0.00%	1		0.16977	0.1750	YES
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	21.88%	361						
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%	15						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	10.41%	86,612	7.00%	414		0.01505	2.2638	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	10.41%	86,612						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	21.66%	434	16.67%	6		0.16932	0.2948	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	21.66%	434						
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	10.40%	85,789	3.51%	769		0.01106	6.2310	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	2.97%	346,181	3.36%	357		0.00899	-0.4349	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	21.88%	361	8.33%	48		0.06352	2.1332	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	15	5.56%	18		0.00000		NO
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	6.62%	3,264	100.00%	1		0.24863	-3.7559	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	4.70%	723						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	26						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	11						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	10.41%	86,612	36.54%	52		0.04236	-6.1674	NO
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.41%	732,311	0.00%	1		0.18156	0.1880	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	21.66%	434						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.65%	230						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	10.40%	85,789						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.41%	729,649	100.00%	1		0.18147	-5.3227	NO
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	21.88%	361						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.00%	20						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	10.40%	85,789	0.00%	5		0.13653	0.7618	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.41%	729,649	0.00%	3,874		0.00292	11.6626	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	21.88%	361						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.00%	20	0.00%	12		0.07958	0.6283	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	4.63%	9,899	7.22%	485		0.00977	-2.6509	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	3.05%	5,936						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	14.29%	7						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	3						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	6.89%	363	11.17%	385		0.01853	-2.3112	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.68%	886						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	9	0.00%	1		0.00000		YES
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	68						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.63	78,319			17.893			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.11	752,227			7.231			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	8.62	380			40.713			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	14.07	12			27.580			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	74.39	2,071			235.717			
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	17.37	1			0.000			
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	3.68	78,986	0.44	1,140	18.134	0.54094	5.9999	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.12	755,277	0.75	38,869	7.324	0.03809	9.7937	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.25	379,206	0.77	19,810	8.335	0.06075	7.9143	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.99	376,071	0.73	19,059	6.134	0.04555	5.8185	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	8.15	438	2.21	9	38.575	12.98978	0.4571	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3.05	270			12.876			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	2.87	90			14.147			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	3.14	180			12.231			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	8.74	81,835	65.88	3	72.434	41.82067	-1.3662	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	13.41	459			56.223			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								

BellSouth Monthly State Summary

Florida, May 2002

			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	9.17	9,113			30.738			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.15	5,431			8.356			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	15.13	16			58.397			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	0.98	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	42.99	255	9.38	150	66.813	6.87501	4.8881	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	6.74	450			30.290			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.17	9,113	17.02	1	30.738	30.73955	-0.2553	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.15	5,431	0.53	2	8.356	5.91003	0.1061	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	15.13	16			58.397			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	0.98	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.68	78,986	10.03	287	36.514	2.15924	-2.9386	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.68	78,986			18.134			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.15	438	0.02	2	38.575	27.33888	0.2975	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.15	438			38.575			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.63	78,319	0.51	1,311	17.893	0.49830	6.2667	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	0.98	373,927	0.40	14	5.920	1.58227	0.3661	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	8.62	380	1.01	36	40.713	7.09959	1.0718	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16.75	10			29.692			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.68	78,986			18.134			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.68	78,986			18.134			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.15	438			38.575			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.15	438			38.575			
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	3.63	78,319			17.893			
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	0.98	373,927			5.920			
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	8.62	380			40.713			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16.75	10			29.692			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.68	78,986	16.77	344	56.519	3.05392	-4.2839	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.68	78,986			18.134			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	8.15	438	23.35	11	60.839	18.57257	-0.8184	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	8.15	438			38.575			
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	3.63	78,319	0.99	808	17.893	0.63272	4.1882	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	0.98	373,927	1.01	426	5.920	0.28700	-0.0912	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	8.62	380	0.62	27	40.713	8.10873	0.9856	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	16.75	10	0.08	6	29.692	15.33308	1.0871	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	149.01	2,849			348.205			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	17.04	840			81.725			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	123.13	21			163.177			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	8.62	3			14.465			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.68	78,986			18.134			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.12	755,277			7.324			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	8.15	438			38.575			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3.05	270			12.876			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.63	78,319			17.893			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.11	752,227			7.231			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	8.62	380			40.713			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	14.07	12			27.580			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.63	78,319	0.02	1	17.893	17.89341	0.2022	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.11	752,227	0.72	3,003	7.231	0.13221	3.0042	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	8.62	380			40.713			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	14.07	12	1.23	2	27.580	21.06479	0.6096	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	14.43	9,808	9.38	150	69.940	5.75411	0.8774	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	2.43	6,550			28.970			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	15.13	16			58.397			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.74	2			0.342			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	259.55	331	24.59	259	589.421	48.89762	4.8052	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	4.93	1,181			25.946			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.02	2			0.000			

BellSouth Monthly State Summary
Florida, May 2002

			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	2.03	59			6.153			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			34.44	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			17.07	383				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.09	2,003				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			10.53	1,451				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			8.93	552				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			19.03	2				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.09	9				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			0.03	5				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			13.67	4				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			55.67	161				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			27.78	282				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			35.65	312				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			4.20	69				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.73	154				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			27.00	95				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			20.13	2				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			21.47	189				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			24.07	11				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			7.06	13				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.32	1				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			17.82	1				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			15.83	1				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			25.88	22				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			17.52	2				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			17.81	19				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			18.22	14				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			30.66	4				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			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			21.76	65				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			4.12	349				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			0.69	12				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			32.20	574				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			55.06	202				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.58	503				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.68	20,484				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.70	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.69	5				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			5.05	86				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.78	53				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

BellSouth Monthly State Summary

Florida, May 2002

			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/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			5.16	2				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			5.36	1				Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.29	5				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			0.80	2,252				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			10.69	5				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.37	66				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.33	185				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.48	10,184				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.20	2				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.95	79				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.89	49				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			4.15	418				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.98	5				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.90	6				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	147				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			12.17	6				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			5.71	510				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.49	241				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.55	21				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.75	6				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			0.94	688				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								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			11.95	79				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			7.15	55				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

BellSouth Monthly State Summary

Florida, May 2002

			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			13.78	6				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.47	154				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.84	351				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.07	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.50	5				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			12.16	57				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.16	64				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			10.56	124				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			3.73	4				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.22	16				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			4.27	42				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.86	1				Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.80	38				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.77	5				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.02	2				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.26	1				Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								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			6.13	9				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			4.10	1				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.68	2				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic
B.2.26.13.2.1	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								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.69	36				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			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			1.02	305				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			1.31	6				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.79	184				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			6.90	56				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.55	460				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	9,793				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.70	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.69	5				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			4.99	83				Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.78	53				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

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.16	2				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			5.36	1				Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.29	5				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			0.80	2,252				Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								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			10.69	5				Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								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			6.43	63				Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.36	165				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.39	6,466				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.20	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	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			12.19	64				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.90	44				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			4.13	411				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.98	5				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.03	4				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.66	145				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			12.36	5				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			5.68	501				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.49	241				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.55	21				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.75	6				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.92	665				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			12.19	64				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			7.19	53				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			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			13.78	6				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.47	142				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.82	272				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.07	1				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			12.15	55				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.10	58				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			10.69	115				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			3.73	4				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.22	16				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			4.35	41				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.86	1				Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.92	37				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.77	5				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.02	2				Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.26	1				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								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			6.13	9				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			4.10	1				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.68	2				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	4				Diagnostic
B.2.30.13.2.1	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								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.79	33				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, May 2002

			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			1.01	287				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			1.35	5				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.88	170				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.09	50				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									
B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min			28.82%	11,674				NO
		% Completions w/o Notice or < 24 hours									
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			0.00%	25				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			12.81%	1,163				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			20.09%	33,693				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			4.72%	127				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			5.26%	190				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			4.93%	426				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			2.17%	46				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	129				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			5.88%	238				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			9.60%	802				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			4.55%	22				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic								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			32.91%	234				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			35.76%	713				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			38.35%	339				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			16.00%	50				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			30.52%	3,352				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			5.15%	602				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			8.76%	274				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	256				YES
B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests								

BellSouth Monthly State Summary

Florida, May 2002

			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%	120				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			67.07%	82				NO
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%			100.00%	5				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			96.00%	175				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	150				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			97.90%	143				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			98.73%	79				YES
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	7.00%	92,159						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.79%	54,199						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.29%	1,043	0.00%	8		0.01901	0.1513	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.12%	863	0.00%	10		0.01082	0.1071	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	7.09%	93,624	4.94%	5,059		0.00370	5.7892	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.85%	55,599	1.08%	2,232		0.00291	2.6604	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	6.97%	96,077	0.00%	52		0.03533	1.9735	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	6.97%	96,077	0.00%	28		0.04813	1.4483	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	32.70%	2,737	3.28%	61		0.06073	4.8446	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.97%	5,488	0.00%	19		0.03192	0.6165	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	7.08%	212	1.02%	98		0.03132	1.9332	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.52%	194	0.00%	59		0.01065	0.4842	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	32.70%	2,737	18.18%	22		0.10042	1.4458	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.97%	5,488	10.00%	40		0.02204	-3.6441	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	7.09%	93,624	0.86%	699		0.00974	6.3929	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	7.09%	93,624	0.00%	242		0.01652	4.2904	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	6.98%	91,924	9.97%	1,043		0.00794	-3.7671	NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.75%	45,422	8.45%	71		0.01557	-4.3021	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	2.61%	2,453	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.46%	3,296	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	7.09%	93,624	15.79%	19		0.05887	-1.4784	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.85%	55,599	0.00%	1		0.13471	0.1372	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	7.00%	92,159						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.79%	54,199						
		Customer Trouble Report Rate									
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.70%	5,419,773						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.00%	5,419,773						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.86%	56,215	0.55%	1,459		0.00361	3.6186	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.54%	56,215	0.69%	1,459		0.00329	2.5864	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.62%	5,768,545	1.27%	398,459		0.00021	16.9338	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.96%	5,768,545	0.56%	398,459		0.00016	25.1025	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.43%	6,712,480	2.97%	1,752		0.00286	-5.3757	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.43%	6,712,480	1.60%	1,752		0.00286	-0.5837	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.09%	250,688	1.15%	5,306		0.00145	-0.3991	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	2.19%	250,688	0.36%	5,306		0.00205	8.9208	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.82%	25,990	1.48%	6,643		0.00124	-5.3117	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.75%	25,990	0.89%	6,643		0.00119	-1.1931	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.09%	250,688	1.01%	2,169		0.00225	0.3440	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	2.19%	250,688	1.84%	2,169		0.00319	1.0813	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.62%	5,768,545	0.96%	72,866		0.00047	13.9752	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.62%	5,768,545	0.33%	72,866		0.00047	27.1811	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.70%	5,419,773	2.42%	43,089		0.00063	-11.5019	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.84%	5,419,773	0.16%	43,089		0.00044	15.2066	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.26%	943,935	0.00%	106		0.00495	0.5248	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.35%	943,935	0.00%	106		0.00574	0.6083	YES

BellSouth Monthly State Summary

Florida, May 2002

			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	1.62%	5,768,545	3.32%	572		0.00533	-3.1888	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.96%	5,768,545	0.17%	572		0.00411	1.9220	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.70%	5,419,773						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.00%	5,419,773						
		Maintenance Average Duration									
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	15.50	92,159			19.948			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5.22	54,199			13.051			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.49	1,043	1.24	8	2.768	0.98239	2.2931	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.58	863	2.77	10	2.357	0.74968	-1.5878	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	15.48	93,624	13.81	5,059	19.935	0.28775	5.8247	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5.20	55,599	4.00	2,232	13.042	0.28154	4.2509	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	15.24	96,077	3.53	52	20.277	2.81262	4.1637	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	15.24	96,077	2.89	28	20.277	3.83247	3.2231	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	40.09	2,737	4.89	61	166.578	21.56444	1.6321	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	2.80	5,488	2.11	19	40.441	9.29377	0.0739	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	8.07	212	4.25	98	11.106	1.35664	2.8224	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.73	194	3.56	59	4.350	0.64674	-1.2909	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	40.09	2,737	31.32	22	166.578	35.65691	0.2460	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	2.80	5,488	10.43	40	40.441	6.41749	-1.1888	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	15.48	93,624	3.99	699	19.935	0.75682	15.1928	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	15.48	93,624	2.40	242	19.935	1.28312	10.2010	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	15.48	91,924	13.48	1,043	19.946	0.62112	3.2192	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5.39	45,422	7.03	71	11.796	1.40097	-1.1717	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	6.03	2,453	0.00	0	29.132			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.52	3,296	0.00	0	12.314			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	15.48	93,624	54.26	19	19.935	4.57385	-8.4784	NO
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	5.20	55,599	1.00	1	13.042	13.04192	0.3219	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	15.50	92,159			19.948			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.22	54,199			13.051			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.30%	92,159						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	13.44%	54,199						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	17.16%	1,043	12.50%	8		0.13382	0.3484	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	14.48%	863	10.00%	10		0.11194	0.4006	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	15.25%	93,624	12.59%	5,059		0.00519	5.1259	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	13.43%	55,599	11.47%	2,232		0.00736	2.6681	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.30%	96,077	15.38%	52		0.04993	-0.0173	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.30%	96,077	3.57%	28		0.06804	1.7236	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	25.06%	2,737	11.48%	61		0.05610	2.4220	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	22.89%	5,488	0.00%	19		0.09654	2.3705	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	11.32%	212	16.33%	98		0.03870	-1.2934	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	13.92%	194	10.17%	59		0.05146	0.7283	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	25.06%	2,737	50.00%	22		0.09277	-2.6880	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	22.89%	5,488	37.50%	40		0.06667	-2.1921	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15.25%	93,624	6.87%	699		0.01365	6.1430	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15.25%	93,624	7.44%	242		0.02314	3.3765	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15.27%	91,924	14.77%	1,043		0.01120	0.4529	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.28%	45,422	12.68%	71		0.04030	0.1487	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	17.08%	2,453	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	16.75%	3,296	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	15.25%	93,624	10.53%	19		0.08249	0.5728	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	13.43%	55,599	0.00%	1		0.34102	0.3939	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15.30%	92,159						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	13.44%	54,199						
		Out of Service > 24 hours									
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	10.92%	61,488						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	3.90%	17,314						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.29%	1,043	0.00%	8		0.01901	0.1513	YES

BellSouth Monthly State Summary

Florida, May 2002

				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	0.12%	863	0.00%	10		0.01082	0.1071	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)		R&B	11.00%	62,437	8.71%	3,537		0.00541	4.2461	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	3.87%	17,889	1.52%	1,050		0.00612	3.8288	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)		R&B&D - Disp	10.69%	64,890	0.00%	52		0.04286	2.4935	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	10.69%	64,890	0.00%	28		0.05840	1.8301	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	32.70%	2,737	3.28%	61		0.06073	4.8446	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	1.97%	5,488	0.00%	19		0.03192	0.6165	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	7.55%	212	1.02%	98		0.03227	2.0228	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	0.52%	192	0.00%	59		0.01071	0.4861	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)		ADSL to Retail	32.70%	2,737	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	1.97%	5,488	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	11.00%	62,437	0.86%	699		0.01190	8.5243	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	11.00%	62,437	0.00%	242		0.02016	5.4598	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	10.91%	61,455	36.67%	30		0.05694	-4.5226	NO
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	3.90%	17,216	0.00%	5		0.08663	0.4506	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)		Design	2.61%	2,453	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)		Design	0.46%	3,296	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)		R&B	11.00%	62,437	33.33%	18		0.07377	-3.0267	NO
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)		R&B	3.87%	17,889	0.00%	1		0.19284	0.2006	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)		R&B (POTS)	10.92%	61,488						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	3.90%	17,314						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B.4.1	B-1	FL(%)		BST - State	97.66%	$503,587,694	99.67%	$17,755,176		0.00004	-548.9193	YES
	Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region(business days)		BST - Region	3.47	1	3.78	1,535				NO

BellSouth Monthly State Summary

Florida, May 2002

			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			46.33%	218				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			99.01%	101				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			100.00%	193				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	182				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	29.98	109	19.56	102	23.768	3.27434	3.1822	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%	107	0.00%	113		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%	110	0.00%	124		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.44%	5,443	0.00%	3,478		0.00144	3.0657	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	206.93	105	20.91	123	514.811	68.40188	2.7194	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			20.00	93				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			0.00%	101				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	115				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	59				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	12				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	20				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%	241	0.00%	7		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	491,081	0.00%	154,252		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.05%	491,081	0.00%	154,252		0.00006	6.8880	YES

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.16	241	0.05	7	0.246	0.09449	1.1769	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	0.41%	241	0.00%	7		0.02465	0.1684	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	241	0.00%	7		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	FL(%)	BST - State	97.66%	$503,587,694	99.56%	$4,977,694		0.00007	-278.8947	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.96	1	4.92	7,595				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			1					NO

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			99.64%					YES
D.1.1.2	OSS-2	LENS/Region(%)	>= 99.5%			99.85%					YES
D.1.1.3	OSS-2	LEO/Region(%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region(%)	>= 99.5%			99.99%					YES
D.1.1.6	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.9	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region(%)	>= 99.5%			99.96%					YES
D.1.2.4	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region(%)	>= 99.5%			99.99%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.87	1,710,355	1.20	405,644				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.20	405,644				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	1.10	227,755				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	1.10	227,755				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	878,134	0.88	79,193				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.60	303,957	0.88	79,193				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	0.53	796				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.57	320,525	0.53	796				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.12	1,444,660				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.12	1,444,660				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.63	62,923				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.63	62,923				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.04	127,477				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.04	127,477				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.87	1,710,355	1.60	391,221				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.60	391,221				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	3.05	98,992				NO
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	3.05	98,992				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			1.76	162				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.76	162				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	878,134	1.86	18,664				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.60	303,957	1.86	18,664				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	1.74	257,461				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.57	320,525	1.74	257,461				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.51	429,742				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.51	429,742				YES
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								

BellSouth Monthly State Summary

Florida, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.96%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.91%					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										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	95.12%	1,531,566	94.99%	115,940		0.00066	2.0340	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.16%	44,805	4.59%	959		0.00571	-2.4960	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.03%	32,864	3.36%	33,013		0.00153	4.3691	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.60%	1,531,539	99.60%	118,455		0.00019	0.3902	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.49%	1,134,176	66.19%	68,372		0.00162	76.0102	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.68%	109,144	99.19%	6,261		0.00073	6.8108	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	31.23%	6,631	24.50%	151		0.03814	1.7642	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.85%	213,326	99.88%	17,941		0.00030	-0.8960	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.01%	62,771	83.00%	4,329		0.00576	1.7539	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	99.05%	1,531,566	99.46%	115,940		0.00030	-13.8678	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	79.20%	44,805	85.30%	959		0.01325	-4.6024	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	76.65%	32,864	88.18%	33,013		0.00330	-34.9788	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.79%	1,531,539	99.84%	118,455		0.00014	-3.4019	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.04%	1,134,176	80.25%	68,372		0.00118	83.0395	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.81%	109,144	99.63%	6,261		0.00057	3.1191	NO
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	97.81%	6,631	97.35%	151		0.01204	0.3841	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.98%	213,326	100.00%	17,941		0.00011	-1.8266	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.39%	62,771	99.21%	4,329		0.00123	1.3876	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	0.95%	1,531,566	0.54%	115,940		0.00030	13.8678	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	20.80%	44,805	14.70%	959		0.01325	4.6024	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	23.35%	32,864	11.82%	33,013		0.00330	34.9788	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.21%	1,531,539	0.16%	118,455		0.00014	3.4019	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.96%	1,134,176	19.75%	68,372		0.00118	-83.0395	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.19%	109,144	0.37%	6,261		0.00057	-3.1191	NO
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.96%	7,267	68.31%	628		0.01868	1.9499	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	2.19%	6,631	2.65%	151		0.01204	-0.3841	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	86.18%	68,436	80.39%	6,793		0.00439	13.1884	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.02%	213,326	0.00%	17,941		0.00011	1.8266	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.61%	62,771	0.79%	4,329		0.00123	-1.3876	YES

BellSouth Monthly State Summary

Florida, May 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation											
	Average Response Time											
E.1.1.1	C-1	Virtual/FL(calendar days)		<= 15 days			5	3				YES
E.1.1.2	C-1	Physical Caged/FL(calendar days)		<= 15 days			5	5				YES
E.1.1.3	C-1	Physical Cageless/FL(calendar days)		<= 15 days			4	12				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								
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)		<= 60 days			60	2				YES
E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)		<= 90 days			16	8				YES
E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)		<= 45 days								
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)		<= 90 days								
E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)		<= 90 days			26	3				YES
E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)		<= 45 days			25	9				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)		<= 90 days								
	% Due Dates Missed											
E.1.3.1	C-3	Virtual/FL(%)		< 10% missed			0.00%	2				YES
E.1.3.2	C-3	Physical/FL(%)		< 10% missed			0.00%	20				YES

BellSouth Monthly State Summary

Florida, May 2002

				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			84.50%	371,918				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)		Diagnostic			84.50%	371,918				Diagnostic
F.1.1.3	O-3	Residence/Region(%)		>= 95%			86.74%	190,895				NO
F.1.1.4	O-3	Business/Region(%)		>= 90%			69.54%	5,979				NO
F.1.1.5	O-3	UNE/Region(%)		>= 85%			82.57%	175,044				NO
	% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)		Diagnostic			76.58%	410,373				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)		Diagnostic			76.58%	410,373				Diagnostic
F.1.2.3	O-3	Residence/Region(%)		Diagnostic			79.88%	207,309				Diagnostic
F.1.2.4	O-3	Business/Region(%)		Diagnostic			51.58%	8,061				Diagnostic
F.1.2.5	O-3	UNE/Region(%)		Diagnostic			74.12%	195,003				Diagnostic
	% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)		>= 85%			89.75%	10,881				YES
F.1.3.2	O-3	Aggregate/Region(%)		>= 85%			89.75%	10,881				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			71.43%	14				NO
	Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/FL(%)		>= 95% w in 1 min			92.80%	7,630				NO
	General - Ordering											
	Service Inquiry with Firm Order											
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 95% w in 5 bus days			92.75%	69				NO
F.3.1.2	O-10	Local Interoffice Transport/FL(%)		>= 95% w in 5 bus days			75.00%	4				NO
	General - Ordering											
	Average Speed of Answer											
F.4.1	O-12	Region(seconds)		Parity w Retail	194.86	6,278,471	35.16	35,479				YES
	General - Maintenance Center											
	Average Answer Time											
F.5.1	M&R-6	Region(seconds)		Parity w Retail	64.68	1,522,154	25.99	88,118				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F.6.1	OS-1	FL(seconds)		PBD			3.29					PBD
	% Answered in 30 seconds											
F.6.2	OS-2	FL(%)		PBD			98.70%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F.7.1	DA-1	FL(seconds)		PBD			6.26					PBD

BellSouth Monthly State Summary
Florida, May 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			93.00%					PBD
	General - E911											
	Mean Interval											
F.8.1	E-3	FL(hours)		PBD			0.69	1,216				PBD
	% Accuracy											
F.8.2	E-2	FL(%)		PBD			93.92%	765,331				PBD
	% Timeliness											
F.8.3	E-1	FL(%)		PBD			100.00%	1,216				PBD
	General - Billing											
	Usage Data Delivery Accuracy											
F.9.1	B-3	Region(%)		Parity w Retail	95.22%	3,810	100.00%	24,397		0.00372	-12.8574	YES
	Usage Data Delivery Timeliness											
F.9.2	B-5	Region(%)		Parity w Retail	94.93%	28,227	97.64%	492,390,383		0.00131	-20.7307	YES
	Usage Data Delivery Completeness											
F.9.3	B-4	Region(%)		Parity w Retail	97.21%	28,227	99.95%	492,390,383		0.00098	-27.9433	YES
	Mean Time to Deliver Usage											
F.9.4	B-6	Region(days)		Parity w Retail	4.34	28,227	2.52	492,390,383				YES
	Recurring Charge Completeness											
F.9.5.1	B-7	Resale/FL(%)		Parity w Retail	85.73%	$19,424,305	98.98%	$2,481,381		0.00062	-212.1849	YES
F.9.5.2	B-7	UNE/FL(%)		>= 90%			99.34%	$1,303,888				YES
F.9.5.3	B-7	Interconnection/FL(%)		>= 90%			98.35%	$4,895				YES
	Non-Recurring Charge Completeness											
F.9.6.1	B-8	Resale/FL(%)		Parity w Retail	93.06%	$26,751,879	97.36%	$1,055,504		0.00096	-44.8744	YES
F.9.6.2	B-8	UNE/FL(%)		>= 90%			97.90%	$1,994,580				YES
F.9.6.3	B-8	Interconnection/FL(%)		>= 90%			98.43%	$557,009				YES
	General - Change Management											
	% Software Release Notices Sent On Time											
F.10.1	CM-1	FL(%)		>= 98% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days											
F.10.2	CM-2	FL(average)		>= 25 days prior to release								
	% Change Management Documentation Sent On Time											
F.10.3	CM-3	FL(%)		>= 98% w in 30 days								
	Average Documentation Release Delay Days											
F.10.5	CM-4	FL(average)		>= 25 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes											
F.10.6	CM-5	FL(%)		>= 97% w in 15 min			100.00%	15				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%	3				YES
	% Quotes Provided within X Business Days											
F.11.2.1	BFR-2A	Region(%)		>= 90% w in 10 bus days			100.00%	2				YES
F.11.2.2	BFR-2B	Region(%)		>= 90% w in 30 bus days								

BellSouth Monthly State Summary

Florida, May 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11.2.3	BFR-2C	Region(%)		>= 90% w in 60 bus days			100.00%	1				YES
	General - Ordering											
	Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)		>= 95% w in 30 min			100.00%	111,412				YES
F.12.1.2	O-1	TAG/Region(%)		>= 95% w in 30 min			100.00%	391,591				YES
	Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)		100%			100.00%	111,412				YES
F.12.2.2	O-2	TAG/Region(%)		100%			99.99%	391,615				NO
	General - Database Updates											
	Average Database Update Interval											
F.13.1.1	D-1	LIDB/FL(hours)		*PBD*	*0.96*	*21*	*0.96*	*21*				PBD
F.13.1.2	D-1	Directory Listings/FL(hours)		PBD	0.10	27	0.10	27				PBD
F.13.1.3	D-1	Directory Assistance/FL(hours)		PBD	4.08	19	4.05	19				PBD
	% Update Accuracy											
F.13.2.1	D-2	LIDB/FL(%)		>= 95%			100.00%	519				YES
F.13.2.2	D-2	Directory Listings/FL(%)		>= 95%			99.79%	483				YES
F.13.2.3	D-2	Directory Assistance/FL(%)		>= 95%			97.87%	141				YES
	% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)		100%			100.00%	94				YES
	General - Network Outage Notification											
	Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)		Parity w Retail	154	2	123	2				YES

BellSouth Monthly State Summary

Florida, May 2002

(Georgia Format)

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
	Collocation - Collocation											
	Average Response Time											
E.1.1.1	C-1	Virtual/FL (calendar days)		<= 20 days			5	3				YES
E.1.1.2	C-1	Physical Caged/FL (calendar days)		<= 30 days			5	5				YES
E.1.1.2	C-1	Physical Cageless/FL (calendar days)		<= 30 days			4	12				YES
	Average Arrangement Time											
E.1.2.1	C-2	Virtual-Ordinary/FL (calendar days)		<= 50 days			60	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			18	8				YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)		<= 60 days			25	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%	20				YES

		PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		76.58%	84.50%
		FLOWTHROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.70%	
- 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**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
2		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
3		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
4		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
7		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
9		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
10		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
11		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
13		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
14		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
15		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
16		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
17		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
18		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
19		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
20		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
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		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
24		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
25		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
26		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
27		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
28		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
29		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
30		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
31		0	2	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
32		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
33		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
34		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
35		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
36		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
37		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
38		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
39		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
40		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
41		0	0	3	3	0	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
42		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
43		3	0	0	3	0	0	0	3	0	0	0	3	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 Flowthrough
44		3	0	0	3	0	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
45		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
46		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
47		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
48		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%
49		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
50		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
51		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
52		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
53		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
54		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
55		4	0	0	4	0	0	1	3	2	1	1	1	50.00%	33.33%	50.00%
56		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
57		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
58		0	0	4	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
59		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
60		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
61		0	0	4	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
62		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%
63		5	0	0	5	2	1	0	2	2	1	1	0	0.00%	0.00%	0.00%
64		0	5	0	5	0	1	0	4	2	1	1	2	66.67%	50.00%	66.67%
65		0	5	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
66		5	0	0	5	0	1	0	4	0	0	0	4	100.00%	100.00%	100.00%
67		5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
68		5	0	0	5	0	1	0	4	0	0	0	4	100.00%	100.00%	100.00%
69		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
70		5	0	0	5	0	3	0	2	2	1	1	0	0.00%	0.00%	0.00%
71		5	0	0	5	2	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
72		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
73		5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
74		6	0	0	6	1	2	0	3	3	1	2	0	0.00%	0.00%	0.00%
75		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
76		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
77		6	0	0	6	0	0	0	6	3	2	1	3	60.00%	50.00%	50.00%
78		0	0	6	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
79		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
80		7	0	0	7	0	2	0	5	2	2	0	3	60.00%	60.00%	60.00%
81		7	0	0	7	0	2	0	5	2	1	1	3	75.00%	60.00%	75.00%
82		7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100.00%	100.00%
83		7	0	0	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
84		8	0	0	8	6	0	0	2	0	0	0	2	25.00%	100.00%	100.00%
85		8	0	0	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%
86		8	0	0	8	0	2	0	6	1	0	1	5	100.00%	83.33%	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 Flowthrough
87		0	0	8	8	0	2	0	6	2	2	0	4	66.67%	66.67%	66.67%
88		8	0	0	8	0	0	0	8	3	2	1	5	71.43%	62.50%	71.43%
89		8	0	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
90		8	0	0	8	0	2	0	6	0	0	0	6	100.00%	100.00%	100.00%
91		9	0	0	9	5	0	0	4	0	0	0	4	44.44%	100.00%	100.00%
92		9	0	0	9	0	0	0	9	5	3	2	4	57.14%	44.44%	57.14%
93		9	0	0	9	0	0	0	9	6	5	1	3	37.50%	33.33%	37.50%
94		9	0	0	9	8	0	0	1	0	0	0	1	11.11%	100.00%	100.00%
95		0	10	0	10	1	1	0	8	2	1	1	6	75.00%	75.00%	85.71%
96		10	0	0	10	0	0	0	10	3	1	2	7	87.50%	70.00%	87.50%
97		10	0	0	10	2	1	0	7	2	1	1	5	62.50%	71.43%	83.33%
98		10	0	0	10	0	0	0	10	3	1	2	7	87.50%	70.00%	87.50%
99		10	0	0	10	3	2	0	5	0	0	0	5	62.50%	100.00%	100.00%
100		10	0	0	10	3	0	0	7	1	1	0	6	60.00%	85.71%	85.71%
101		11	0	0	11	1	3	1	6	2	2	0	4	57.14%	66.67%	66.67%
102		11	0	0	11	0	3	0	8	4	4	0	4	50.00%	50.00%	50.00%
103		11	0	0	11	0	0	0	11	7	2	5	4	66.67%	36.36%	66.67%
104		11	0	0	11	1	2	0	8	2	2	0	6	66.67%	75.00%	75.00%
105		11	0	0	11	2	1	1	7	6	4	2	1	14.29%	14.29%	20.00%
106		11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%
107		11	0	0	11	2	1	0	8	0	0	0	8	80.00%	100.00%	100.00%
108		12	0	0	12	4	2	0	6	1	0	1	5	55.56%	83.33%	100.00%
109		12	0	0	12	1	5	0	6	0	0	0	6	85.71%	100.00%	100.00%
110		12	0	0	12	0	0	0	12	1	1	0	11	91.67%	91.67%	91.67%
111		0	0	12	12	0	7	0	5	1	0	1	4	100.00%	80.00%	100.00%
112		12	0	0	12	0	0	0	12	3	3	0	9	75.00%	75.00%	75.00%
113		12	0	0	12	0	6	0	6	3	1	2	3	75.00%	50.00%	75.00%
114		13	0	0	13	3	1	0	9	4	2	2	5	50.00%	55.56%	71.43%
115		0	0	13	13	0	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
116		13	0	0	13	8	0	0	5	1	0	1	4	33.33%	80.00%	100.00%
117		0	0	13	13	1	3	0	9	3	0	3	6	85.71%	66.67%	100.00%
118		14	0	0	14	0	6	1	7	2	0	2	5	100.00%	71.43%	100.00%
119		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%
120		14	0	0	14	2	1	0	11	1	0	1	10	83.33%	90.91%	100.00%
121		14	0	0	14	1	1	1	11	2	2	0	9	75.00%	81.82%	81.82%
122		14	0	0	14	2	0	0	12	1	1	0	11	78.57%	91.67%	91.67%
123		0	14	0	14	0	2	0	12	4	4	0	8	66.67%	66.67%	66.67%
124		15	0	0	15	1	3	0	11	1	1	0	10	83.33%	90.91%	90.91%
125		15	0	0	15	0	2	0	13	2	2	0	11	84.62%	84.62%	84.62%
126		15	0	0	15	9	1	0	5	1	1	0	4	28.57%	80.00%	80.00%
127		16	0	0	16	0	2	0	14	0	0	0	14	100.00%	100.00%	100.00%
128		16	0	0	16	3	4	0	9	2	2	0	7	58.33%	77.78%	77.78%
129		16	0	0	16	0	1	0	15	0	0	0	15	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 Flowthrough
130		0	0	16	16	0	8	0	8	3	3	0	5	62.50%	62.50%	62.50%
131		0	16	0	16	7	4	0	5	4	2	2	1	10.00%	20.00%	33.33%
132		16	0	0	16	1	7	0	8	4	0	4	4	80.00%	50.00%	100.00%
133		16	0	0	16	0	0	0	16	0	0	0	16	100.00%	100.00%	100.00%
134		16	0	0	16	0	0	0	16	0	0	0	16	100.00%	100.00%	100.00%
135		17	0	0	17	0	0	1	16	15	14	1	1	6.67%	6.25%	6.67%
136		17	0	0	17	1	0	0	16	5	4	1	11	68.75%	68.75%	73.33%
137		17	0	0	17	8	1	0	8	1	1	0	7	43.75%	87.50%	87.50%
138		18	0	0	18	15	1	0	2	2	1	1	0	0.00%	0.00%	0.00%
139		19	0	0	19	1	3	0	15	4	3	1	11	73.33%	73.33%	78.57%
140		19	0	0	19	0	3	0	16	6	6	0	10	62.50%	62.50%	62.50%
141		19	0	0	19	0	0	0	19	4	3	1	15	83.33%	78.95%	83.33%
142		19	0	0	19	5	3	1	10	2	1	1	8	57.14%	80.00%	88.89%
143		20	0	0	20	0	3	0	17	8	8	0	9	52.94%	52.94%	52.94%
144		20	0	0	20	0	1	0	19	4	3	1	15	83.33%	78.95%	83.33%
145		0	0	20	20	0	1	0	19	1	1	0	18	94.74%	94.74%	94.74%
146		20	0	0	20	5	5	0	10	5	3	2	5	38.46%	50.00%	62.50%
147		0	0	20	20	0	0	1	19	9	4	5	10	71.43%	52.63%	71.43%
148		20	0	0	20	4	0	0	16	10	7	3	6	35.29%	37.50%	46.15%
149		21	0	0	21	0	2	0	19	1	0	1	18	100.00%	94.74%	100.00%
150		21	0	0	21	0	0	0	21	2	1	1	19	95.00%	90.48%	95.00%
151		0	0	21	21	8	1	0	12	8	4	4	4	25.00%	33.33%	50.00%
152		21	0	0	21	1	11	0	9	0	0	0	9	90.00%	100.00%	100.00%
153		21	0	0	21	6	3	0	12	1	1	0	11	61.11%	91.67%	91.67%
154		22	0	0	22	22	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
155		23	0	0	23	15	3	0	5	3	3	0	2	10.00%	40.00%	40.00%
156		23	0	0	23	2	4	0	17	3	2	1	14	77.78%	82.35%	87.50%
157		0	24	0	24	1	1	0	22	7	6	1	15	68.18%	68.18%	71.43%
158		0	0	24	24	0	3	0	21	3	1	2	18	94.74%	85.71%	94.74%
159		24	0	0	24	10	2	1	11	4	2	2	7	36.84%	63.64%	77.78%
160		24	0	0	24	0	1	0	23	5	5	0	18	78.26%	78.26%	78.26%
161		26	0	0	26	2	3	0	21	5	4	1	16	72.73%	76.19%	80.00%
162		27	0	0	27	1	1	0	25	0	0	0	25	96.15%	100.00%	100.00%
163		27	0	0	27	5	2	0	20	2	2	0	18	72.00%	90.00%	90.00%
164		27	0	0	27	0	3	1	23	16	7	9	7	50.00%	30.43%	50.00%
165		28	0	0	28	2	0	0	26	5	5	0	21	75.00%	80.77%	80.77%
166		28	0	0	28	5	1	1	21	4	1	3	17	73.91%	80.95%	94.44%
167		0	28	0	28	6	2	1	19	3	2	1	16	66.67%	84.21%	88.89%
168		28	0	0	28	5	4	1	18	3	3	0	15	65.22%	83.33%	83.33%
169		29	0	0	29	7	2	0	20	13	7	6	7	33.33%	35.00%	50.00%
170		29	0	0	29	3	4	1	21	2	2	0	19	79.17%	90.48%	90.48%
171		29	0	0	29	5	2	0	22	1	1	0	21	77.78%	95.45%	95.45%
172		0	0	30	30	0	0	0	30	5	5	0	25	83.33%	83.33%	83.33%

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 Flowthrough
173		30	0	0	30	10	2	0	18	4	4	0	14	50.00%	77.78%	77.78%
174		0	0	30	30	7	3	0	20	3	3	0	17	62.96%	85.00%	85.00%
175		30	0	0	30	8	0	0	22	14	11	3	8	29.63%	36.36%	42.11%
176		30	0	0	30	1	0	0	29	2	2	0	27	90.00%	93.10%	93.10%
177		30	0	0	30	0	4	1	25	6	2	4	19	90.48%	76.00%	90.48%
178		31	0	0	31	3	5	0	23	8	6	2	15	62.50%	65.22%	71.43%
179		31	0	0	31	3	4	0	24	4	3	1	20	76.92%	83.33%	86.96%
180		31	0	0	31	4	6	0	21	2	1	1	19	79.17%	90.48%	95.00%
181		32	0	0	32	8	6	0	18	3	2	1	15	60.00%	83.33%	88.24%
182		32	0	0	32	6	2	0	24	5	4	1	19	65.52%	79.17%	82.61%
183		33	0	0	33	6	5	1	21	3	2	1	18	69.23%	85.71%	90.00%
184		33	0	0	33	4	10	0	19	7	6	1	12	54.55%	63.16%	66.67%
185		0	0	33	33	22	1	0	10	5	2	3	5	17.24%	50.00%	71.43%
186		34	0	0	34	5	2	0	27	4	3	1	23	74.19%	85.19%	88.46%
187		35	0	0	35	3	6	0	26	3	3	0	23	79.31%	88.46%	88.46%
188		35	0	0	35	1	8	0	26	2	2	0	24	88.89%	92.31%	92.31%
189		35	0	0	35	9	1	0	25	5	5	0	20	58.82%	80.00%	80.00%
190		35	0	0	35	3	4	1	27	21	16	5	6	24.00%	22.22%	27.27%
191		36	0	0	36	5	11	0	20	9	6	3	11	50.00%	55.00%	64.71%
192		37	0	0	37	3	1	1	32	2	1	1	30	88.24%	93.75%	96.77%
193		37	0	0	37	5	6	0	26	8	8	0	18	58.06%	69.23%	69.23%
194		37	0	0	37	5	2	1	29	3	3	0	26	76.47%	89.66%	89.66%
195		38	0	0	38	12	7	1	18	4	2	2	14	50.00%	77.78%	87.50%
196		38	0	0	38	5	21	0	12	6	2	4	6	46.15%	50.00%	75.00%
197		0	39	0	39	0	6	0	33	7	6	1	26	81.25%	78.79%	81.25%
198		39	0	0	39	7	6	0	26	7	7	0	19	57.58%	73.08%	73.08%
199		39	0	0	39	6	6	2	25	6	3	3	19	67.86%	76.00%	86.36%
200		39	0	0	39	18	5	0	16	5	4	1	11	33.33%	68.75%	73.33%
201		0	0	40	40	0	4	0	36	13	13	0	23	63.89%	63.89%	63.89%
202		40	0	0	40	2	11	1	26	9	6	3	17	68.00%	65.38%	73.91%
203		0	40	0	40	1	6	0	33	9	1	8	24	92.31%	72.73%	96.00%
204		40	0	0	40	4	3	0	33	7	3	4	26	78.79%	78.79%	89.66%
205		41	0	0	41	14	3	0	24	7	6	1	17	45.95%	70.83%	73.91%
206		42	0	0	42	0	7	0	35	7	7	0	28	80.00%	80.00%	80.00%
207		42	0	0	42	1	2	0	39	19	5	14	20	76.92%	51.28%	80.00%
208		0	0	43	43	4	1	0	38	4	1	3	34	87.18%	89.47%	97.14%
209		43	0	0	43	16	4	0	23	4	2	2	19	51.35%	82.61%	90.48%
210		43	0	0	43	3	18	2	20	0	0	0	20	86.96%	100.00%	100.00%
211		44	0	0	44	2	14	2	26	9	1	8	17	85.00%	65.38%	94.44%
212		0	0	45	45	4	3	0	38	2	1	1	36	87.80%	94.74%	97.30%
213		46	0	0	46	4	3	0	39	1	0	1	38	90.48%	97.44%	100.00%
214		47	0	0	47	3	2	1	41	13	8	5	28	71.79%	68.29%	77.78%
215		47	0	0	47	0	6	0	41	0	0	0	41	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
216		47	0	0	47	13	7	0	27	6	3	3	21	56.76%	77.78%	87.50%
217		0	47	0	47	1	8	1	37	12	10	2	25	69.44%	67.57%	71.43%
218		48	0	0	48	10	3	0	35	3	2	1	32	72.73%	91.43%	94.12%
219		49	0	0	49	12	5	1	31	11	7	4	20	51.28%	64.52%	74.07%
220		0	0	49	49	0	1	0	48	1	0	1	47	100.00%	97.92%	100.00%
221		50	0	0	50	9	8	1	32	0	0	0	32	78.05%	100.00%	100.00%
222		50	0	0	50	0	6	2	42	24	19	5	18	48.65%	42.86%	48.65%
223		50	0	0	50	6	12	0	32	12	5	7	20	64.52%	62.50%	80.00%
224		0	0	50	50	0	10	2	38	15	3	12	23	88.46%	60.53%	88.46%
225		51	0	0	51	8	16	0	27	1	0	1	26	76.47%	96.30%	100.00%
226		52	0	0	52	15	5	2	30	4	3	1	26	59.09%	86.67%	89.66%
227		53	0	0	53	10	6	3	34	20	15	5	14	35.90%	41.18%	48.28%
228		54	0	0	54	8	1	2	43	2	2	0	41	80.39%	95.35%	95.35%
229		54	0	0	54	4	2	0	48	3	3	0	45	86.54%	93.75%	93.75%
230		55	0	0	55	6	7	0	42	10	5	5	32	74.42%	76.19%	86.49%
231		57	0	0	57	8	8	0	41	1	1	0	40	81.63%	97.56%	97.56%
232		57	0	0	57	1	15	1	40	13	6	7	27	79.41%	67.50%	81.82%
233		58	0	0	58	4	7	1	46	30	14	16	16	47.06%	34.78%	53.33%
234		58	0	0	58	3	4	0	51	18	9	9	33	73.33%	64.71%	78.57%
235		59	0	0	59	2	22	0	35	13	8	5	22	68.75%	62.86%	73.33%
236		59	0	0	59	12	3	0	44	16	10	6	28	56.00%	63.64%	73.68%
237		60	0	0	60	9	4	1	46	4	2	2	42	79.25%	91.30%	95.45%
238		60	0	0	60	13	1	0	46	4	2	2	42	73.68%	91.30%	95.45%
239		61	0	0	61	7	10	0	44	15	9	6	29	64.44%	65.91%	76.32%
240		62	0	0	62	0	4	0	58	7	2	5	51	96.23%	87.93%	96.23%
241		62	0	0	62	4	12	0	46	7	6	1	39	79.59%	84.78%	86.67%
242		63	0	0	63	4	5	2	52	18	11	7	34	69.39%	65.38%	75.56%
243		63	0	0	63	3	8	1	51	25	18	7	26	55.32%	50.98%	59.09%
244		63	0	0	63	11	15	1	36	23	4	19	13	46.43%	36.11%	76.47%
245		63	0	0	63	5	28	0	30	5	2	3	25	78.13%	83.33%	92.59%
246		64	0	0	64	4	13	11	36	9	2	7	27	81.82%	75.00%	93.10%
247		66	0	0	66	6	3	0	57	3	3	0	54	85.71%	94.74%	94.74%
248		0	0	66	66	14	3	3	46	14	6	8	32	61.54%	69.57%	84.21%
249		66	0	0	66	7	9	0	50	9	7	2	41	74.55%	82.00%	85.42%
250		0	67	0	67	2	11	1	53	18	10	8	35	74.47%	66.04%	77.78%
251		68	0	0	68	25	6	1	36	10	4	6	26	47.27%	72.22%	86.67%
252		68	0	0	68	17	3	0	48	11	8	3	37	59.68%	77.08%	82.22%
253		70	0	0	70	3	18	0	49	8	6	2	41	82.00%	83.67%	87.23%
254		71	0	0	71	5	11	1	54	14	7	7	40	76.92%	74.07%	85.11%
255		71	0	0	71	0	0	0	71	15	15	0	56	78.87%	78.87%	78.87%
256		73	0	0	73	73	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
257		75	0	0	75	1	1	0	73	3	0	3	70	98.59%	95.89%	100.00%
258		0	0	75	75	35	16	0	24	22	11	11	2	4.17%	8.33%	15.38%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
259		76	0	0	76	9	11	0	56	0	0	0	56	86.15%	100.00%	100.00%
260		0	0	76	76	11	13	0	52	14	8	6	38	66.67%	73.08%	82.61%
261		76	0	0	76	6	0	0	70	3	2	1	67	89.33%	95.71%	97.10%
262		78	0	0	78	22	18	0	38	3	2	1	35	59.32%	92.11%	94.59%
263		80	0	0	80	2	3	0	75	2	1	1	73	96.05%	97.33%	98.65%
264		80	0	0	80	9	7	0	64	14	14	0	50	68.49%	78.13%	78.13%
265		80	0	0	80	17	4	0	59	10	6	4	49	68.06%	83.05%	89.09%
266		81	0	0	81	21	3	0	57	10	7	3	47	62.67%	82.46%	87.04%
267		82	0	0	82	8	7	0	67	28	23	5	39	55.71%	58.21%	62.90%
268		0	0	83	83	8	6	5	64	32	16	16	32	57.14%	50.00%	66.67%
269		0	0	84	84	1	4	0	79	3	2	1	76	96.20%	96.20%	97.44%
270		84	0	0	84	3	8	1	72	1	0	1	71	95.95%	98.61%	100.00%
271		85	0	0	85	7	6	0	72	3	3	0	69	87.34%	95.83%	95.83%
272		86	0	0	86	14	9	0	63	8	6	2	55	73.33%	87.30%	90.16%
273		0	90	0	90	0	13	0	77	2	2	0	75	97.40%	97.40%	97.40%
274		0	93	0	93	25	21	0	47	24	18	6	23	34.85%	48.94%	56.10%
275		93	0	0	93	13	9	2	69	18	14	4	51	65.38%	73.91%	78.46%
276		95	0	0	95	0	27	0	68	1	1	0	67	98.53%	98.53%	98.53%
277		100	0	0	100	18	3	1	78	6	5	1	72	75.79%	92.31%	93.51%
278		0	0	100	100	4	7	0	89	1	1	0	88	94.62%	98.88%	98.88%
279		101	0	0	101	3	4	2	92	3	2	1	89	94.68%	96.74%	97.80%
280		0	103	0	103	0	32	0	71	25	24	1	46	65.71%	64.79%	65.71%
281		104	0	0	104	23	17	0	64	14	13	1	50	58.14%	78.13%	79.37%
282		104	0	0	104	1	16	3	84	18	11	7	66	84.62%	78.57%	85.71%
283		105	0	0	105	40	1	0	64	5	4	1	59	57.28%	92.19%	93.65%
284		105	0	0	105	11	7	0	87	29	25	4	58	61.70%	66.67%	69.88%
285		108	0	0	108	13	1	0	94	15	14	1	79	74.53%	84.04%	84.95%
286		109	0	0	109	1	8	0	100	9	6	3	91	92.86%	91.00%	93.81%
287		110	0	0	110	22	12	4	72	25	17	8	47	54.65%	65.28%	73.44%
288		111	0	0	111	20	15	4	72	15	11	4	57	64.77%	79.17%	83.82%
289		0	112	0	112	21	31	0	60	16	10	6	44	58.67%	73.33%	81.48%
290		114	0	0	114	5	30	0	79	20	14	6	59	75.64%	74.68%	80.82%
291		114	0	0	114	14	17	0	83	15	11	4	68	73.12%	81.93%	86.08%
292		114	0	0	114	17	20	0	77	20	16	4	57	63.33%	74.03%	78.08%
293		118	0	0	118	5	6	0	107	33	29	4	74	68.52%	69.16%	71.84%
294		119	0	0	119	16	11	0	92	10	8	2	82	77.36%	89.13%	91.11%
295		119	0	0	119	13	17	4	85	42	34	8	43	47.78%	50.59%	55.84%
296		120	0	0	120	7	3	0	110	18	15	3	92	80.70%	83.64%	85.98%
297		124	0	0	124	13	6	1	104	10	10	0	94	80.34%	90.38%	90.38%
298		0	0	127	127	2	5	0	120	4	3	1	116	95.87%	96.67%	97.48%
299		128	0	0	128	15	12	0	101	19	10	9	82	76.64%	81.19%	89.13%
300		130	0	0	130	2	12	0	116	9	9	0	107	90.68%	92.24%	92.24%
301		131	0	0	131	11	26	2	92	26	14	12	66	72.53%	71.74%	82.50%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
302		135	0	0	135	18	7	1	109	11	4	7	98	81.67%	89.91%	96.08%
303		135	0	0	135	23	17	2	93	10	6	4	83	74.11%	89.25%	93.26%
304		137	0	0	137	137	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
305		0	0	139	139	0	9	0	130	34	34	0	96	73.85%	73.85%	73.85%
306		146	0	0	146	16	12	2	116	23	21	2	93	71.54%	80.17%	81.58%
307		147	0	0	147	14	5	0	128	11	5	6	117	86.03%	91.41%	95.90%
308		148	0	0	148	4	6	0	138	21	19	2	117	83.57%	84.78%	86.03%
309		150	0	0	150	37	13	1	99	47	32	15	52	42.98%	52.53%	61.90%
310		153	0	0	153	15	9	0	129	7	6	1	122	85.31%	94.57%	95.31%
311		154	0	0	154	25	33	0	96	21	15	6	75	65.22%	78.13%	83.33%
312		0	0	155	155	5	37	3	110	50	34	16	60	60.61%	54.55%	63.83%
313		156	0	0	156	17	4	0	135	6	4	2	129	86.00%	95.56%	96.99%
314		160	0	0	160	32	19	5	104	18	12	6	86	66.15%	82.69%	87.78%
315		165	0	0	165	10	16	0	139	20	18	2	119	80.95%	85.61%	86.86%
316		0	165	0	165	15	17	1	132	32	30	2	100	68.97%	75.76%	76.92%
317		0	167	0	167	67	26	0	74	29	16	13	45	35.16%	60.81%	73.77%
318		168	0	0	168	19	34	0	115	20	12	8	95	75.40%	82.61%	88.79%
319		169	0	0	169	30	40	0	99	29	23	6	70	56.91%	70.71%	75.27%
320		173	0	0	173	8	43	2	120	15	2	13	105	91.30%	87.50%	98.13%
321		174	0	0	174	45	14	1	114	18	12	6	96	62.75%	84.21%	88.89%
322		174	0	0	174	26	13	0	135	13	11	2	122	76.73%	90.37%	91.73%
323		182	0	0	182	44	32	0	106	34	28	6	72	50.00%	67.92%	72.00%
324		0	185	0	185	2	16	0	167	9	9	0	158	93.49%	94.61%	94.61%
325		188	0	0	188	57	20	1	110	26	21	5	84	51.85%	76.36%	80.00%
326		0	0	192	192	18	13	0	161	15	12	3	146	82.95%	90.68%	92.41%
327		199	0	0	199	22	12	1	164	17	14	3	147	80.33%	89.63%	91.30%
328		202	0	0	202	24	26	0	152	41	35	6	111	65.29%	73.03%	76.03%
329		0	206	0	206	10	31	5	160	28	21	7	132	80.98%	82.50%	86.27%
330		207	0	0	207	29	20	0	158	8	7	1	150	80.65%	94.94%	95.54%
331		215	0	0	215	40	32	5	138	46	28	18	92	57.50%	66.67%	76.67%
332		0	222	0	222	28	52	0	142	66	31	35	76	56.30%	53.52%	71.03%
333		0	226	0	226	22	56	1	147	50	45	5	97	59.15%	65.99%	68.31%
334		231	0	0	231	227	3	0	1	0	0	0	1	0.44%	100.00%	100.00%
335		232	0	0	232	22	36	1	173	14	12	2	159	82.38%	91.91%	92.98%
336		235	0	0	235	33	6	1	195	9	8	1	186	81.94%	95.38%	95.88%
337		0	240	0	240	15	7	0	218	57	50	7	161	71.24%	73.85%	76.30%
338		241	0	0	241	4	6	0	231	28	25	3	203	87.50%	87.88%	89.04%
339		244	0	0	244	34	5	2	203	94	88	6	109	47.19%	53.69%	55.33%
340		244	0	0	244	31	9	1	203	31	26	5	172	75.11%	84.73%	86.87%
341		246	0	0	246	33	32	13	168	92	70	22	76	42.46%	45.24%	52.05%
342		247	0	0	247	28	16	3	200	37	19	18	163	77.62%	81.50%	89.56%
343		248	0	0	248	24	15	6	203	50	37	13	153	71.50%	75.37%	80.53%
344		260	0	0	260	5	7	2	246	24	20	4	222	89.88%	90.24%	91.74%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
345		261	0	0	261	16	23	1	221	25	19	6	196	84.85%	88.69%	91.16%
346		0	0	267	267	27	21	0	219	23	18	5	196	81.33%	89.50%	91.59%
347		268	0	0	268	30	3	1	234	18	16	2	216	82.44%	92.31%	93.10%
348		0	0	279	279	46	18	8	207	86	56	30	121	54.26%	58.45%	68.36%
349		279	0	0	279	34	35	0	210	46	34	12	164	70.69%	78.10%	82.83%
350		0	0	281	281	32	95	0	154	15	2	13	139	80.35%	90.26%	98.58%
351		281	0	0	281	39	10	1	231	25	16	9	206	78.93%	89.18%	92.79%
352		0	0	282	282	5	14	1	262	12	11	1	250	93.98%	95.42%	95.79%
353		285	0	0	285	31	10	1	243	18	15	3	225	83.03%	92.59%	93.75%
354		289	0	0	289	66	77	7	139	57	28	29	82	46.59%	58.99%	74.55%
355		297	0	0	297	43	56	6	192	64	44	20	128	59.53%	66.67%	74.42%
356		0	300	0	300	10	28	0	262	11	8	3	251	93.31%	95.80%	98.91%
357		304	0	0	304	56	47	3	198	55	39	16	143	60.08%	72.22%	78.57%
358		304	0	0	304	21	17	15	251	53	42	11	198	75.86%	78.88%	82.50%
359		0	309	0	309	5	61	0	243	12	7	5	231	95.06%	95.06%	97.06%
360		0	0	315	315	5	87	0	223	181	126	55	42	24.28%	18.83%	25.00%
361		317	0	0	317	30	25	5	257	62	50	12	195	70.91%	75.88%	79.59%
362		323	0	0	323	223	10	2	88	5	4	1	83	26.77%	94.32%	95.40%
363		330	0	0	330	30	19	2	279	24	23	1	255	82.79%	91.40%	91.73%
364		330	0	0	330	21	32	1	276	16	13	3	260	88.44%	94.20%	95.24%
365		330	0	0	330	56	10	0	264	21	21	0	243	75.94%	92.05%	92.05%
366		330	0	0	330	36	25	1	268	13	12	1	255	84.16%	95.15%	95.51%
367		0	340	0	340	11	62	5	262	79	71	8	183	69.06%	69.85%	72.05%
368		340	0	0	340	38	21	0	281	17	14	3	264	83.54%	93.95%	94.96%
369		0	0	344	344	2	90	0	252	249	232	17	3	1.27%	1.19%	1.28%
370		0	350	0	350	61	107	5	177	88	36	52	89	47.85%	50.28%	71.20%
371		0	0	350	350	43	47	2	258	59	50	9	199	68.15%	77.13%	79.92%
372		0	373	0	373	8	22	2	341	120	87	33	221	69.94%	64.81%	71.75%
373		378	0	0	378	10	15	1	352	20	16	4	332	92.74%	94.32%	95.40%
374		388	0	0	388	39	5	1	343	19	19	0	324	84.82%	94.46%	94.46%
375		392	0	0	392	15	24	1	352	11	9	2	341	93.42%	96.88%	97.43%
376		0	0	394	394	14	36	2	342	19	15	4	323	91.76%	94.44%	95.56%
377		0	397	0	397	18	50	0	329	89	70	19	240	73.17%	72.95%	77.42%
378		405	0	0	405	2	42	1	360	85	63	22	275	80.88%	76.39%	81.36%
379		405	0	0	405	52	18	0	335	18	13	5	317	82.98%	94.63%	96.06%
380		405	0	0	405	34	16	1	354	18	16	2	336	87.05%	94.92%	95.45%
381		421	0	0	421	38	30	2	351	39	33	6	312	81.46%	88.89%	90.43%
382		424	0	0	424	24	19	2	379	30	24	6	349	87.91%	92.08%	93.57%
383		0	426	0	426	37	51	0	338	88	65	23	250	71.02%	73.96%	79.37%
384		0	0	426	426	33	82	0	311	101	89	12	210	63.25%	67.52%	70.23%
385		0	432	0	432	58	116	1	257	60	39	21	197	67.01%	76.65%	83.47%
386		437	0	0	437	19	18	5	395	35	27	8	360	88.67%	91.14%	93.02%
387		440	0	0	440	9	57	3	371	93	63	30	278	79.43%	74.93%	81.52%

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 Flowthrough
388		444	0	0	444	87	41	10	306	94	66	28	212	58.08%	69.28%	76.26%
389		0	0	461	461	28	51	12	370	76	48	28	294	79.46%	79.46%	85.96%
390		467	0	0	467	48	46	12	361	71	49	22	290	74.94%	80.33%	85.55%
391		471	0	0	471	69	60	6	336	93	72	21	243	63.28%	72.32%	77.14%
392		0	0	471	471	54	88	1	328	96	81	15	232	63.22%	70.73%	74.12%
393		0	473	0	473	62	78	12	321	85	69	16	236	64.31%	73.52%	77.38%
394		475	0	0	475	26	25	2	422	42	38	4	380	85.59%	90.05%	90.91%
395		0	0	479	479	89	70	3	317	53	37	16	264	67.69%	83.28%	87.71%
396		485	0	0	485	58	50	8	369	94	71	23	275	68.07%	74.53%	79.48%
397		485	0	0	485	87	122	6	270	65	51	14	205	59.77%	75.93%	80.08%
398		486	0	0	486	26	17	2	441	10	7	3	431	92.89%	97.73%	98.40%
399		491	0	0	491	25	38	0	428	47	40	7	381	85.43%	89.02%	90.50%
400		504	0	0	504	96	44	2	362	47	28	19	315	71.75%	87.02%	91.84%
401		509	0	0	509	50	35	3	421	30	22	8	391	84.45%	92.87%	94.67%
402		516	0	0	516	148	59	6	303	58	33	25	245	57.51%	80.86%	88.13%
403		522	0	0	522	40	15	0	467	23	22	1	444	87.75%	95.07%	95.28%
404		0	0	526	526	11	34	0	481	31	25	6	450	92.59%	93.56%	94.74%
405		532	0	0	532	45	14	1	472	33	22	11	439	86.76%	93.01%	95.23%
406		536	0	0	536	36	28	5	467	77	58	19	390	80.58%	83.51%	87.05%
407		539	0	0	539	13	38	5	483	87	71	16	396	82.50%	81.99%	84.80%
408		539	0	0	539	55	59	2	423	44	29	15	379	81.86%	89.60%	92.89%
409		546	0	0	546	21	62	2	461	25	20	5	436	91.40%	94.58%	95.61%
410		0	549	0	549	76	105	3	365	94	65	29	271	65.78%	74.25%	80.65%
411		0	564	0	564	28	62	1	473	59	45	14	414	85.01%	87.53%	90.20%
412		566	0	0	566	33	28	3	502	28	24	4	474	89.27%	94.42%	95.18%
413		567	0	0	567	46	86	8	427	115	76	39	312	71.89%	73.07%	80.41%
414		0	0	574	574	91	104	1	378	69	58	11	309	67.47%	81.75%	84.20%
415		592	0	0	592	75	31	5	481	76	60	16	405	75.00%	84.20%	87.10%
416		604	0	0	604	32	41	2	529	13	13	0	516	91.98%	97.54%	97.54%
417		616	0	0	616	50	22	3	541	73	61	12	468	80.83%	86.51%	88.47%
418		0	632	0	632	147	89	1	395	80	38	42	315	63.00%	79.75%	89.24%
419		644	0	0	644	73	24	1	546	56	53	3	490	79.55%	89.74%	90.24%
420		648	0	0	648	153	112	1	382	86	67	19	296	57.36%	77.49%	81.54%
421		0	650	0	650	115	68	57	410	367	297	70	43	9.45%	10.49%	12.65%
422		0	0	653	653	71	31	38	513	239	174	65	274	52.79%	53.41%	61.16%
423		0	670	0	670	13	33	0	624	203	182	21	421	68.34%	67.47%	69.82%
424		670	0	0	670	45	31	9	585	190	167	23	395	65.07%	67.52%	70.28%
425		675	0	0	675	46	22	1	606	65	59	6	541	83.75%	89.27%	90.17%
426		684	0	0	684	66	18	2	598	59	50	9	539	82.29%	90.13%	91.51%
427		0	0	695	695	96	72	6	521	146	118	28	375	63.67%	71.98%	76.06%
428		709	0	0	709	63	15	3	628	82	77	5	548	79.59%	86.94%	87.64%
429		712	0	0	712	72	40	6	594	159	135	24	435	67.76%	73.23%	76.32%
430		713	0	0	713	54	23	6	630	49	42	7	581	85.82%	92.22%	93.26%

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 Flowthrough
431		716	0	0	716	18	108	1	589	68	59	9	521	87.12%	88.46%	89.83%
432		718	0	0	718	118	101	3	496	99	65	34	397	68.45%	80.04%	85.93%
433		741	0	0	741	81	53	1	606	48	37	11	558	82.54%	92.08%	93.78%
434		742	0	0	742	546	54	7	135	26	14	12	109	16.29%	80.74%	88.62%
435		0	0	755	755	11	32	2	710	17	14	3	693	96.52%	97.61%	98.02%
436		759	0	0	759	33	64	0	662	30	24	6	632	91.73%	95.47%	96.34%
437		759	0	0	759	84	11	3	661	39	37	2	622	83.71%	94.10%	94.39%
438		784	0	0	784	55	42	5	682	62	41	21	620	86.59%	90.91%	93.80%
439		790	0	0	790	55	57	2	676	83	66	17	593	83.05%	87.72%	89.98%
440		801	0	0	801	48	44	4	705	49	27	22	656	89.74%	93.05%	96.05%
441		807	0	0	807	23	123	1	660	44	42	2	616	90.46%	93.33%	93.62%
442		0	0	808	808	111	87	12	598	200	167	33	398	58.88%	66.56%	70.44%
443		809	0	0	809	53	56	4	696	62	57	5	634	85.22%	91.09%	91.75%
444		0	0	817	817	23	71	0	723	31	23	8	692	93.77%	95.71%	96.78%
445		0	852	0	852	45	107	12	688	113	79	34	575	82.26%	83.58%	87.92%
446		858	0	0	858	110	83	0	665	21	18	3	644	83.42%	96.84%	97.28%
447		859	0	0	859	47	19	2	791	36	31	5	755	90.64%	95.45%	96.06%
448		893	0	0	893	158	166	5	564	163	112	51	401	59.76%	71.10%	78.17%
449		0	0	896	896	145	99	4	648	223	190	33	425	55.92%	65.59%	69.11%
450		903	0	0	903	40	45	8	810	105	78	27	705	85.66%	87.04%	90.04%
451		920	0	0	920	51	178	4	687	29	23	6	658	89.89%	95.78%	96.62%
452		924	0	0	924	86	98	9	731	128	92	36	603	77.21%	82.49%	86.76%
453		963	0	0	963	73	227	8	655	104	88	16	551	77.39%	84.12%	86.23%
454		967	0	0	967	95	39	1	832	86	80	6	746	81.00%	89.66%	90.31%
455		975	0	0	975	103	78	15	779	184	153	31	595	69.92%	76.38%	79.55%
456		980	0	0	980	62	164	1	753	89	83	6	664	82.08%	88.18%	88.89%
457		1,010	0	0	1,010	87	51	0	872	57	47	10	815	85.88%	93.46%	94.55%
458		0	1,024	0	1,024	175	217	0	632	308	160	148	324	49.17%	51.27%	66.94%
459		1,035	0	0	1,035	82	21	3	929	57	49	8	872	86.94%	93.86%	94.68%
460		0	0	1,060	1,060	690	14	0	356	132	122	10	224	21.62%	62.92%	64.74%
461		0	1,065	0	1,065	106	65	1	893	28	20	8	865	87.29%	96.86%	97.74%
462		1,073	0	0	1,073	125	78	7	863	91	71	20	772	79.75%	89.46%	91.58%
463		1,075	0	0	1,075	62	27	1	985	49	42	7	936	90.00%	95.03%	95.71%
464		1,076	0	0	1,076	54	60	9	953	250	207	43	703	72.93%	73.77%	77.25%
465		1,076	0	0	1,076	121	46	6	903	54	44	10	849	83.73%	94.02%	95.07%
466		1,133	0	0	1,133	117	114	19	883	168	124	44	715	74.79%	80.97%	85.22%
467		1,137	0	0	1,137	14	70	61	992	427	341	86	565	61.41%	56.96%	62.36%
468		1,145	0	0	1,145	67	51	5	1,022	82	63	19	940	87.85%	91.98%	93.72%
469		1,146	0	0	1,146	1,025	17	0	104	9	4	5	95	8.45%	91.35%	95.96%
470		1,191	0	0	1,191	66	88	4	1,033	58	50	8	975	89.37%	94.39%	95.12%
471		1,237	0	0	1,237	117	64	3	1,053	77	63	14	976	84.43%	92.69%	93.94%
472		1,272	0	0	1,272	111	10	3	1,148	55	43	12	1,093	87.65%	95.21%	96.21%
473		1,284	0	0	1,284	220	342	1	721	242	130	112	479	57.78%	66.44%	78.65%

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 Flowthrough
474		1,297	0	0	1,297	84	28	0	1,185	49	45	4	1,136	89.80%	95.86%	96.19%
475		0	1,348	0	1,348	109	272	0	967	483	293	190	484	54.63%	50.05%	62.29%
476		1,362	0	0	1,362	82	77	2	1,201	60	54	6	1,141	89.35%	95.00%	95.48%
477		1,379	0	0	1,379	56	547	3	773	36	30	6	737	89.55%	95.34%	96.09%
478		1,452	0	0	1,452	314	257	20	861	183	144	39	678	59.68%	78.75%	82.48%
479		1,461	0	0	1,461	234	76	9	1,142	172	113	59	970	73.65%	84.94%	89.57%
480		1,461	0	0	1,461	116	71	3	1,271	106	96	10	1,165	84.60%	91.66%	92.39%
481		0	0	1,474	1,474	139	320	2	1,013	266	227	39	747	67.12%	73.74%	76.69%
482		1,502	0	0	1,502	161	30	1	1,310	190	176	14	1,120	76.87%	85.50%	86.42%
483		1,519	0	0	1,519	270	184	12	1,053	317	236	81	736	59.26%	69.90%	75.72%
484		0	0	1,524	1,524	259	162	12	1,091	318	253	65	773	60.16%	70.85%	75.34%
485		1,527	0	0	1,527	90	65	1	1,371	49	39	10	1,322	91.11%	96.43%	97.13%
486		0	0	1,553	1,553	28	114	3	1,408	33	22	11	1,375	96.49%	97.66%	98.43%
487		0	0	1,566	1,566	187	145	14	1,220	215	188	27	1,005	72.83%	82.38%	84.24%
488		1,569	0	0	1,569	81	100	0	1,388	97	88	9	1,291	88.42%	93.01%	93.62%
489		1,578	0	0	1,578	816	86	5	671	224	176	48	447	31.06%	66.62%	71.75%
490		1,621	0	0	1,621	39	461	1	1,120	98	84	14	1,022	89.26%	91.25%	92.41%
491		0	1,727	0	1,727	219	455	1	1,052	399	229	170	653	59.31%	62.07%	74.04%
492		1,768	0	0	1,768	165	224	10	1,369	103	79	24	1,266	83.84%	92.48%	94.13%
493		1,790	0	0	1,790	181	171	5	1,433	104	92	12	1,329	82.96%	92.74%	93.53%
494		0	0	1,833	1,833	260	230	15	1,328	337	267	70	991	65.28%	74.62%	78.78%
495		1,843	0	0	1,843	102	179	28	1,534	220	142	78	1,314	84.34%	85.66%	90.25%
496		1,868	0	0	1,868	250	320	16	1,282	585	460	125	697	49.54%	54.37%	60.24%
497		0	1,878	0	1,878	74	192	3	1,609	210	175	35	1,399	84.89%	86.95%	88.88%
498		0	0	1,951	1,951	47	137	9	1,758	92	79	13	1,666	92.97%	94.77%	95.47%
499		2,047	0	0	2,047	46	19	7	1,975	77	63	14	1,898	94.57%	96.10%	96.79%
500		0	2,058	0	2,058	65	423	5	1,565	511	353	158	1,054	71.60%	67.35%	74.91%
501		0	2,081	0	2,081	459	356	0	1,266	255	146	109	1,011	62.56%	79.86%	87.38%
502		2,098	0	0	2,098	118	67	1	1,912	87	79	8	1,825	90.26%	95.45%	95.85%
503		0	0	2,156	2,156	111	309	5	1,731	576	516	60	1,155	64.81%	66.72%	69.12%
504		2,185	0	0	2,185	189	338	26	1,632	376	233	143	1,256	74.85%	76.96%	84.35%
505		0	2,207	0	2,207	37	249	9	1,912	325	224	101	1,587	85.88%	83.00%	87.63%
506		2,225	0	0	2,225	144	146	37	1,898	460	376	84	1,438	73.44%	75.76%	79.27%
507		0	0	2,235	2,235	103	31	10	2,091	478	457	21	1,613	74.23%	77.14%	77.92%
508		2,263	0	0	2,263	38	124	2	2,099	123	99	24	1,976	93.52%	94.14%	95.23%
509		0	0	2,266	2,266	837	117	46	1,266	350	302	48	916	44.57%	72.35%	75.21%
510		0	2,271	0	2,271	463	363	25	1,420	436	353	83	984	54.67%	69.30%	73.60%
511		2,316	0	0	2,316	126	63	4	2,121	95	83	12	2,026	90.57%	95.52%	96.06%
512		0	0	2,594	2,594	84	526	0	1,984	1,603	410	1,193	381	43.54%	19.20%	48.17%
513		2,688	0	0	2,688	297	215	13	2,163	206	168	38	1,957	80.80%	90.48%	92.09%
514		2,729	0	0	2,729	256	375	6	2,092	162	141	21	1,930	82.94%	92.26%	93.19%
515		2,778	0	0	2,778	431	224	24	2,099	620	497	123	1,479	61.45%	70.46%	74.85%
516		0	2,810	0	2,810	500	375	31	1,904	594	458	136	1,310	57.76%	68.80%	74.10%

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 Flowthrough
517		2,850	0	0	2,850	226	46	3	2,575	179	161	18	2,396	86.09%	93.05%	93.70%
518		0	2,855	0	2,855	24	372	0	2,459	1,008	591	417	1,451	70.23%	59.01%	71.06%
519		3,263	0	0	3,263	244	238	8	2,773	165	138	27	2,608	87.22%	94.05%	94.97%
520		3,275	0	0	3,275	69	192	3	3,011	124	111	13	2,887	94.13%	95.88%	96.30%
521		3,601	0	0	3,601	118	129	19	3,335	512	439	73	2,823	83.52%	84.65%	86.54%
522		0	0	4,371	4,371	18	688	40	3,625	1,475	1,059	416	2,150	66.63%	59.31%	67.00%
523		0	5,017	0	5,017	468	1,056	0	3,493	1,675	997	678	1,818	55.38%	52.05%	64.58%
524		0	5,371	0	5,371	461	1,456	2	3,452	1,329	784	545	2,123	63.03%	61.50%	73.03%
525		5,938	0	0	5,938	843	485	68	4,542	944	775	169	3,598	68.98%	79.22%	82.28%
526		6,246	0	0	6,246	352	634	10	5,250	384	306	78	4,866	88.09%	92.69%	94.08%
527		6,432	0	0	6,432	280	468	8	5,676	338	288	50	5,338	90.38%	94.05%	94.88%
528		0	6,614	0	6,614	663	1,774	0	4,177	1,831	1,046	785	2,346	57.85%	56.16%	69.16%
529		0	0	7,772	7,772	160	564	28	7,020	430	345	85	6,590	92.88%	93.87%	95.03%
530		0	0	8,708	8,708	717	1,733	48	6,210	1,268	804	464	4,942	76.47%	79.58%	86.01%
531		8,940	0	0	8,940	381	749	7	7,803	722	644	78	7,081	87.36%	90.75%	91.66%
532		13,277	0	0	13,277	589	672	10	12,006	415	389	26	11,591	92.22%	96.54%	96.75%
533		0	21,880	0	21,880	510	6,262	16	15,092	8,814	4,914	3,900	6,278	53.65%	41.60%	56.09%
534		26,776	0	0	26,776	1,753	1,495	38	23,490	1,674	1,527	147	21,816	86.93%	92.87%	93.46%
535		32,245	0	0	32,245	1,302	1,741	258	28,944	9,212	7,689	1,523	19,732	68.70%	68.17%	71.96%
536		0	38,051	0	38,051	1,768	4,780	42	31,461	3,498	2,619	879	27,963	86.44%	88.88%	91.44%
537		52,445	0	0	52,445	4,701	8,817	484	38,443	12,205	9,537	2,668	26,238	64.82%	68.25%	73.34%
538		0	57,421	0	57,421	1,925	14,152	756	40,588	7,354	3,964	3,390	33,234	84.95%	81.88%	89.34%
LENS Subtotal		285,771	0	0	285,771	24,782	26,442	1,676	232,871	39,934	32,093	7,841	192,937	77.23%	82.85%	85.74%
EDI Subtotal		0	165,102	0	165,102	8,945	34,204	1,000	120,953	31,016	18,784	12,232	89,937	76.43%	74.36%	82.72%
TAG Subtotal		0	0	52,737	52,737	4,728	6,491	338	41,180	9,774	6,761	3,013	31,406	73.22%	76.27%	82.29%
TOTAL INTERFACES		**285,771**	**165,102**	**52,737**	**503,610**	**38,455**	**67,137**	**3,014**	**395,004**	**80,724**	**57,638**	**23,086**	**314,280**	**76.58%**	**79.56%**	**84.50%**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects			Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
2		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
4		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
5		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
7		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
9		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
10		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
11		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
13		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
14		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
15		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
16		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
17		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
18		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
19		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
22		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
23		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
24		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
25		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
26		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
27		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
28		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
29		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
30		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
31		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
32		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
33		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
34		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
35		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
36		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
37		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
38		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
39		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
40		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
41		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
42		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
43		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
45		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
46		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
47		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
48		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
49		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
50		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
51		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
52		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
53		0	0	3	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
54		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
55		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
56		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
57		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
58		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
59		4	0	0	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
60		0	0	4	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
61		4	0	0	4	1	0	0	3	2	0	2	1	50.00%	33.33%	100.00%
62		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
63		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
64		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
65		4	0	0	4	1	1	1	1	0	0	0	1	50.00%	100.00%	100.00%
66		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
67		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
68		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
69		0	4	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
70		5	0	0	5	0	1	0	4	4	1	3	0	0.00%	0.00%	0.00%
71		0	0	5	5	2	0	0	3	1	1	0	2	40.00%	66.67%	66.67%
72		5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
73		6	0	0	6	1	2	0	3	3	1	2	0	0.00%	0.00%	0.00%
74		6	0	0	6	0	0	0	6	1	1	0	5	83.33%	83.33%	83.33%
75		6	0	0	6	1	2	0	3	0	0	0	3	75.00%	100.00%	100.00%
76		6	0	0	6	0	0	0	6	3	2	1	3	60.00%	50.00%	60.00%
77		0	6	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
78		7	0	0	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
79		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
80		7	0	0	7	0	4	0	3	0	0	0	3	100.00%	100.00%	100.00%
81		7	0	0	7	5	1	0	1	0	0	0	1	16.67%	100.00%	100.00%
82		7	0	0	7	0	1	0	6	3	0	3	3	100.00%	50.00%	100.00%
83		8	0	0	8	0	3	1	4	0	0	0	4	100.00%	100.00%	100.00%
84		8	0	0	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%
85		8	0	0	8	0	2	0	6	2	2	0	4	66.67%	66.67%	66.67%
86		0	0	8	8	0	2	0	6	2	2	0	4	66.67%	66.67%	66.67%

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 Flowthrough
87		0	8	0	8	0	0	0	8	1	0	1	7	100.00%	87.50%	100.00%
88		9	0	0	9	2	4	0	3	0	0	0	3	60.00%	100.00%	100.00%
89		9	0	0	9	1	5	0	3	0	0	0	3	75.00%	100.00%	100.00%
90		9	0	0	9	1	1	0	7	0	0	0	7	87.50%	100.00%	100.00%
91		10	0	0	10	0	1	0	9	2	1	1	7	87.50%	77.78%	87.50%
92		10	0	0	10	0	1	1	8	5	2	3	3	60.00%	37.50%	60.00%
93		11	0	0	11	0	3	1	7	0	0	0	7	100.00%	100.00%	100.00%
94		11	0	0	11	0	0	0	11	3	3	0	8	72.73%	72.73%	72.73%
95		11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%
96		0	11	0	11	3	1	0	7	0	0	0	7	70.00%	100.00%	100.00%
97		12	0	0	12	0	0	1	11	2	1	1	9	90.00%	81.82%	90.00%
98		0	12	0	12	0	1	0	11	0	0	0	11	100.00%	100.00%	100.00%
99		12	0	0	12	1	1	0	10	0	0	0	10	90.91%	100.00%	100.00%
100		0	0	13	13	0	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
101		0	0	14	14	0	2	0	12	1	1	0	11	91.67%	91.67%	91.67%
102		14	0	0	14	0	0	0	14	0	0	0	14	100.00%	100.00%	100.00%
103		15	0	0	15	1	3	0	11	1	1	0	10	83.33%	90.91%	90.91%
104		16	0	0	16	0	2	0	14	0	0	0	14	100.00%	100.00%	100.00%
105		16	0	0	16	0	1	0	15	0	0	0	15	100.00%	100.00%	100.00%
106		16	0	0	16	0	0	0	16	0	0	0	16	100.00%	100.00%	100.00%
107		16	0	0	16	1	1	0	14	6	2	4	8	72.73%	57.14%	80.00%
108		16	0	0	16	2	12	0	2	1	0	1	1	33.33%	50.00%	100.00%
109		17	0	0	17	2	5	1	9	3	1	2	6	66.67%	66.67%	85.71%
110		17	0	0	17	1	0	0	16	5	4	1	11	68.75%	68.75%	73.33%
111		0	17	0	17	0	0	0	17	0	0	0	17	100.00%	100.00%	100.00%
112		19	0	0	19	0	0	0	19	4	3	1	15	83.33%	78.95%	83.33%
113		19	0	0	19	3	5	0	11	1	1	0	10	71.43%	90.91%	90.91%
114		0	0	20	20	0	1	0	19	1	1	0	18	94.74%	94.74%	94.74%
115		20	0	0	20	1	0	0	19	3	2	1	16	84.21%	84.21%	88.89%
116		22	0	0	22	5	4	0	13	1	0	1	12	70.59%	92.31%	100.00%
117		23	0	0	23	1	0	0	22	4	4	0	18	78.26%	81.82%	81.82%
118		24	0	0	24	5	4	1	14	1	1	0	13	68.42%	92.86%	92.86%
119		0	24	0	24	0	1	0	23	4	2	2	19	90.48%	82.61%	90.48%
120		24	0	0	24	0	1	0	23	5	5	0	18	78.26%	78.26%	78.26%
121		26	0	0	26	1	1	0	24	0	0	0	24	96.00%	100.00%	100.00%
122		28	0	0	28	1	2	0	25	1	1	0	24	92.31%	96.00%	96.00%
123		28	0	0	28	3	3	1	21	2	2	0	19	79.17%	90.48%	90.48%
124		28	0	0	28	2	8	1	17	6	6	0	11	57.89%	64.71%	64.71%
125		31	0	0	31	3	5	0	23	8	6	2	15	62.50%	65.22%	71.43%
126		31	0	0	31	4	6	0	21	2	1	1	19	79.17%	90.48%	95.00%
127		31	0	0	31	2	12	1	16	3	2	1	13	76.47%	81.25%	86.67%
128		32	0	0	32	6	2	0	24	5	4	1	19	65.52%	79.17%	82.61%
129		32	0	0	32	4	1	1	26	10	9	1	16	55.17%	61.54%	64.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
130		32	0	0	32	3	0	0	29	5	2	3	24	82.76%	82.76%	92.31%
131		33	0	0	33	6	5	1	21	3	2	1	18	69.23%	85.71%	90.00%
132		34	0	0	34	5	2	0	27	4	3	1	23	74.19%	85.19%	88.46%
133		34	0	0	34	1	7	0	26	2	2	0	24	88.89%	92.31%	92.31%
134		35	0	0	35	3	6	0	26	3	3	0	23	79.31%	88.46%	88.46%
135		0	35	0	35	6	1	1	27	12	4	8	15	60.00%	55.56%	78.95%
136		36	0	0	36	0	2	0	34	10	7	3	24	77.42%	70.59%	77.42%
137		37	0	0	37	5	6	2	24	6	3	3	18	69.23%	75.00%	85.71%
138		38	0	0	38	12	7	1	18	4	2	2	14	50.00%	77.78%	87.50%
139		39	0	0	39	11	8	0	20	2	1	1	18	60.00%	90.00%	94.74%
140		0	39	0	39	0	6	0	33	7	6	1	26	81.25%	78.79%	81.25%
141		39	0	0	39	7	6	0	26	7	7	0	19	57.58%	73.08%	73.08%
142		0	40	0	40	11	6	0	23	8	4	4	15	50.00%	65.22%	78.95%
143		46	0	0	46	0	6	0	40	0	0	0	40	100.00%	100.00%	100.00%
144		0	47	0	47	7	9	0	31	7	3	4	24	70.59%	77.42%	88.89%
145		47	0	0	47	3	3	0	41	19	17	2	22	52.38%	53.66%	56.41%
146		0	0	49	49	0	1	0	48	1	0	1	47	100.00%	97.92%	100.00%
147		50	0	0	50	6	3	3	38	11	6	5	27	69.23%	71.05%	81.82%
148		52	0	0	52	8	1	2	41	2	2	0	39	79.59%	95.12%	95.12%
149		54	0	0	54	4	2	0	48	3	3	0	45	86.54%	93.75%	93.75%
150		57	0	0	57	8	8	0	41	1	1	0	40	81.63%	97.56%	97.56%
151		58	0	0	58	4	8	0	46	8	6	2	38	79.17%	82.61%	86.36%
152		62	0	0	62	4	12	0	46	7	6	1	39	79.59%	84.78%	86.67%
153		72	0	0	72	6	0	0	66	3	2	1	63	88.73%	95.45%	96.92%
154		75	0	0	75	1	1	0	73	3	0	3	70	98.59%	95.89%	100.00%
155		75	0	0	75	2	9	0	64	10	8	2	54	84.38%	84.38%	87.10%
156		75	0	0	75	10	8	4	53	9	5	4	44	74.58%	83.02%	89.80%
157		76	0	0	76	9	11	0	56	0	0	0	56	86.15%	100.00%	100.00%
158		76	0	0	76	1	5	1	69	1	0	1	68	98.55%	98.55%	100.00%
159		80	0	0	80	2	3	0	75	2	1	1	73	96.05%	97.33%	98.65%
160		80	0	0	80	9	7	0	64	14	14	0	50	68.49%	78.13%	78.13%
161		80	0	0	80	17	4	0	59	10	6	4	49	68.06%	83.05%	89.09%
162		81	0	0	81	21	3	0	57	10	7	3	47	62.67%	82.46%	87.04%
163		81	0	0	81	0	13	2	66	11	8	3	55	87.30%	83.33%	87.30%
164		83	0	0	83	7	6	0	70	3	3	0	67	87.01%	95.71%	95.71%
165		84	0	0	84	11	2	1	70	5	4	1	65	81.25%	92.86%	94.20%
166		86	0	0	86	14	9	0	63	8	6	2	55	73.33%	87.30%	90.16%
167		95	0	0	95	0	27	0	68	1	1	0	67	98.53%	98.53%	98.53%
168		100	0	0	100	9	13	0	78	15	11	4	63	75.90%	80.77%	85.14%
169		105	0	0	105	40	1	0	64	5	4	1	59	57.28%	92.19%	93.65%
170		105	0	0	105	14	9	2	80	26	17	9	54	63.53%	67.50%	76.06%
171		108	0	0	108	13	1	0	94	15	14	1	79	74.53%	84.04%	84.95%
172		109	0	0	109	1	8	0	100	9	6	3	91	92.86%	91.00%	93.81%

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 Flowthrough
173		117	0	0	117	26	26	0	65	24	13	11	41	51.25%	63.08%	75.93%
174		118	0	0	118	5	6	0	107	33	29	4	74	68.52%	69.16%	71.84%
175		119	0	0	119	16	11	0	92	10	8	2	82	77.36%	89.13%	91.11%
176		120	0	0	120	7	3	0	110	18	15	3	92	80.70%	83.64%	85.98%
177		124	0	0	124	13	6	1	104	10	10	0	94	80.34%	90.38%	90.38%
178		0	0	127	127	2	5	0	120	4	3	1	116	95.87%	96.67%	97.48%
179		130	0	0	130	2	12	0	116	9	9	0	107	90.68%	92.24%	92.24%
180		135	0	0	135	18	7	1	109	11	4	7	98	81.67%	89.91%	96.08%
181		147	0	0	147	14	5	0	128	11	5	6	117	86.03%	91.41%	95.90%
182		152	0	0	152	28	17	2	105	29	22	7	76	60.32%	72.38%	77.55%
183		153	0	0	153	15	9	0	129	7	6	1	122	85.31%	94.57%	95.31%
184		156	0	0	156	17	4	0	135	6	4	2	129	86.00%	95.56%	96.99%
185		164	0	0	164	10	16	0	138	20	18	2	118	80.82%	85.51%	86.76%
186		166	0	0	166	19	2	0	145	0	0	0	145	88.41%	100.00%	100.00%
187		169	0	0	169	56	20	1	92	21	18	3	71	48.97%	77.17%	79.78%
188		0	0	174	174	4	145	1	24	15	4	11	9	52.94%	37.50%	69.23%
189		174	0	0	174	26	13	0	135	13	11	2	122	76.73%	90.37%	91.73%
190		0	185	0	185	2	16	0	167	9	9	0	158	93.49%	94.61%	94.61%
191		199	0	0	199	22	12	1	164	17	14	3	147	80.33%	89.63%	91.30%
192		203	0	0	203	29	16	0	158	8	7	1	150	80.65%	94.94%	95.54%
193		209	0	0	209	18	10	5	176	33	26	7	143	76.47%	81.25%	84.62%
194		227	0	0	227	25	13	3	186	33	18	15	153	78.06%	82.26%	89.47%
195		229	0	0	229	28	6	1	194	8	7	1	186	84.16%	95.88%	96.37%
196		230	0	0	230	27	58	2	143	35	24	11	108	67.92%	75.52%	81.82%
197		232	0	0	232	22	36	1	173	14	12	2	159	82.38%	91.91%	92.98%
198		236	0	0	236	23	18	2	193	51	43	8	142	68.27%	73.58%	76.76%
199		241	0	0	241	4	6	0	231	28	25	3	203	87.50%	87.88%	89.04%
200		244	0	0	244	34	5	2	203	94	88	6	109	47.19%	53.69%	55.33%
201		244	0	0	244	31	9	1	203	31	26	5	172	75.11%	84.73%	86.87%
202		252	0	0	252	23	31	0	198	15	5	10	183	86.73%	92.42%	97.34%
203		260	0	0	260	5	7	2	246	24	20	4	222	89.88%	90.24%	91.74%
204		261	0	0	261	16	23	1	221	25	19	6	196	84.85%	88.69%	91.16%
205		0	0	267	267	27	21	0	219	23	18	5	196	81.33%	89.50%	91.59%
206		268	0	0	268	30	3	1	234	18	16	2	216	82.44%	92.31%	93.10%
207		0	0	275	275	26	44	2	203	23	13	10	180	82.19%	88.67%	93.26%
208		281	0	0	281	39	10	1	231	25	16	9	206	78.93%	89.18%	92.79%
209		0	0	282	282	5	14	1	262	12	11	1	250	93.98%	95.42%	95.79%
210		285	0	0	285	31	10	1	243	18	15	3	225	83.03%	92.59%	93.75%
211		293	0	0	293	216	2	0	75	4	4	0	71	24.40%	94.67%	94.67%
212		0	300	0	300	10	28	0	262	11	8	3	251	93.31%	95.80%	96.91%
213		303	0	0	303	0	13	1	289	25	4	21	264	98.51%	91.35%	98.51%
214		0	309	0	309	5	61	0	243	12	7	5	231	95.06%	95.06%	97.06%
215		0	0	314	314	33	43	2	236	48	40	8	188	72.03%	79.66%	82.46%

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 Flowthrough
216		315	0	0	315	54	27	1	233	40	28	12	193	70.18%	82.83%	87.33%
217		326	0	0	326	29	19	2	276	24	23	1	252	82.89%	91.30%	91.64%
218		330	0	0	330	21	32	1	276	16	13	3	260	88.44%	94.20%	95.24%
219		330	0	0	330	56	10	0	264	21	21	0	243	75.94%	92.05%	92.05%
220		330	0	0	330	36	25	1	268	13	12	1	255	84.16%	95.15%	95.51%
221		340	0	0	340	38	21	0	281	17	14	3	264	83.54%	93.95%	94.96%
222		360	0	0	360	39	33	5	283	64	50	14	219	71.10%	77.39%	81.41%
223		372	0	0	372	35	39	1	297	22	17	5	275	84.10%	92.59%	94.18%
224		378	0	0	378	10	15	1	352	20	16	4	332	92.74%	94.32%	95.40%
225		387	0	0	387	1	40	1	345	82	60	22	263	81.17%	76.23%	81.42%
226		388	0	0	388	39	5	1	343	19	19	0	324	84.82%	94.46%	94.46%
227		392	0	0	392	15	24	1	352	11	9	2	341	93.42%	96.88%	97.43%
228		403	0	0	403	34	15	1	353	18	16	2	335	87.01%	94.90%	95.44%
229		405	0	0	405	52	18	0	335	18	13	5	317	82.98%	94.63%	96.06%
230		421	0	0	421	38	30	2	351	39	33	6	312	81.46%	88.89%	90.43%
231		424	0	0	424	24	19	2	379	30	24	6	349	87.91%	92.08%	93.57%
232		439	0	0	439	21	16	1	401	58	44	14	343	84.07%	85.54%	88.63%
233		0	459	0	459	49	23	0	387	23	6	17	364	86.87%	94.06%	98.38%
234		471	0	0	471	25	25	2	419	42	38	4	377	85.68%	89.98%	90.84%
235		486	0	0	486	26	17	2	441	10	7	3	431	92.89%	97.73%	98.40%
236		489	0	0	489	25	38	0	426	47	40	7	379	85.36%	88.97%	90.45%
237		505	0	0	505	50	34	3	418	28	21	7	390	84.60%	93.30%	94.89%
238		516	0	0	516	52	53	2	409	39	28	11	370	82.22%	90.46%	92.96%
239		522	0	0	522	40	15	0	467	23	22	1	444	87.75%	95.07%	95.28%
240		528	0	0	528	45	14	1	468	33	22	11	435	86.65%	92.95%	95.19%
241		539	0	0	539	13	38	5	483	87	71	16	396	82.50%	81.99%	84.80%
242		545	0	0	545	21	62	2	460	25	20	5	435	91.39%	94.57%	95.60%
243		0	564	0	564	28	62	1	473	59	45	14	414	85.01%	87.53%	90.20%
244		566	0	0	566	33	28	3	502	28	24	4	474	89.27%	94.42%	95.18%
245		592	0	0	592	75	31	5	481	76	60	16	405	75.00%	84.20%	87.10%
246		0	593	0	593	35	60	0	498	13	4	9	485	92.56%	97.39%	99.18%
247		604	0	0	604	32	41	2	529	13	13	0	516	91.98%	97.54%	97.54%
248		616	0	0	616	50	22	3	541	73	61	12	468	80.83%	86.51%	88.47%
249		644	0	0	644	73	24	1	546	56	53	3	490	79.55%	89.74%	90.24%
250		668	0	0	668	120	69	4	475	75	53	22	400	69.81%	84.21%	88.30%
251		675	0	0	675	46	22	1	606	65	59	6	541	83.75%	89.27%	90.17%
252		684	0	0	684	66	18	2	598	59	50	9	539	82.29%	90.13%	91.51%
253		709	0	0	709	63	15	3	628	82	77	5	546	79.59%	86.94%	87.64%
254		713	0	0	713	54	23	6	630	49	42	7	581	85.82%	92.22%	93.26%
255		714	0	0	714	76	49	1	588	44	33	11	544	83.31%	92.52%	94.28%
256		716	0	0	716	18	108	1	589	68	59	9	521	87.12%	88.46%	89.83%
257		757	0	0	757	33	64	0	660	30	24	6	630	91.70%	95.45%	96.33%
258		759	0	0	759	84	11	3	661	39	37	2	622	83.71%	94.10%	94.39%

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 Flowthrough
259		760	0	0	760	40	39	3	678	43	23	20	635	90.97%	93.66%	96.50%
260		807	0	0	807	23	123	1	660	44	42	2	616	90.46%	93.33%	93.62%
261		809	0	0	809	53	56	4	696	62	57	5	634	85.22%	91.09%	91.75%
262		847	0	0	847	24	597	16	210	28	15	13	182	82.35%	86.67%	92.39%
263		858	0	0	858	110	83	0	665	21	18	3	644	83.42%	96.84%	97.28%
264		859	0	0	859	47	19	2	791	36	31	5	755	90.64%	95.45%	96.06%
265		917	0	0	917	51	178	4	684	29	23	6	655	89.85%	95.76%	96.61%
266		960	0	0	960	72	226	8	654	104	88	16	550	77.46%	84.10%	86.21%
267		961	0	0	961	95	39	1	826	86	80	6	740	80.87%	89.59%	90.24%
268		980	0	0	980	62	164	1	753	89	83	6	664	82.08%	88.18%	88.89%
269		1,005	0	0	1,005	82	51	0	872	57	47	10	815	86.33%	93.46%	94.55%
270		1,026	0	0	1,026	78	21	3	924	57	49	8	867	87.22%	93.83%	94.65%
271		0	0	1,027	1,027	678	14	0	335	122	114	8	213	21.19%	63.58%	65.14%
272		1,053	0	0	1,053	120	41	6	886	51	42	9	835	83.75%	94.24%	95.21%
273		0	1,065	0	1,065	106	65	1	893	28	20	8	865	87.29%	96.86%	97.74%
274		1,070	0	0	1,070	59	27	1	983	48	41	7	935	90.34%	95.12%	95.80%
275		1,073	0	0	1,073	125	78	7	863	91	71	20	772	79.75%	89.46%	91.58%
276		1,076	0	0	1,076	54	60	9	953	250	207	43	703	72.93%	73.77%	77.25%
277		1,144	0	0	1,144	66	51	5	1,022	82	63	19	940	87.93%	91.98%	93.72%
278		1,191	0	0	1,191	66	88	4	1,033	58	50	8	975	89.37%	94.39%	95.12%
279		1,249	0	0	1,249	104	7	3	1,135	52	42	10	1,083	88.12%	95.42%	96.27%
280		1,297	0	0	1,297	84	28	0	1,185	49	45	4	1,136	89.80%	95.86%	96.19%
281		1,346	0	0	1,346	46	533	2	765	34	29	5	731	90.69%	95.56%	96.18%
282		1,362	0	0	1,362	82	77	2	1,201	60	54	6	1,141	89.35%	95.00%	95.48%
283		1,461	0	0	1,461	116	71	3	1,271	106	96	10	1,165	84.60%	91.66%	92.39%
284		1,502	0	0	1,502	161	30	1	1,310	190	176	14	1,120	76.87%	85.50%	86.42%
285		1,518	0	0	1,518	86	65	1	1,366	49	39	10	1,317	91.33%	96.41%	97.12%
286		0	0	1,566	1,566	187	145	14	1,220	215	188	27	1,005	72.83%	82.38%	84.24%
287		1,568	0	0	1,568	81	99	0	1,388	97	88	9	1,291	88.42%	93.01%	93.62%
288		1,621	0	0	1,621	39	461	1	1,120	98	84	14	1,022	89.26%	91.25%	92.41%
289		0	1,710	0	1,710	28	109	0	1,573	221	181	40	1,352	86.61%	85.95%	88.19%
290		1,766	0	0	1,766	165	224	10	1,367	103	79	24	1,264	83.82%	92.47%	94.12%
291		1,790	0	0	1,790	181	171	5	1,433	104	92	12	1,329	82.96%	92.74%	93.53%
292		0	1,878	0	1,878	74	192	3	1,609	210	175	35	1,399	84.89%	86.95%	88.88%
293		0	0	1,951	1,951	47	137	9	1,758	92	79	13	1,666	92.97%	94.77%	95.47%
294		2,098	0	0	2,098	118	67	1	1,912	87	79	8	1,825	90.26%	95.45%	95.85%
295		0	0	2,235	2,235	103	31	10	2,091	478	457	21	1,613	74.23%	77.14%	77.92%
296		2,263	0	0	2,263	38	124	2	2,099	123	99	24	1,976	93.52%	94.14%	95.23%
297		2,316	0	0	2,316	128	63	4	2,121	95	83	12	2,026	90.57%	95.52%	96.06%
298		2,673	0	0	2,673	295	215	13	2,150	206	168	38	1,944	80.76%	90.42%	92.05%
299		2,729	0	0	2,729	256	375	6	2,092	162	141	21	1,930	82.94%	92.26%	93.19%
300		2,850	0	0	2,850	226	46	3	2,575	179	161	18	2,396	86.09%	93.05%	93.70%
301		0	2,855	0	2,855	24	372	0	2,459	1,008	591	417	1,451	70.23%	59.01%	71.06%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
302		3,261	0	0	3,261	243	238	8	2,772	165	138	27	2,607	87.25%	94.05%	94.97%
303		3,270	0	0	3,270	69	189	3	3,009	123	110	13	2,886	94.16%	95.91%	96.33%
304		3,580	0	0	3,580	113	119	18	3,330	510	438	72	2,820	83.65%	84.68%	86.56%
305		0	0	4,317	4,317	18	682	39	3,578	1,452	1,042	410	2,126	66.73%	59.42%	67.11%
306		6,246	0	0	6,246	352	634	10	5,250	384	306	78	4,866	88.09%	92.69%	94.08%
307		6,432	0	0	6,432	280	468	8	5,676	338	288	50	5,338	90.38%	94.05%	94.88%
308		8,940	0	0	8,940	381	749	7	7,803	722	644	78	7,081	87.36%	90.75%	91.66%
309		13,277	0	0	13,277	589	672	10	12,006	415	389	26	11,591	92.22%	96.54%	96.75%
310		0	21,880	0	21,880	510	6,262	16	15,092	8,814	4,914	3,900	6,278	53.65%	41.60%	56.09%
311		26,775	0	0	26,775	1,753	1,495	38	23,489	1,674	1,527	147	21,815	86.93%	92.87%	93.46%
312		49,157	0	0	49,157	4,260	8,248	404	36,245	11,150	8,771	2,379	25,095	65.82%	69.24%	74.10%
LENS Subtotal		200,330	0	0	200,330	14,384	19,440	773	165,733	21,213	17,351	3,862	144,520	81.99%	87.20%	89.28%
EDI Subtotal		0	32,044	0	32,044	898	7,275	22	23,849	10,448	5,979	4,469	13,401	66.09%	56.19%	69.15%
TAG Subtotal		0	0	12,665	12,665	1,132	1,295	78	10,160	2,492	1,976	516	7,668	71.16%	75.47%	79.51%
TOTAL INTERFACES		**200,330**	**32,044**	**12,665**	**245,039**	**16,414**	**28,010**	**873**	**199,742**	**34,153**	**25,306**	**8,847**	**165,589**	**79.88%**	**82.90%**	**86.74%**

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 Flowthrough
1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
2		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
3		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
4		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
7		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
10		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
11		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
12		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
13		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
14		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
15		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
16		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
17		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
18		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
19		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
21		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
22		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
23		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
24		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
25		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
26		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
27		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
28		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
29		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
30		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
31		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
32		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
33		0	2	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
34		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
35		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
36		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
37		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
38		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
39		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
40		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
41		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
42		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
43		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
46		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
47		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
48		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
49		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
50		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
51		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
52		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
53		3	0	0	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
54		0	3	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
55		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
56		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
57		3	0	0	3	0	1	1	1	0	0	0	1	100.00%	100.00%	100.00%
58		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
59		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
60		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
61		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
62		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
63		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
64		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
65		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
66		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
67		4	0	0	4	0	1	0	3	1	0	1	2	100.00%	66.67%	100.00%
68		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
69		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
70		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
71		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
72		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
73		4	0	0	4	3	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
74		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
75		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
76		4	0	0	4	0	1	0	3	2	1	1	1	50.00%	33.33%	50.00%
77		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
78		0	4	0	4	1	0	0	3	3	0	3	0	0.00%	0.00%	0.00%
79		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
80		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
81		5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
82		5	0	0	5	0	0	1	4	2	1	1	2	66.67%	50.00%	66.67%
83		5	0	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
84		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
85		5	0	0	5	0	3	0	2	2	1	1	0	0.00%	0.00%	0.00%
86		5	0	0	5	2	0	0	3	3	2	1	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
87		5	0	0	5	5	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
88		6	0	0	6	1	0	1	4	0	0	0	4	80.00%	100.00%	100.00%
89		6	0	0	6	5	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
90		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
91		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
92		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
93		7	0	0	7	2	3	0	2	0	0	0	2	50.00%	100.00%	100.00%
94		7	0	0	7	2	2	0	3	0	0	0	3	60.00%	100.00%	100.00%
95		7	0	0	7	1	2	0	4	2	1	1	2	50.00%	50.00%	66.67%
96		8	0	0	8	1	1	0	6	2	1	1	4	66.67%	66.67%	80.00%
97		8	0	0	8	3	1	0	4	1	1	0	3	42.86%	75.00%	75.00%
98		8	0	0	8	2	0	1	5	5	4	1	0	0.00%	0.00%	0.00%
99		8	0	0	8	1	4	0	3	0	0	0	3	75.00%	100.00%	100.00%
100		8	0	0	8	7	0	0	1	0	0	0	1	12.50%	100.00%	100.00%
101		9	0	0	9	3	1	0	5	2	2	0	3	37.50%	60.00%	60.00%
102		9	0	0	9	1	2	0	6	0	0	0	6	85.71%	100.00%	100.00%
103		9	0	0	9	5	0	0	4	0	0	0	4	44.44%	100.00%	100.00%
104		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
105		9	0	0	9	3	2	0	4	0	0	0	4	57.14%	100.00%	100.00%
106		9	0	0	9	0	0	0	9	6	5	1	3	37.50%	33.33%	37.50%
107		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
108		9	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
109		10	0	0	10	5	2	0	3	2	1	1	1	14.29%	33.33%	50.00%
110		10	0	0	10	0	2	0	8	4	1	3	4	80.00%	50.00%	80.00%
111		11	0	0	11	3	0	1	7	3	1	2	4	50.00%	57.14%	80.00%
112		11	0	0	11	2	0	0	9	0	0	0	9	81.82%	100.00%	100.00%
113		11	0	0	11	3	1	0	7	3	1	2	4	50.00%	57.14%	80.00%
114		11	0	0	11	1	2	0	8	2	2	0	6	66.67%	75.00%	75.00%
115		12	0	0	12	0	5	1	6	2	0	2	4	100.00%	66.67%	100.00%
116		12	0	0	12	9	0	0	3	0	0	0	3	25.00%	100.00%	100.00%
117		12	0	0	12	8	0	0	4	1	0	1	3	27.27%	75.00%	100.00%
118		13	0	0	13	0	5	1	7	4	1	3	3	75.00%	42.86%	75.00%
119		0	13	0	13	0	2	0	11	2	2	0	9	81.82%	81.82%	81.82%
120		15	0	0	15	2	0	0	13	0	0	0	13	86.67%	100.00%	100.00%
121		15	0	0	15	9	1	0	5	1	1	0	4	28.57%	80.00%	80.00%
122		15	0	0	15	3	0	0	12	4	1	3	8	66.67%	66.67%	88.89%
123		16	0	0	16	7	1	0	8	1	1	0	7	46.67%	87.50%	87.50%
124		16	0	0	16	5	1	0	10	2	0	2	8	61.54%	80.00%	100.00%
125		0	16	0	16	7	4	0	5	4	2	2	1	10.00%	20.00%	33.33%
126		0	0	16	16	7	1	0	8	2	2	0	6	40.00%	75.00%	75.00%
127		17	0	0	17	8	1	0	8	1	1	0	7	43.75%	87.50%	87.50%
128		17	0	0	17	3	3	1	10	2	1	1	8	66.67%	80.00%	88.89%
129		17	0	0	17	3	3	0	11	2	0	2	9	75.00%	81.82%	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 Flowthrough
130		17	0	0	17	0	2	0	15	11	5	6	4	44.44%	26.67%	44.44%
131		18	0	0	18	2	0	0	16	0	0	0	16	88.89%	100.00%	100.00%
132		18	0	0	18	1	2	0	15	3	3	0	12	75.00%	80.00%	80.00%
133		19	0	0	19	1	0	0	18	5	3	2	13	76.47%	72.22%	81.25%
134		19	0	0	19	0	4	0	15	1	1	0	14	93.33%	93.33%	93.33%
135		20	0	0	20	9	1	0	10	2	1	1	8	44.44%	80.00%	88.89%
136		20	0	0	20	3	1	0	16	7	4	3	9	56.25%	56.25%	69.23%
137		20	0	0	20	4	0	0	16	10	7	3	6	35.29%	37.50%	46.15%
138		0	0	21	21	8	1	0	12	8	4	4	4	25.00%	33.33%	50.00%
139		21	0	0	21	1	11	0	9	0	0	0	9	90.00%	100.00%	100.00%
140		21	0	0	21	6	3	0	12	1	1	0	11	61.11%	91.67%	91.67%
141		0	0	22	22	1	3	0	18	4	4	0	14	73.68%	77.78%	77.78%
142		23	0	0	23	1	5	0	17	3	2	1	14	82.35%	82.35%	87.50%
143		23	0	0	23	7	3	0	13	3	1	2	10	55.56%	76.92%	90.91%
144		23	0	0	23	8	0	0	15	5	5	0	10	43.48%	66.67%	66.67%
145		23	0	0	23	1	3	1	18	7	3	4	11	73.33%	61.11%	78.57%
146		23	0	0	23	3	6	0	14	5	1	4	9	69.23%	64.29%	90.00%
147		24	0	0	24	5	2	0	17	2	2	0	15	68.18%	88.24%	88.24%
148		25	0	0	25	8	1	0	16	3	3	0	13	54.17%	81.25%	81.25%
149		0	0	25	25	0	0	0	25	14	12	2	11	47.83%	44.00%	47.83%
150		27	0	0	27	5	4	0	18	4	4	0	14	60.87%	77.78%	77.78%
151		27	0	0	27	3	8	0	16	7	6	1	9	50.00%	56.25%	60.00%
152		29	0	0	29	3	2	1	23	7	4	3	16	69.57%	69.57%	80.00%
153		30	0	0	30	6	7	0	17	4	3	1	13	59.09%	76.47%	81.25%
154		31	0	0	31	2	7	0	22	9	6	3	13	61.90%	59.09%	68.42%
155		31	0	0	31	3	4	0	24	4	3	1	20	76.92%	83.33%	86.96%
156		31	0	0	31	0	4	1	26	8	2	6	18	90.00%	69.23%	90.00%
157		0	0	31	31	21	1	0	9	5	2	3	4	14.81%	44.44%	66.67%
158		31	0	0	31	13	3	0	15	5	4	1	10	37.04%	66.67%	71.43%
159		32	0	0	32	5	6	0	21	3	3	0	18	69.23%	85.71%	85.71%
160		0	0	33	33	12	0	0	21	10	8	2	11	35.48%	52.38%	57.89%
161		33	0	0	33	0	5	0	28	1	1	0	27	96.43%	96.43%	96.43%
162		33	0	0	33	11	4	1	17	5	5	0	12	42.86%	70.59%	70.59%
163		0	0	34	34	2	1	0	31	5	4	1	26	81.25%	83.87%	86.67%
164		35	0	0	35	5	5	0	25	17	11	6	8	33.33%	32.00%	42.11%
165		35	0	0	35	14	3	0	18	6	5	1	12	38.71%	66.67%	70.59%
166		0	0	36	36	10	4	0	22	11	10	1	11	35.48%	50.00%	52.38%
167		36	0	0	36	8	4	0	24	3	2	1	21	67.74%	87.50%	91.30%
168		38	0	0	38	9	2	0	27	11	10	1	16	45.71%	59.26%	61.54%
169		39	0	0	39	11	10	0	18	1	1	0	17	58.62%	94.44%	94.44%
170		0	39	0	39	1	6	0	32	8	1	7	24	92.31%	75.00%	96.00%
171		42	0	0	42	14	2	1	25	4	3	1	21	55.26%	84.00%	87.50%
172		43	0	0	43	16	4	0	23	4	2	2	19	51.35%	82.61%	90.48%

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 Flowthrough
173		43	0	0	43	10	4	1	28	8	7	1	20	54.05%	71.43%	74.07%
174		45	0	0	45	6	11	0	28	8	4	4	20	66.67%	71.43%	83.33%
175		0	0	46	46	15	1	0	30	10	10	0	20	44.44%	66.67%	66.67%
176		0	47	0	47	11	13	0	23	15	13	2	8	25.00%	34.78%	38.10%
177		0	0	47	47	5	2	0	40	11	9	2	29	67.44%	72.50%	76.32%
178		51	0	0	51	10	6	3	32	20	15	5	12	32.43%	37.50%	44.44%
179		0	0	54	54	0	6	1	47	23	17	6	24	58.54%	51.06%	58.54%
180		59	0	0	59	12	3	0	44	16	10	6	28	56.00%	63.64%	73.68%
181		65	0	0	65	5	10	0	50	14	7	7	36	75.00%	72.00%	83.72%
182		66	0	0	66	6	3	0	57	3	3	0	54	85.71%	94.74%	94.74%
183		68	0	0	68	17	3	0	48	11	8	3	37	59.68%	77.08%	82.22%
184		69	0	0	69	6	8	2	53	23	18	5	30	55.56%	56.60%	62.50%
185		0	72	0	72	55	3	0	14	11	3	8	3	4.92%	21.43%	50.00%
186		73	0	0	73	20	21	0	32	11	7	4	21	43.75%	65.63%	75.00%
187		73	0	0	73	12	9	2	50	15	12	3	35	59.32%	70.00%	74.47%
188		73	0	0	73	41	1	2	29	8	6	2	21	30.88%	72.41%	77.78%
189		75	0	0	75	3	10	0	62	14	4	10	48	87.27%	77.42%	92.31%
190		77	0	0	77	7	5	3	62	11	7	4	51	78.46%	82.26%	87.93%
191		84	0	0	84	20	11	2	51	10	6	4	41	61.19%	80.39%	87.23%
192		85	0	0	85	22	11	1	51	9	7	2	42	59.15%	82.35%	85.71%
193		87	0	0	87	15	7	4	61	19	14	5	42	59.15%	68.85%	75.00%
194		91	0	0	91	11	9	3	68	36	28	8	32	45.07%	47.06%	53.33%
195		0	0	93	93	43	5	1	44	21	9	12	23	30.67%	52.27%	71.88%
196		94	0	0	94	17	10	1	66	20	18	2	46	56.79%	69.70%	71.88%
197		97	0	0	97	14	12	0	71	26	21	5	45	56.25%	63.38%	68.18%
198		117	0	0	117	6	52	3	56	23	17	6	33	58.93%	58.93%	66.00%
199		0	119	0	119	60	17	0	42	22	13	9	20	21.51%	47.62%	60.61%
200		131	0	0	131	11	26	2	92	26	14	12	66	72.53%	71.74%	82.50%
201		0	133	0	133	47	9	0	77	29	15	14	48	43.64%	62.34%	76.19%
202		140	0	0	140	35	39	4	62	32	15	17	30	37.50%	48.39%	66.67%
203		154	0	0	154	35	22	1	96	29	22	7	67	54.03%	69.79%	75.28%
204		0	162	0	162	8	40	0	114	39	24	15	75	70.09%	65.79%	75.76%
205		196	0	0	196	27	29	10	130	81	64	17	49	35.00%	37.69%	43.36%
206		0	0	200	200	61	25	1	113	30	24	6	83	49.40%	73.45%	77.57%
207		224	0	0	224	63	35	0	126	42	36	6	84	45.90%	66.67%	70.00%
208		264	0	0	264	125	28	6	105	43	28	15	62	28.84%	59.05%	68.89%
209		304	0	0	304	36	37	4	227	64	50	14	163	65.46%	71.81%	76.53%
210		467	0	0	467	119	88	3	257	95	71	24	162	46.02%	63.04%	69.53%
211		0	509	0	509	187	61	1	260	119	104	15	141	32.64%	54.23%	57.55%
212		621	0	0	621	103	58	16	444	115	78	37	329	64.51%	74.10%	80.84%
213		3,129	0	0	3,129	359	526	76	2,168	1,053	765	288	1,115	49.80%	51.43%	59.31%
LENS Subtotal		8,683	0	0	8,683	1,518	1,303	162	5,700	2,144	1,528	616	3,556	53.86%	62.39%	69.94%
EDI Subtotal		0	1,121	0	1,121	377	158	1	585	253	177	76	332	37.47%	56.75%	65.23%

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 Flowthrough
TAG Subtotal		0	0	670	670	187	55	3	425	155	116	39	270	47.12%	63.53%	69.95%
TOTAL INTERFACES		**8,683**	**1,121**	**670**	**10,474**	**2,082**	**1,516**	**166**	**6,710**	**2,552**	**1,821**	**731**	**4,158**	**51.58%**	**61.97%**	**69.54%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
1		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
2		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
4		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		1	0	0	1	0	1	0	0	0	0	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		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
8		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
9		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
10		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
11		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
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	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
14		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
15		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
16		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
17		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
18		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
19		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
20		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
21		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
22		0	2	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
23		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
24		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
25		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
26		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
27		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
28		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
29		0	0	3	3	0	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
30		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
31		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
32		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
33		3	0	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
34		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%
35		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
36		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
37		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
38		4	0	0	4	1	0	1	2	0	0	0	2	66.67%	100.00%	100.00%
39		4	0	0	4	2	1	0	1	0	0	0	1	33.33%	100.00%	100.00%
40		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
41		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
42		4	0	0	4	0	0	1	3	2	1	1	1	50.00%	33.33%	50.00%
43		0	0	4	4	2	1	0	1	0	0	0	1	33.33%	100.00%	100.00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
44		4	0	0	4	0	0	0	4	4	4	0	0	0.00%	0.00%	0.00%
45		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
46		0	0	4	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
47		0	0	4	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
48		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%
49		5	0	0	5	2	1	0	2	2	1	1	0	0.00%	0.00%	0.00%
50		5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
51		0	5	0	5	0	1	0	4	2	1	1	2	66.67%	50.00%	66.67%
52		0	5	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
53		5	0	0	5	0	1	0	4	0	0	0	4	100.00%	100.00%	100.00%
54		5	0	0	5	0	3	0	2	1	1	0	1	50.00%	50.00%	50.00%
55		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
56		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
57		5	0	0	5	0	3	0	2	0	0	0	2	100.00%	100.00%	100.00%
58		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%
59		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
60		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
61		0	6	0	6	3	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
62		6	0	0	6	0	1	1	4	0	0	0	4	100.00%	100.00%	100.00%
63		6	0	0	6	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
64		0	0	6	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
65		7	0	0	7	0	2	0	5	2	1	1	3	75.00%	60.00%	75.00%
66		7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100.00%	100.00%
67		8	0	0	8	6	0	0	2	0	0	0	2	25.00%	100.00%	100.00%
68		8	0	0	8	2	3	0	3	0	0	0	3	60.00%	100.00%	100.00%
69		8	0	0	8	0	0	0	8	3	2	1	5	71.43%	62.50%	71.43%
70		8	0	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
71		8	0	0	8	0	2	0	6	0	0	0	6	100.00%	100.00%	100.00%
72		9	0	0	9	0	4	1	4	0	0	0	4	100.00%	100.00%	100.00%
73		9	0	0	9	0	0	0	9	5	3	2	4	57.14%	44.44%	57.14%
74		0	10	0	10	1	1	0	8	2	1	1	6	75.00%	75.00%	85.71%
75		10	0	0	10	0	0	0	10	3	1	2	7	87.50%	70.00%	87.50%
76		10	0	0	10	0	5	0	5	0	0	0	5	100.00%	100.00%	100.00%
77		10	0	0	10	0	0	0	10	3	1	2	7	87.50%	70.00%	87.50%
78		10	0	0	10	0	2	1	7	4	2	2	3	60.00%	42.86%	60.00%
79		10	0	0	10	3	2	0	5	0	0	0	5	62.50%	100.00%	100.00%
80		10	0	0	10	0	0	0	10	7	2	5	3	60.00%	30.00%	60.00%
81		10	0	0	10	1	3	1	5	0	0	0	5	83.33%	100.00%	100.00%
82		10	0	0	10	3	0	0	7	1	1	0	6	60.00%	85.71%	85.71%
83		11	0	0	11	1	3	1	6	2	2	0	4	57.14%	66.67%	66.67%
84		11	0	0	11	0	3	0	8	4	4	0	4	50.00%	50.00%	50.00%
85		0	0	11	11	1	2	0	8	3	0	3	5	83.33%	62.50%	100.00%
86		12	0	0	12	4	2	0	6	1	0	1	5	55.56%	83.33%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flowthrough
87		0	0	12	12	0	7	0	5	1	0	1	4	100.00%	80.00%	100.00%
88		12	0	0	12	0	7	0	5	2	0	2	3	100.00%	60.00%	100.00%
89		12	0	0	12	0	6	0	6	3	1	2	3	75.00%	50.00%	75.00%
90		14	0	0	14	2	1	0	11	1	0	1	10	83.33%	90.91%	100.00%
91		14	0	0	14	5	4	0	5	0	0	0	5	50.00%	100.00%	100.00%
92		14	0	0	14	12	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
93		14	0	0	14	1	1	1	11	2	2	0	9	75.00%	81.82%	81.82%
94		14	0	0	14	2	0	0	12	1	1	0	11	78.57%	91.67%	91.67%
95		0	14	0	14	0	2	0	12	4	4	0	8	66.67%	66.67%	66.67%
96		15	0	0	15	0	2	0	13	2	2	0	11	84.62%	84.62%	84.62%
97		15	0	0	15	5	6	0	4	0	0	0	4	44.44%	100.00%	100.00%
98		16	0	0	16	3	4	0	9	2	2	0	7	58.33%	77.78%	77.78%
99		0	0	16	16	0	8	0	8	3	3	0	5	62.50%	62.50%	62.50%
100		17	0	0	17	0	0	1	16	15	14	1	1	6.67%	6.25%	6.67%
101		18	0	0	18	5	9	1	3	1	0	1	2	28.57%	66.67%	100.00%
102		19	0	0	19	1	3	0	15	4	3	1	11	73.33%	73.33%	78.57%
103		19	0	0	19	0	3	0	16	6	6	0	10	62.50%	62.50%	62.50%
104		20	0	0	20	0	3	0	17	8	8	0	9	52.94%	52.94%	52.94%
105		20	0	0	20	0	1	0	19	4	3	1	15	83.33%	78.95%	83.33%
106		0	0	20	20	0	0	1	19	9	4	5	10	71.43%	52.63%	71.43%
107		20	0	0	20	20	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
108		21	0	0	21	0	2	0	19	1	0	1	18	100.00%	94.74%	100.00%
109		21	0	0	21	0	0	0	21	2	1	1	19	95.00%	90.48%	95.00%
110		22	0	0	22	15	2	0	5	3	3	0	2	10.00%	40.00%	40.00%
111		23	0	0	23	2	4	0	17	3	2	1	14	77.78%	82.35%	87.50%
112		0	24	0	24	1	1	0	22	7	6	1	15	68.18%	68.18%	71.43%
113		0	0	24	24	0	3	0	21	3	1	2	18	94.74%	85.71%	94.74%
114		26	0	0	26	0	3	1	22	6	2	4	16	88.89%	72.73%	88.89%
115		26	0	0	26	2	3	0	21	5	4	1	16	72.73%	76.19%	80.00%
116		0	28	0	28	6	2	1	19	3	2	1	16	66.67%	84.21%	88.89%
117		29	0	0	29	7	2	0	20	13	7	6	7	33.33%	35.00%	50.00%
118		29	0	0	29	5	2	0	22	1	1	0	21	77.78%	95.45%	95.45%
119		0	0	30	30	0	0	0	30	5	5	0	25	83.33%	83.33%	83.33%
120		30	0	0	30	7	8	2	13	1	0	1	12	63.16%	92.31%	100.00%
121		30	0	0	30	8	0	0	22	14	11	3	8	29.63%	36.36%	42.11%
122		30	0	0	30	1	0	0	29	2	2	0	27	90.00%	93.10%	93.10%
123		31	0	0	31	2	7	2	20	10	3	7	10	66.67%	50.00%	76.92%
124		32	0	0	32	5	12	3	12	1	0	1	11	68.75%	91.67%	100.00%
125		33	0	0	33	10	14	1	8	2	1	1	6	35.29%	75.00%	85.71%
126		33	0	0	33	2	4	1	26	21	16	5	5	21.74%	19.23%	23.81%
127		34	0	0	34	5	1	1	27	3	3	0	24	75.00%	88.89%	88.89%
128		35	0	0	35	4	11	0	20	9	6	3	11	52.38%	55.00%	64.71%
129		35	0	0	35	0	5	1	29	20	17	3	9	34.62%	31.03%	34.62%

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 Flowthrough
130		37	0	0	37	3	1	1	32	2	1	1	30	88.24%	93.75%	96.77%
131		38	0	0	38	5	21	0	12	6	2	4	6	46.15%	50.00%	75.00%
132		39	0	0	39	0	1	0	38	18	5	13	20	80.00%	52.63%	80.00%
133		0	0	40	40	0	4	0	36	13	13	0	23	63.89%	63.89%	63.89%
134		41	0	0	41	0	1	0	40	16	9	7	24	72.73%	60.00%	72.73%
135		41	0	0	41	2	17	2	20	0	0	0	20	90.91%	100.00%	100.00%
136		42	0	0	42	0	7	0	35	7	7	0	28	80.00%	80.00%	80.00%
137		0	0	43	43	4	1	0	38	4	1	3	34	87.18%	89.47%	97.14%
138		43	0	0	43	3	2	0	38	1	0	1	37	92.50%	97.37%	100.00%
139		43	0	0	43	2	13	2	26	9	1	8	17	85.00%	65.38%	94.44%
140		44	0	0	44	8	11	0	25	1	0	1	24	75.00%	96.00%	100.00%
141		0	0	45	45	4	3	0	38	2	1	1	36	87.80%	94.74%	97.30%
142		45	0	0	45	7	16	0	22	0	0	0	22	75.86%	100.00%	100.00%
143		46	0	0	46	7	8	1	30	0	0	0	30	81.08%	100.00%	100.00%
144		47	0	0	47	13	7	0	27	6	3	3	21	56.76%	77.78%	87.50%
145		0	47	0	47	1	8	1	37	12	10	2	25	69.44%	67.57%	71.43%
146		49	0	0	49	6	3	0	40	10	5	5	30	73.17%	75.00%	85.71%
147		0	0	49	49	0	9	2	38	15	3	12	23	88.46%	60.53%	88.46%
148		54	0	0	54	7	6	0	41	15	9	6	26	61.90%	63.41%	74.29%
149		55	0	0	55	1	14	1	39	13	6	7	26	78.79%	66.67%	81.25%
150		57	0	0	57	9	3	1	44	3	1	2	41	80.39%	93.18%	97.62%
151		57	0	0	57	2	21	0	34	13	8	5	21	67.74%	61.76%	72.41%
152		58	0	0	58	4	7	1	46	30	14	16	16	47.06%	34.78%	53.33%
153		60	0	0	60	13	1	0	46	4	2	2	42	73.68%	91.30%	95.45%
154		61	0	0	61	11	14	1	35	23	4	19	12	44.44%	34.29%	75.00%
155		62	0	0	62	0	4	0	58	7	2	5	51	96.23%	87.93%	96.23%
156		63	0	0	63	5	28	0	30	5	2	3	25	78.13%	83.33%	92.59%
157		64	0	0	64	4	13	11	36	9	2	7	27	81.82%	75.00%	93.10%
158		65	0	0	65	25	5	1	34	10	4	6	24	45.28%	70.59%	85.71%
159		0	65	0	65	2	10	1	52	18	10	8	34	73.91%	65.38%	77.27%
160		0	0	66	66	14	3	3	46	14	6	8	32	61.54%	69.57%	84.21%
161		70	0	0	70	3	18	0	49	8	6	2	41	82.00%	83.67%	87.23%
162		71	0	0	71	0	0	0	71	15	15	0	56	78.87%	78.87%	78.87%
163		73	0	0	73	73	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
164		0	0	75	75	35	16	0	24	22	11	11	2	4.17%	8.33%	15.38%
165		0	0	75	75	11	13	0	51	14	8	6	37	66.07%	72.55%	82.22%
166		0	0	80	80	8	4	5	63	32	16	16	31	56.36%	49.21%	65.96%
167		82	0	0	82	8	7	0	67	28	23	5	39	55.71%	58.21%	62.90%
168		0	0	84	84	1	4	0	79	3	2	1	76	96.20%	96.20%	97.44%
169		0	90	0	90	0	13	0	77	2	2	0	75	97.40%	97.40%	97.40%
170		98	0	0	98	9	5	0	84	29	25	4	55	61.80%	65.48%	68.75%
171		0	0	100	100	4	7	0	89	1	1	0	88	94.62%	98.88%	98.88%
172		101	0	0	101	23	16	0	62	13	12	1	49	58.33%	79.03%	80.33%

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 Flowthrough
173		101	0	0	101	3	4	2	92	3	2	1	89	94.68%	96.74%	97.80%
174		0	103	0	103	0	32	0	71	25	24	1	46	65.71%	64.79%	65.71%
175		104	0	0	104	11	11	0	82	12	6	6	70	80.46%	85.37%	92.11%
176		105	0	0	105	2	10	15	78	52	41	11	26	37.68%	33.33%	38.81%
177		107	0	0	107	20	14	4	69	14	10	4	55	64.71%	79.71%	84.62%
178		109	0	0	109	36	50	0	23	4	3	1	19	32.76%	82.61%	86.36%
179		110	0	0	110	4	30	0	76	20	14	6	56	75.68%	73.68%	80.00%
180		110	0	0	110	22	12	4	72	25	17	8	47	54.65%	65.28%	73.44%
181		0	112	0	112	21	31	0	60	16	10	6	44	58.67%	73.33%	81.48%
182		114	0	0	114	17	20	0	77	20	16	4	57	63.33%	74.03%	78.08%
183		128	0	0	128	21	17	1	89	10	6	4	79	74.53%	88.76%	92.94%
184		137	0	0	137	137	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
185		0	0	139	139	0	9	0	130	34	34	0	96	73.85%	73.85%	73.85%
186		140	0	0	140	33	28	0	79	23	18	5	56	52.34%	70.89%	75.68%
187		143	0	0	143	16	12	2	113	22	20	2	91	71.65%	80.53%	81.98%
188		148	0	0	148	4	6	0	138	21	19	2	117	83.57%	84.78%	86.03%
189		149	0	0	149	36	13	1	99	47	32	15	52	43.33%	52.53%	61.90%
190		0	0	153	153	3	37	3	110	50	34	16	60	61.86%	54.55%	63.83%
191		159	0	0	159	82	43	4	30	2	1	1	28	25.23%	93.33%	96.55%
192		159	0	0	159	16	32	0	111	20	12	8	91	76.47%	81.98%	88.35%
193		165	0	0	165	29	38	0	98	29	23	6	69	57.02%	70.41%	75.00%
194		0	165	0	165	15	17	1	132	32	30	2	100	68.97%	75.76%	76.92%
195		171	0	0	171	8	41	2	120	15	2	13	105	91.30%	87.50%	98.13%
196		173	0	0	173	45	14	1	113	17	12	5	96	62.75%	84.96%	88.89%
197		0	0	182	182	3	13	7	159	65	47	18	94	65.28%	59.12%	66.67%
198		0	0	192	192	18	13	0	161	15	12	3	146	82.95%	90.68%	92.41%
199		196	0	0	196	12	20	0	164	33	17	16	131	81.88%	79.88%	88.51%
200		197	0	0	197	24	22	0	151	41	35	6	110	65.09%	72.85%	75.86%
201		0	205	0	205	10	31	5	159	28	21	7	131	80.86%	82.39%	86.18%
202		209	0	0	209	39	32	4	134	44	27	17	90	57.69%	67.16%	76.92%
203		0	218	0	218	27	52	0	139	63	31	32	76	56.72%	54.68%	71.03%
204		0	226	0	226	22	56	1	147	50	45	5	97	59.15%	65.99%	68.31%
205		231	0	0	231	227	3	0	1	0	0	0	1	0.44%	100.00%	100.00%
206		0	240	0	240	15	7	0	218	57	50	7	161	71.24%	73.85%	76.30%
207		271	0	0	271	33	31	0	207	46	34	12	161	70.61%	77.78%	82.56%
208		0	278	0	278	6	104	5	163	77	33	44	86	68.80%	52.76%	72.27%
209		0	0	281	281	32	95	0	154	15	2	13	139	80.35%	90.26%	98.58%
210		289	0	0	289	43	53	5	188	64	44	20	124	58.77%	65.96%	73.81%
211		0	0	315	315	5	87	0	223	181	126	55	42	24.28%	18.83%	25.00%
212		0	340	0	340	11	62	5	262	79	71	8	183	69.06%	69.85%	72.05%
213		0	0	344	344	2	90	0	252	249	232	17	3	1.27%	1.19%	1.28%
214		0	360	0	360	8	20	2	330	118	85	33	212	69.51%	64.24%	71.38%
215		371	0	0	371	46	40	8	277	86	60	26	191	64.31%	68.95%	76.10%

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 Flowthrough
216		0	0	394	394	14	36	2	342	19	15	4	323	91.76%	94.44%	95.56%
217		0	397	0	397	18	50	0	329	89	70	19	240	73.17%	72.95%	77.42%
218		0	426	0	426	37	51	0	338	88	65	23	250	71.02%	73.96%	79.37%
219		0	0	426	426	33	82	0	311	101	89	12	210	63.25%	67.52%	70.23%
220		0	430	0	430	58	116	1	255	60	39	21	195	66.78%	76.47%	83.33%
221		437	0	0	437	19	18	5	395	35	27	8	360	88.67%	91.14%	93.02%
222		438	0	0	438	45	44	11	338	64	45	19	274	75.27%	81.07%	85.89%
223		440	0	0	440	9	57	3	371	93	63	30	278	79.43%	74.93%	81.52%
224		0	0	461	461	28	51	12	370	76	48	28	294	79.46%	79.46%	85.96%
225		465	0	0	465	87	117	6	255	64	50	14	191	58.23%	74.90%	79.25%
226		0	0	471	471	54	88	1	328	96	81	15	232	63.22%	70.73%	74.12%
227		0	473	0	473	62	78	12	321	85	69	16	236	64.31%	73.52%	77.38%
228		495	0	0	495	94	40	2	359	47	28	19	312	71.89%	86.91%	91.76%
229		0	497	0	497	9	140	9	339	104	43	61	235	81.88%	69.32%	84.53%
230		0	498	0	498	100	80	1	317	51	23	28	266	68.38%	83.91%	92.04%
231		0	0	526	526	11	34	0	481	31	25	6	450	92.59%	93.56%	94.74%
232		0	549	0	549	76	105	3	365	94	65	29	271	65.78%	74.25%	80.65%
233		567	0	0	567	46	86	8	427	115	76	39	312	71.89%	73.07%	80.41%
234		0	0	574	574	91	104	1	378	69	58	11	309	67.47%	81.75%	84.20%
235		0	650	0	650	115	68	57	410	367	297	70	43	9.45%	10.49%	12.65%
236		0	0	651	651	71	31	38	511	238	173	65	273	52.80%	53.42%	61.21%
237		0	670	0	670	13	33	0	624	203	182	21	421	68.34%	67.47%	69.82%
238		670	0	0	670	45	31	9	585	190	167	23	395	65.07%	67.52%	70.28%
239		0	0	672	672	95	69	6	502	142	114	28	360	63.27%	71.71%	75.95%
240		0	690	0	690	37	67	12	574	74	55	19	500	84.46%	87.11%	90.09%
241		702	0	0	702	116	89	3	494	98	65	33	396	68.63%	80.16%	85.90%
242		712	0	0	712	72	40	6	594	159	135	24	435	67.76%	73.23%	76.32%
243		742	0	0	742	546	54	7	135	26	14	12	109	16.29%	80.74%	88.62%
244		0	0	755	755	11	32	2	710	17	14	3	693	96.52%	97.61%	98.02%
245		0	0	759	759	96	85	12	566	189	156	33	377	59.94%	66.61%	70.73%
246		771	0	0	771	54	50	2	665	79	65	14	586	83.12%	88.12%	90.02%
247		777	0	0	777	55	41	5	676	59	41	18	617	86.54%	91.27%	93.77%
248		0	0	817	817	23	71	0	723	31	23	8	692	93.77%	95.71%	96.78%
249		831	0	0	831	14	56	60	701	401	337	64	300	46.08%	42.80%	47.10%
250		865	0	0	865	82	25	2	756	55	46	9	701	84.56%	92.72%	93.84%
251		0	0	868	868	145	99	4	620	208	177	31	412	56.13%	66.45%	69.95%
252		877	0	0	877	75	93	7	702	120	85	35	582	78.44%	82.91%	87.26%
253		878	0	0	878	89	66	15	708	158	132	26	550	71.34%	77.68%	80.65%
254		901	0	0	901	40	45	8	808	105	78	27	703	85.63%	87.00%	90.01%
255		0	1,018	0	1,018	175	217	0	626	308	160	148	318	48.70%	50.80%	66.53%
256		1,045	0	0	1,045	96	101	17	831	158	118	40	673	75.87%	80.99%	85.08%
257		1,146	0	0	1,146	1,025	17	0	104	9	4	5	95	8.45%	91.35%	95.96%
258		1,277	0	0	1,277	218	339	1	719	242	130	112	477	57.82%	66.34%	78.58%

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 Flowthrough
259		0	1,340	0	1,340	109	272	0	959	482	293	189	477	54.27%	49.74%	61.95%
260		1,420	0	0	1,420	308	250	20	842	179	141	38	663	59.62%	78.74%	82.46%
261		1,444	0	0	1,444	232	71	8	1,133	169	112	57	964	73.70%	85.08%	89.59%
262		1,450	0	0	1,450	264	176	10	1,000	294	218	76	706	59.43%	70.60%	76.41%
263		0	0	1,474	1,474	139	320	2	1,013	266	227	39	747	67.12%	73.74%	76.69%
264		0	0	1,485	1,485	255	161	12	1,057	312	248	64	745	59.70%	70.48%	75.03%
265		0	0	1,553	1,553	28	114	3	1,408	33	22	11	1,375	96.49%	97.66%	98.43%
266		1,578	0	0	1,578	816	86	5	671	224	176	48	447	31.06%	66.62%	71.75%
267		0	1,723	0	1,723	219	455	1	1,048	398	229	169	650	59.20%	62.02%	73.95%
268		0	0	1,783	1,783	255	228	15	1,285	326	258	68	959	65.15%	74.63%	78.80%
269		1,792	0	0	1,792	247	310	16	1,219	571	456	115	648	47.96%	53.16%	58.70%
270		1,803	0	0	1,803	100	167	27	1,509	216	140	76	1,293	84.34%	85.69%	90.23%
271		2,043	0	0	2,043	46	16	7	1,974	77	63	14	1,897	94.57%	96.10%	96.79%
272		0	2,058	0	2,058	65	423	5	1,565	511	353	158	1,054	71.60%	67.35%	74.91%
273		0	2,070	0	2,070	456	355	0	1,259	255	146	109	1,004	62.52%	79.75%	87.30%
274		0	0	2,156	2,156	111	309	5	1,731	576	516	60	1,155	64.81%	66.72%	69.12%
275		2,163	0	0	2,163	186	332	25	1,620	375	232	143	1,245	74.86%	76.85%	84.29%
276		2,196	0	0	2,196	142	143	36	1,875	460	376	84	1,415	73.20%	75.47%	79.01%
277		0	2,266	0	2,266	307	313	29	1,617	463	350	113	1,154	63.72%	71.37%	76.73%
278		0	0	2,266	2,266	837	117	46	1,266	350	302	48	916	44.57%	72.35%	75.21%
279		0	2,271	0	2,271	463	363	25	1,420	436	353	83	984	54.67%	69.30%	73.60%
280		0	0	2,594	2,594	84	526	0	1,984	1,603	410	1,193	381	43.54%	19.20%	48.17%
281		2,778	0	0	2,778	431	224	24	2,099	620	497	123	1,479	61.45%	70.46%	74.85%
282		4,649	0	0	4,649	620	358	48	3,623	754	644	110	2,869	69.42%	79.19%	81.67%
283		0	5,000	0	5,000	468	1,056	0	3,476	1,675	997	678	1,801	55.14%	51.81%	64.37%
284		0	5,359	0	5,359	461	1,455	2	3,441	1,329	784	545	2,112	62.91%	61.38%	72.93%
285		0	6,590	0	6,590	663	1,773	0	4,154	1,827	1,044	783	2,327	57.68%	56.02%	69.03%
286		0	0	7,772	7,772	160	564	28	7,020	430	345	85	6,590	92.88%	93.87%	95.03%
287		0	0	8,533	8,533	713	1,587	47	6,186	1,253	800	453	4,933	76.53%	79.74%	86.05%
288		31,281	0	0	31,281	1,272	1,092	239	28,678	9,161	7,657	1,504	19,517	68.61%	68.06%	71.82%
289		0	37,455	0	37,455	1,733	4,718	42	30,962	3,485	2,615	870	27,477	86.34%	88.74%	91.31%
290		0	56,962	0	56,962	1,876	14,129	756	40,201	7,331	3,958	3,373	32,870	84.93%	81.76%	89.25%
LENS Subtotal		76,758	0	0	76,758	8,880	5,699	741	61,438	16,577	13,214	3,363	44,861	67.00%	73.02%	77.25%
EDI Subtotal		0	131,937	0	131,937	7,670	26,771	977	96,519	20,315	12,628	7,687	76,204	78.97%	78.95%	85.78%
TAG Subtotal		0	0	39,402	39,402	3,409	5,141	257	30,595	7,127	4,669	2,458	23,468	74.39%	76.71%	83.41%
TOTAL INTERFACES		**76,758**	**131,937**	**39,402**	**248,097**	**19,959**	**37,611**	**1,975**	**188,552**	**44,019**	**30,511**	**13,508**	**144,533**	**74.12%**	**76.65%**	**82.57%**

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		2
2		36
3		7
4		1
5		1
6		5
7		13
8		5
9		1
10		2
11		66
12		86
13		8
14		1
15		11
16		5
17		5
18		76
19		16
20		3
21		2
22		8
23		15
24		2
25		1
26		2
27		3
28		27
29		5
30		20

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
31		1
32		15
33		13
34		164
35		54
36		1
37		5
38		1
39		3
40		5
41		88
42		2
43		87
44		82
45		9
46		1
47		57
48		2
49		4
50		293
51		45
52		27
53		106
54		7
55		5
56		7
57		45
58		2
59		1
60		1

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
61		1
62		3
63		1
64		4
65		340
66		2
67		2
68		70
69		6
70		1
71		1
72		8
73		9
74		203
75		92
76		6
77		5
78		1
79		7
80		5
81		49
82		1
83		20
84		14
85		2
86		1
87		33
88		46
89		14
90		1

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
91		139
92		8
93		3
94		4
95		10
96		6
97		1
98		3
99		107
100		1
101		18
102		49
103		3
104		202
105		1
106		2
107		2
108		21
109		208
110		7
111		4
112		13
113		1
114		2
115		14
116		33
117		1
118		2
119		411
120		29

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
121		4
122		7
123		76
124		7
125		4
126		9
127		1,263
128		2
129		107
130		72
131		2,107
132		35
133		18
134		1
135		37
136		62
137		9
138		9
139		1
140		1
141		11
142		10
143		33
144		37
145		1
146		871
147		475
148		1
149		2
150		4

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
151		2
152		14
153		8
154		10
155		15
156		5
157		8
158		373
159		64
160		15
161		33
162		8
163		2
164		57
165		5
166		3
167		152
168		6
169		3
170		21
171		184
172		11
173		14
174		5
175		12
176		3
177		4
178		2
179		1
180		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
181		4
182		7
183		5
184		45
185		229
186		3
187		1
188		21
189		2
190		34
191		2
192		1
193		22
194		2
195		6
196		14
197		1
198		40
199		26
200		55
201		48
202		2
203		2
204		2
205		16
206		15
207		8
208		9
209		116
210		6

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
211		1
212		138
213		44
214		2
215		5
216		28
217		6
218		1
219		40
220		3
221		1
222		2
223		1
224		14
225		2
226		2
227		8
228		1
229		1
230		1
231		45
232		24
233		1
234		35
235		1
236		2
237		17
238		6
239		5
240		2

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
241		29
242		3
243		23
244		2
245		1
246		2
247		2
248		22
249		46
250		77
251		11
252		14
253		6
254		8
255		5
256		1
257		33
258		8
259		7
260		1
261		3
262		6
263		17
264		2
265		37
266		23
267		1
268		9
269		2
270		9

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
271		14
272		2
273		29
274		1
275		4
276		51
277		10
278		1
279		92
280		141
281		12
282		2
283		3
284		46
285		2
286		144
287		140
Total		**12,427**

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	24,436	13.58%	13.58%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT	23,794	97.37%	19.57%	642	2.63%	1.100%
7020	1,504	0.84%	14.42%	NUM= TELNO= TN NOT FOUND IN CRIS	1,503	99.93%	1.24%	1	0.07%	0.002%
7055	2,098	1.17%	15.58%	NUM= TELNO= ACCOUNT IS FINAL	2,096	99.90%	1.72%	2	0.10%	0.003%
7095	34	0.02%	15.60%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	14	41.18%	0.01%	20	58.82%	0.034%
7109	164	0.09%	15.69%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	93	56.71%	0.08%	71	43.29%	0.122%
7110	202	0.11%	15.81%	COFFI NOT AVAILABLE	88	43.56%	0.07%	114	56.44%	0.195%
7115	19	0.01%	15.82%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	16	84.21%	0.01%	3	15.79%	0.005%
7150	21	0.01%	15.83%	UNE - ERROR GENERATING ECCKT	8	38.10%	0.01%	13	61.90%	0.022%
7235	628	0.35%	16.18%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	430	68.47%	0.35%	198	31.53%	0.339%
7245	735	0.41%	16.59%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	451	61.36%	0.37%	284	38.64%	0.487%
7250	537	0.30%	16.88%	LSR HOUSENUMBER INCORRECT	537	100.00%	0.44%	0	0.00%	0.000%
7267	4	0.00%	16.89%	UNE - LOCBAN MISSING FOR LINP ORDER	4	100.00%	0.00%	0	0.00%	0.000%
7295	24	0.01%	16.90%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	15	62.50%	0.01%	9	37.50%	0.015%
7300	5	0.00%	16.90%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	5	100.00%	0.00%	0	0.00%	0.000%
7315	307	0.17%	17.07%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	271	88.27%	0.22%	36	11.73%	0.062%
7375	44	0.02%	17.10%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	42	95.45%	0.03%	2	4.55%	0.003%
7380	111	0.06%	17.16%	UNE - ACTL INVALID	111	100.00%	0.09%	0	0.00%	0.000%
7400	8,607	4.78%	21.94%	CLEC DOES NOT OWN THIS ACCOUNT.	8,607	100.00%	7.08%	0	0.00%	0.000%
7445	46	0.03%	21.97%	UNE - CALL FORWARD TN REQUIRED	46	100.00%	0.04%	0	0.00%	0.000%
7465	4,078	2.27%	24.23%	CANNOT CANCEL ORDER	3,129	76.73%	2.57%	949	23.27%	1.626%
7495	15	0.01%	24.24%	UNE - DIR LOCATOR PROBLEM	6	40.00%	0.00%	9	60.00%	0.015%
7500	52	0.03%	24.27%	DUE DATE COULD NOT BE DETERMINED	2	3.85%	0.00%	50	96.15%	0.086%
7555	183	0.10%	24.37%	FID MISSING IN FEATURE DETAIL	152	83.06%	0.13%	31	16.94%	0.053%
7570	3	0.00%	24.38%	SEQ1X NOT ALLOWED WITH ZNB	3	100.00%	0.00%	0	0.00%	0.000%
7630	88	0.05%	24.42%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	36	40.91%	0.03%	52	59.09%	0.089%
7640	12	0.01%	24.43%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	4	33.33%	0.00%	8	66.67%	0.014%
7660	2	0.00%	24.43%	USOC FUJ1X NOT FOR RESALE	2	100.00%	0.00%	0	0.00%	0.000%
7690	19	0.01%	24.44%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	19	100.00%	0.02%	0	0.00%	0.000%
7710	4,013	2.23%	26.67%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	2,643	65.86%	2.17%	1,370	34.14%	2.348%
7715	2,819	1.57%	28.24%	SOCS TIMEOUT/NOT AVAILABLE	698	24.76%	0.57%	2,121	75.24%	3.635%
7718	2,809	1.56%	29.80%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	1,094	38.95%	0.90%	1,715	61.05%	2.939%
7725	105	0.06%	29.86%	WAITING PERIOD EQUALS 5 MINUTES	33	31.43%	0.03%	72	68.57%	0.123%
7735	15	0.01%	29.87%	INVALID/MISSING LISTING NAME OR TYPE	15	100.00%	0.01%	0	0.00%	0.000%
7740	466	0.26%	30.13%	LOCAL CALLING PLUS INDICATOR NOT FOUND	104	22.32%	0.09%	362	77.68%	0.620%
7755	60	0.03%	30.16%	UNE - NPANXX NOT FOUND IN CLLI TABLE	15	25.00%	0.01%	45	75.00%	0.077%
7805	1,911	1.06%	31.22%	SITE COULD NOT BE DETERMINED	480	25.12%	0.39%	1,431	74.88%	2.453%
7815	43	0.02%	31.25%	FID=RCU INVALID OR MISSING DATA	33	76.74%	0.03%	10	23.26%	0.017%
7860	160	0.09%	31.34%	RSAG - NO EXACT MATCH ON STREET NAME	160	100.00%	0.13%	0	0.00%	0.000%
7880	2	0.00%	31.34%	RSAG - NO MATCH ON TELEPHONE NUMBER	1	50.00%	0.00%	1	50.00%	0.002%
7890	20	0.01%	31.35%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	20	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
7900	5	0.00%	31.35%	RSAG - NO MATCH ON STREET NAME	5	100.00%	0.00%	0	0.00%	0.000%
7905	4,957	2.76%	34.11%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,945	99.76%	4.07%	12	0.24%	0.021%
7910	2,261	1.26%	35.36%	RSAG - NO MATCH ON EXACT STREET NAME	2,071	91.60%	1.70%	190	8.40%	0.326%
7930	1	0.00%	35.36%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	1	100.00%	0.00%	0	0.00%	0.000%
7935	23	0.01%	35.38%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	21	91.30%	0.02%	2	8.70%	0.003%
7945	15	0.01%	35.38%	RSAG SYSTEM ERROR	8	53.33%	0.01%	7	46.67%	0.012%
8150	152	0.08%	35.47%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	53	34.87%	0.04%	99	65.13%	0.170%
8167	159	0.09%	35.56%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	159	100.00%	0.13%	0	0.00%	0.000%
8170	477	0.27%	35.82%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	475	99.58%	0.39%	2	0.42%	0.003%
8173	48	0.03%	35.85%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	47	97.92%	0.04%	1	2.08%	0.002%
8175	2,204	1.22%	37.07%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC	2,203	99.95%	1.81%	1	0.05%	0.002%
8180	294	0.16%	37.24%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER	294	100.00%	0.24%	0	0.00%	0.000%
8183	17	0.01%	37.25%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :00	17	100.00%	0.01%	0	0.00%	0.000%
8185	42	0.02%	37.27%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	42	100.00%	0.03%	0	0.00%	0.000%
8187	684	0.38%	37.65%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	681	99.56%	0.56%	3	0.44%	0.005%
8189	578	0.32%	37.97%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	577	99.83%	0.47%	1	0.17%	0.002%
8190	1,107	0.62%	38.59%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1,053	95.12%	0.87%	54	4.88%	0.093%
8193	1	0.00%	38.59%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	1	100.00%	0.00%	0	0.00%	0.000%
8195	11,299	6.28%	44.87%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	11,299	100.00%	9.29%	0	0.00%	0.000%
8197	1,373	0.76%	45.63%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	1,373	100.00%	1.13%	0	0.00%	0.000%
8199	68	0.04%	45.67%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	68	100.00%	0.06%	0	0.00%	0.000%
8204	186	0.10%	45.77%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	186	100.00%	0.15%	0	0.00%	0.000%
8207	87	0.05%	45.82%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	87	100.00%	0.07%	0	0.00%	0.000%
8209	1,061	0.59%	46.41%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	1,061	100.00%	0.87%	0	0.00%	0.000%
8240	333	0.19%	46.59%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	332	99.70%	0.27%	1	0.30%	0.002%
8250	557	0.31%	46.90%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	556	99.82%	0.46%	1	0.18%	0.002%
8415	25	0.01%	46.92%	LSF LP ALREADY EXISTS ON ACCOUNT	25	100.00%	0.02%	0	0.00%	0.000%
8430	6	0.00%	46.92%	LSF DOES NOT EXIST ON ACCOUNT	6	100.00%	0.00%	0	0.00%	0.000%
8820	33,869	18.82%	65.74%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	9,866	29.13%	8.12%	24,003	70.87%	41.138%
8825	25,367	14.10%	79.84%	ORDER ERR:	4,609	18.17%	3.79%	20,758	81.83%	35.576%
8830	1,164	0.65%	80.49%	CLEC ALREADY OWNS THIS ACCOUNT	1,162	99.83%	0.96%	2	0.17%	0.003%
8850	53	0.03%	80.52%	CFA NOT FOUND,PLEASE VERIFY CFA	53	100.00%	0.04%	0	0.00%	0.000%
8940	606	0.34%	80.86%	CALL FORWARDING NUMBER MISSING OR INVALID	605	99.83%	0.50%	1	0.17%	0.002%
8945	66	0.04%	80.89%	LINECLSSVC AND TOS DO NOT MATCH	66	100.00%	0.05%	0	0.00%	0.000%
8970	921	0.51%	81.41%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	919	99.78%	0.76%	2	0.22%	0.003%
9000	12	0.01%	81.41%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	12	100.00%	0.01%	0	0.00%	0.000%
9040	2	0.00%	81.41%	DDD/DDD-CC REQUIRED	2	100.00%	0.00%	0	0.00%	0.000%
9110	6	0.00%	81.42%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY	6	100.00%	0.00%	0	0.00%	0.000%
9115	6	0.00%	81.42%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	6	100.00%	0.00%	0	0.00%	0.000%
9155	678	0.38%	81.80%	UNE - PORTED OUT NUMBER	678	100.00%	0.56%	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
9245	555	0.31%	82.11%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	555	100.00%	0.46%	0	0.00%	0.000%
9438	6	0.00%	82.11%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	6	100.00%	0.00%	0	0.00%	0.000%
9439	126	0.07%	82.18%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	126	100.00%	0.10%	0	0.00%	0.000%
9441	4	0.00%	82.18%	DLNUM=0004 LTN= ALI VALUE INVALID	4	100.00%	0.00%	0	0.00%	0.000%
9442	890	0.49%	82.68%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	883	99.21%	0.73%	7	0.79%	0.012%
9466	63	0.04%	82.71%	UNABLE TO DETERMINE BLOCK CHOICE	63	100.00%	0.05%	0	0.00%	0.000%
9471	19	0.01%	82.72%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	18	94.74%	0.01%	1	5.26%	0.002%
9476	77	0.04%	82.76%	IS NOT FOUND ON CSR TO DISCONNECT	77	100.00%	0.06%	0	0.00%	0.000%
9477	58	0.03%	82.80%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	58	100.00%	0.05%	0	0.00%	0.000%
9479	221	0.12%	82.92%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	219	99.10%	0.18%	2	0.90%	0.003%
9481	3,001	1.67%	84.59%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2,985	99.47%	2.46%	16	0.53%	0.027%
9484	30	0.02%	84.60%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	29	96.67%	0.02%	1	3.33%	0.002%
9487	4	0.00%	84.61%	INVALID ACT TYPE FOR FULL MIGRATION	4	100.00%	0.00%	0	0.00%	0.000%
9488	1,140	0.63%	85.24%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	1,140	100.00%	0.94%	0	0.00%	0.000%
9495	98	0.05%	85.29%	EATN= MUST EXIST FOR ACT P AND Q	98	100.00%	0.08%	0	0.00%	0.000%
9496	3,909	2.17%	87.47%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3,870	99.00%	3.18%	39	1.00%	0.067%
9497	3	0.00%	87.47%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	3	100.00%	0.00%	0	0.00%	0.000%
9498	7	0.00%	87.47%	EAN= ON LNUM= AND LEAN= ARE POPULATED	7	100.00%	0.01%	0	0.00%	0.000%
9503	1	0.00%	87.47%	FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	1	100.00%	0.00%	0	0.00%	0.000%
9504	8	0.00%	87.48%	DISCONNECTION OF LINES IS NOT ALLOWED WHEN TNS IS NOT POPULATED FOR A LEAT	8	100.00%	0.01%	0	0.00%	0.000%
9515	1,251	0.70%	88.17%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,246	99.60%	1.02%	5	0.40%	0.009%
9516	17	0.01%	88.18%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	15	88.24%	0.01%	2	11.76%	0.003%
9517	21	0.01%	88.19%	UNDC INVALID IF PIC ALREADY EXISTS	21	100.00%	0.02%	0	0.00%	0.000%
9518	2	0.00%	88.19%	UNDC INVALID IF LPIC ALREADY EXISTS	2	100.00%	0.00%	0	0.00%	0.000%
9526	7	0.00%	88.20%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	7	100.00%	0.01%	0	0.00%	0.000%
9529	1,052	0.58%	88.78%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1,051	99.90%	0.86%	1	0.10%	0.002%
9530	1	0.00%	88.78%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	1	100.00%	0.00%	0	0.00%	0.000%
9543	95	0.05%	88.84%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	95	100.00%	0.08%	0	0.00%	0.000%
9545	2	0.00%	88.84%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	2	100.00%	0.00%	0	0.00%	0.000%
9602	4,017	2.23%	91.07%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	4,004	99.68%	3.29%	13	0.32%	0.022%
9604	23	0.01%	91.08%	TN ON SUP DOES NOT MATCH ORIGINAL TN	10	43.48%	0.01%	13	56.52%	0.022%
9605	105	0.06%	91.14%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	105	100.00%	0.09%	0	0.00%	0.000%
9606	8	0.00%	91.15%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	8	100.00%	0.01%	0	0.00%	0.000%
9613	21	0.01%	91.16%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	21	100.00%	0.02%	0	0.00%	0.000%
9616	22	0.01%	91.17%	YPH INVALID	22	100.00%	0.02%	0	0.00%	0.000%
9623	3	0.00%	91.17%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	3	100.00%	0.00%	0	0.00%	0.000%
9626	795	0.44%	91.61%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	795	100.00%	0.65%	0	0.00%	0.000%
9627	1,244	0.69%	92.30%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,244	100.00%	1.02%	0	0.00%	0.000%
9628	476	0.26%	92.57%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	475	99.79%	0.39%	1	0.21%	0.002%
9629	63	0.04%	92.60%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	62	98.41%	0.05%	1	1.59%	0.002%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9630	1	0.00%	92.60%	CFND TN DOES NOT MATCH ON S98AF AND ON CALL FORWARDING USOC	1	100.00%	0.00%	0	0.00%	0.000%
9637	1	0.00%	92.61%	STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE	1	100.00%	0.00%	0	0.00%	0.000%
9639	1,127	0.63%	93.23%	CATEGORY L USOC MUST APPEAR FOR SAME TN	1,127	100.00%	0.93%	0	0.00%	0.000%
9641	1,900	1.06%	94.29%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,899	99.95%	1.56%	1	0.05%	0.002%
9647	286	0.16%	94.45%	BAN DOES NOT EXIST FOR COMPANY CODE	286	100.00%	0.24%	0	0.00%	0.000%
9654	252	0.14%	94.59%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS	250	99.21%	0.21%	2	0.79%	0.003%
9656	4	0.00%	94.59%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	4	100.00%	0.00%	0	0.00%	0.000%
9657	50	0.03%	94.62%	ECCKT/UNE1 MISMATCH	50	100.00%	0.04%	0	0.00%	0.000%
9661	61	0.03%	94.65%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	36	59.02%	0.03%	25	40.98%	0.043%
9666	3	0.00%	94.65%	LINESHARE IS APPLICABLE ONLY ON BELLSOUTH RETAIL ACCOUNTS	3	100.00%	0.00%	0	0.00%	0.000%
9670	19	0.01%	94.66%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	19	100.00%	0.02%	0	0.00%	0.000%
9671	98	0.05%	94.72%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	98	100.00%	0.08%	0	0.00%	0.000%
9673	14	0.01%	94.72%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	14	100.00%	0.01%	0	0.00%	0.000%
9674	47	0.03%	94.75%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	47	100.00%	0.04%	0	0.00%	0.000%
9675	40	0.02%	94.77%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	40	100.00%	0.03%	0	0.00%	0.000%
9679	7	0.00%	94.78%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	7	100.00%	0.01%	0	0.00%	0.000%
9680	15	0.01%	94.79%	INVALID REQTYP OR TOS FOR LIFELINE	15	100.00%	0.01%	0	0.00%	0.000%
9681	31	0.02%	94.80%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	30	96.77%	0.02%	1	3.23%	0.002%
9682	2	0.00%	94.80%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	2	100.00%	0.00%	0	0.00%	0.000%
9685	4,127	2.29%	97.10%	DUE DATE COULD NOT BE CALCULATED	722	17.49%	0.59%	3,405	82.51%	5.836%
9686	7	0.00%	97.10%	RESID NOT VALID IN LFACS	6	85.71%	0.00%	1	14.29%	0.002%
9687	4	0.00%	97.10%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON	4	100.00%	0.00%	0	0.00%	0.000%
9689	1	0.00%	97.10%	ACT=D/LNA=D IS INVALID TO DISCONNECT FEWER THAN ALL SHARED LINES FOR A CLEC	1	100.00%	0.00%	0	0.00%	0.000%
9692	1	0.00%	97.10%	ACT=C, LNA=D IS INVALID ON A SINGLE LINE ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%
9700	43	0.02%	97.13%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	43	100.00%	0.04%	0	0.00%	0.000%
9715	9	0.01%	97.13%	TOS IS INVALID FOR REQUESTED SERVICE	9	100.00%	0.01%	0	0.00%	0.000%
9735	6	0.00%	97.14%	EATN ACCOUNT DOES NOT EXIST	6	100.00%	0.00%	0	0.00%	0.000%
9772	1	0.00%	97.14%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	1	100.00%	0.00%	0	0.00%	0.000%
9800	59	0.03%	97.17%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	16	27.12%	0.01%	43	72.88%	0.074%
9850	1	0.00%	97.17%	USOC P25 INVALID WITH USOC AQ3 IN KY	1	100.00%	0.00%	0	0.00%	0.000%
9860	1,540	0.86%	98.03%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1,538	99.87%	1.27%	2	0.13%	0.003%
9861	2,791	1.55%	99.58%	ADSL NOT ALLOWED WITH THIS SERVICE	2,789	99.93%	2.29%	2	0.07%	0.003%
9863	13	0.01%	99.59%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISPFOR CHANGES TO ADSL SEI	13	100.00%	0.01%	0	0.00%	0.000%
9866	40	0.02%	99.61%	MULTILINE USOC DOES NOT APPLY	39	97.50%	0.03%	1	2.50%	0.002%
9867	51	0.03%	99.64%	MULTILINE USOC DOES NOT APPLY	51	100.00%	0.04%	0	0.00%	0.000%
9869	23	0.01%	99.65%	SINGLE LINE USOC DOES NOT APPLY	23	100.00%	0.02%	0	0.00%	0.000%
9908	277	0.15%	99.80%	HTSEQ AND HLA REQUIRED WHEN REMOVING LINES FROM A HUNT GROUP	277	100.00%	0.23%	0	0.00%	0.000%
9909	142	0.08%	99.88%	HTSEQ REQUIRED	141	99.30%	0.12%	1	0.70%	0.002%
9910	157	0.09%	99.97%	HID DATA MUST BE EXISTING ON THE ACCOUNT WHEN HA I S C D OR F	156	99.36%	0.13%	1	0.64%	0.002%
9911	6	0.00%	99.97%	HA = D IS REQUIRED WHEN NO MORE THAN ONE LINE IS LEFT IN THE HUNT GROUP	6	100.00%	0.00%	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
9912	50	0.03%	100.00%	HTSEQ AND HLA REQUIRED	50	100.00%	0.04%	0	0.00%	0.000%
	179,923	100.00%			121,575	67.57%	100.00%	58,348	32.43%	100.000%

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
1005	2	0.01%	0.01%	CCNA REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1090	1	0.01%	0.02%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1135	5	0.03%	0.05%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1155	2	0.01%	0.06%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1235	4,103	23.16%	23.22%	TOS REQUIRED
1330	2	0.01%	23.23%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1355	3	0.02%	23.25%	TOS FIRST CHARACTER MUST BE 1, 2, 3, OR 4
1395	14	0.08%	23.33%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB, BB OR CB
1435	4	0.02%	23.35%	CIC MUST BE 4 NUMERICS
1505	566	3.20%	26.55%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	6	0.03%	26.58%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1525	78	0.44%	27.02%	FAX NO-INIT MUST BE 10 NUMERICS
1540	11	0.06%	27.08%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1565	12	0.07%	27.15%	DRC MUST BE 3 ALPHANUMERICS
1662	10	0.06%	27.21%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
2030	31	0.18%	27.38%	LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS
2045	2	0.01%	27.39%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2200	2	0.01%	27.40%	EATN MUST BE 10 NUMERICS
2285	12	0.07%	27.47%	LOCNUM= DNUM MUST BE 5 NUMERIC
2295	368	2.08%	29.55%	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2305	10	0.06%	29.61%	LOCNUM= DISCNBR=904538970 DISC NBR MUST BE 10 NUMERICS
3015	2	0.01%	29.62%	REFNUM=0001-TELNO= LNA REQUIRED
3020	1	0.01%	29.62%	LOCNUM=000 - LNUM=00001 FIRST CHARACTER OF CABLE ID MUST BE P OR V
3085	33	0.19%	29.81%	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81
3100	227	1.28%	31.09%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED
3415	4	0.02%	31.11%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3433	208	1.17%	32.29%	LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQTYP/ACT TYP/SECNCI COMBINATION
3439	1	0.01%	32.29%	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQTYP IS A WITH SECNCI POPULATED
3580	11	0.06%	32.35%	PQTY REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION
3700	9	0.05%	32.41%	LOCNUM=000 LNUM=00001 TELNO= TNS REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION
4022	1	0.01%	32.41%	DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4060	5	0.03%	32.44%	DLNUM=0001 LTN= VALID RTY REQUIRED
4095	6	0.03%	32.47%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE
4170	2	0.01%	32.48%	DLNUM=0003 LTN= DOI MUST BE 1
4190	24	0.14%	32.62%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE
4205	6	0.03%	32.65%	DLNUM=0001 LTN REQUIRED
4220	78	0.44%	33.09%	DLNUM=0001 LTN= LNLN REQUIRED
4380	84	0.47%	33.57%	DLNUM=0001 LTN= LALOC REQUIRED WITH FOREIGN LISTING
4480	14	0.08%	33.65%	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z
4515	2,960	16.71%	50.36%	DLNUM=0001 LTN= SIC IS PROHIBITED WITH RESIDENCE
4740	1	0.01%	50.36%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT OR INADDR IS POPULATED
4825	6	0.03%	50.40%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INADDR IS POPULATED
4900	17	0.10%	50.49%	DDAST REQUIRED
4905	10	0.06%	50.55%	DDAZC REQUIRED
5035	2	0.01%	50.56%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS
7005	2	0.01%	50.57%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
8155	1	0.01%	50.58%	LNUM=00001 TC OPT PROHIBITED IF LNUM DISC NBR IS NOT POPULATED ON REQTYP A
8225	10	0.06%	50.64%	LNUM=00001 TCID (01 OR 02) REQUIRED WHEN LNUM TC OPT IS ST
8235	2	0.01%	50.65%	LNUM=00001 TCID (01) AND TCID (02) CANNOT CONTAIN THE SAME VALUE
8240	5	0.03%	50.67%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE
1001	1	0.01%	50.68%	CCNA MUST BE 3 ALPHAS
1012	12	0.07%	50.75%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1020	1	0.01%	50.75%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1070	34	0.19%	50.95%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1074	1	0.01%	50.95%	ATN REQUIRED FOR THIS ACT TYPE WHEN NO LNA OF N IS PRESENT
1085	17	0.10%	51.05%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1170	69	0.39%	51.44%	CC REQUIRED
1290	2	0.01%	51.45%	ACTL MUST BE 11 ALPHANUMERICS
1300	1	0.01%	51.45%	CIC REQUIRED ON THIS REQTYP-ACTTYPE COMBINATION
1340	1	0.01%	51.46%	LSO MUST BE 6 NUMERICS
1457	18	0.10%	51.56%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1655	15	0.08%	51.65%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
2060	1	0.01%	51.65%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION
2100	30	0.17%	51.82%	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2105	1	0.01%	51.83%	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2110	1	0.01%	51.83%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
3030	4	0.02%	51.85%	REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS
3205	17	0.10%	51.95%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3420	184	1.04%	52.99%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
4265	179	1.01%	54.00%	DLNUM=0001 LTN= TITLE OF LINEAGE INVALID
4365	423	2.39%	56.39%	DLNUM=0001 LTN= LASS ENTRY INVALID
4385	1,421	8.02%	64.41%	DLNUM=0001 LTN= INVALID LAST ENTRY
4450	775	4.38%	68.79%	DLNUM=0004 LTN= LTXTY INVALID FOR STATE
5080	2	0.01%	68.80%	LOCNUM=000 HNUM=00001 HID MUST BE AN HID NUMBER WHEN HA IS C, D OR E AND HNTYP IS 5 OR 6
5120	308	1.74%	70.54%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5175	33	0.19%	70.72%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
7000	1	0.01%	70.73%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
8110	14	0.08%	70.81%	LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE
8115	65	0.37%	71.17%	LNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1023	17	0.10%	71.27%	NO ORIGINAL LSR FOUND FOR THIS SUP
2084	1	0.01%	71.28%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AND SASN IS PRESENT
2109	19	0.11%	71.38%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
3210	1	0.01%	71.39%	LOCNUM=000 LNUM=00001 TELNO=FEATURE DETAIL PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3395	15	0.08%	71.47%	*LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y*
3460	82	0.46%	71.94%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)
3705	2	0.01%	71.95%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN
3750	10	0.06%	72.00%	LNUM=00001 TELNO= PIC INVALID ON REQTYP/LNA COMBINATION
3770	14	0.08%	72.08%	LNUM=00001 TELNO= LPIC INVALID ON REQTYP/LNA COMBINATION
4550	7	0.04%	72.12%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4650	3	0.02%	72.14%	DLNUM=0002 LTN= SEQTN PROHIBITED WHEN THE SEQTEXT OR SEQADDR US NOT POPULATED
4830	36	0.20%	72.34%	ONLY ONE DACT PER LSR
4890	13	0.07%	72.42%	DDADLO IS PROHIBITED
5000	12	0.07%	72.48%	*HUNTING PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION*

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
5050	2	0.01%	72.49%	LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR
5065	2	0.01%	72.51%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5110	3	0.02%	72.52%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
6055	2	0.01%	72.53%	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION
1027	8	0.05%	72.58%	PREVIOUS LSR AGED OFF - (K) STATUS
1130	684	3.86%	76.44%	DDD MUST BE A VALID DATE
1575	14	0.08%	76.52%	TEL NO DSGCON FORMAT MUST BE 10 NUMERICS IN THE FIRST TEN POSITIONS
2355	1	0.01%	76.53%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
3005	1	0.01%	76.53%	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS
3045	1	0.01%	76.54%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3385	1	0.01%	76.54%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3470	12	0.07%	76.61%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS
4015	4	0.02%	76.63%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4035	4	0.02%	76.66%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4110	16	0.09%	76.75%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4280	1	0.01%	76.75%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	1	0.01%	76.76%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4320	2	0.01%	76.77%	DLNUM=0001 LTN= LASF PROHIBITED WITHOUT LANO
8210	37	0.21%	76.98%	LNUM=00002 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8276	4	0.02%	77.00%	ADDRESS/TN LSO INVALID; DUE DATE COULD NOT BE CALCULATED
1007	72	0.41%	77.41%	DUPLICATE CC, PON, VER
1157	34	0.19%	77.60%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION
1345	1	0.01%	77.60%	TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
3422	9	0.05%	77.65%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)
4030	1	0.01%	77.66%	DLNUM=0001 LTN= LACT REQUIRED
5105	42	0.24%	77.90%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5115	73	0.41%	78.31%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
8120	20	0.11%	78.42%	LNUM=00002 TC OPT VALID ENTRY IS ST, NO, CA OR TC
1035	92	0.52%	78.94%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1166	6	0.03%	78.98%	CHC IS PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1195	19	0.11%	79.08%	ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1250	60	0.34%	79.42%	DATED REQUIRED WHEN AGAUTH IS POPULATED WITH Y
3140	13	0.07%	79.50%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
4475	16	0.09%	79.59%	DLNUM=0002 LTN= INVALID YPH ENTRY
8165	2	0.01%	79.60%	*LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST*
2080	3	0.02%	79.61%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
3380	7	0.04%	79.65%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3400	4	0.02%	79.68%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N OR C IF ACT IS T
3431	3	0.02%	79.69%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3935	7	0.04%	79.73%	LNUM=00001 TELNO= BA PROHIBITED ON REQTYP/LNA COMBINATIONS
4050	148	0.84%	80.57%	INVALID YPH ENTRY
5005	1	0.01%	80.57%	*LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID*
2115	2	0.01%	80.58%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
1145	5	0.03%	80.61%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
3090	78	0.44%	81.05%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP
4465	7	0.04%	81.09%	DLNUM=0001 LTN= LTXNUM IS REQUIRED
5030	1	0.01%	81.10%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5070	1	0.01%	81.10%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
6005	15	0.08%	81.19%	*NC CODE INVALID*
8040	3	0.02%	81.21%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING RE
1060	4	0.02%	81.23%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1080	14	0.08%	81.31%	DDD/DDD-CC MUST BE A VALID DATE
1285	1	0.01%	81.31%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1335	11	0.06%	81.38%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2065	1	0.01%	81.38%	LOCBAN REQUIRED
4685	3	0.02%	81.40%	*DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN*
8277	68	0.38%	81.78%	CANNOT DETERMINE ADDRESS; TN WORKING AT MORE THAN ONE LOCATION
1050	28	0.16%	81.94%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1140	41	0.23%	82.17%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N
3680	3	0.02%	82.19%	LOCNUM=000 LNUM=00001 TELNO=5615625600 TLI REQUIRED WHEN TERS IS POPULATED
4020	30	0.17%	82.36%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4180	35	0.20%	82.56%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
1055	3	0.02%	82.57%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1075	112	0.63%	83.20%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1390	7	0.04%	83.24%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
2095	25	0.14%	83.39%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2350	4	0.02%	83.41%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2090	11	0.06%	83.47%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
3190	1	0.01%	83.48%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
4160	5	0.03%	83.50%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4765	4	0.02%	83.53%	DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1
1025	81	0.46%	83.98%	VER MUST BE GREATER THAN PREVIOUS VERSION
1225	264	1.49%	85.47%	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1663	7	0.04%	85.51%	CANNOT CANCEL OR CHANGE DUE DATE THIS CLOSE TO SCHEDULED RESTORE OF SERVICE
2070	69	0.39%	85.90%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2130	1	0.01%	85.91%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
3485	34	0.19%	86.10%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
4120	206	1.16%	87.26%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4510	20	0.11%	87.38%	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT
1520	1	0.01%	87.38%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2050	4	0.02%	87.40%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
3445	14	0.08%	87.48%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
5015	13	0.07%	87.56%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
8180	1	0.01%	87.56%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
3010	11	0.06%	87.62%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3200	1	0.01%	87.63%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
1270	1	0.01%	87.64%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1453	1	0.01%	87.64%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1605	2	0.01%	87.65%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
2015	4	0.02%	87.68%	EU-STATE REQUIRED
1515	4	0.02%	87.70%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
4485	4	0.02%	87.72%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
5135	2	0.01%	87.73%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
2040	1	0.01%	87.74%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
3155	2	0.01%	87.75%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3125	2	0.01%	87.76%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
4075	9	0.05%	87.81%	MAIN LISTING REQUIRED
4490	6	0.03%	87.85%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4795	26	0.15%	87.99%	DLNUM=0001 LTN= INTN REQUIRES INADDR OR INTEXT
8005	1	0.01%	88.00%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
6050	18	0.10%	88.10%	REQTYP/LOOP TYPE COMBINATION INVALID
1180	20	0.11%	88.21%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
4000	37	0.21%	88.42%	DL DATA ELEMENTS REQUIRED
4478	14	0.08%	88.50%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
3735	1	0.01%	88.51%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
1530	3	0.02%	88.52%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
3755	41	0.23%	88.75%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
1065	3	0.02%	88.77%	AN MUST BE 10 OR 13 ALPHANUMERICS
1110	10	0.06%	88.83%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION
1661	1	0.01%	88.83%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE UNLESS REQUESTED BY BELLSOUTH
1430	13	0.07%	88.91%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
3050	21	0.12%	89.03%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
4061	1	0.01%	89.03%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N
3765	3	0.02%	89.05%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
2085	3	0.02%	89.06%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
3035	1	0.01%	89.07%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
4505	1	0.01%	89.08%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
5185	3	0.02%	89.09%	LOCNUM=000 HNUM=00001 HT= FOR HNTYP 5 OR 6, HT MUST BE 5 OR 10 ALPHANUMERIC
3745	7	0.04%	89.13%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
4600	15	0.08%	89.22%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
3110	9	0.05%	89.27%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3170	1	0.01%	89.27%	REFNUM=0001-TELNO= CFA INVALID FORMAT
1664	3	0.02%	89.29%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
3730	3	0.02%	89.31%	LNUM=00004 TELNO= FPI INVALID ON REQTYP/LNA COMBINATION

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
1455	9	0.05%	89.36%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
4055	2	0.01%	89.37%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
3047	5	0.03%	89.40%	*LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL*
3115	3	0.02%	89.41%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION
6045	5	0.03%	89.44%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
1040	2	0.01%	89.45%	VER MUST BE SPACES OR ZEROES FOR 850
1200	18	0.10%	89.56%	SUP REQUIRED WHEN VER IS GREATER THAN 00
3430	2	0.01%	89.57%	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
4040	39	0.22%	89.79%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE
2055	9	0.05%	89.84%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
9895	73	0.41%	90.25%	SUPPLEMENTAL ADDRESS NOT VALID
1215	23	0.13%	90.38%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
3135	3	0.02%	90.40%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3930	2	0.01%	90.41%	LNUM=00001 TELNO=
3410	1	0.01%	90.41%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
8140	21	0.12%	90.53%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V
8255	9	0.05%	90.58%	INVALID ACTIVITY TYPE
1635	2	0.01%	90.59%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1630	2	0.01%	90.61%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
4065	5	0.03%	90.63%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING
1131	148	0.84%	91.47%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1125	1	0.01%	91.48%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
4045	6	0.03%	91.51%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
1660	15	0.08%	91.59%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1078	4	0.02%	91.62%	ATN MUST EQUAL EATN OR LEATN WHEN EATN OR LEATN IS POPULATED
1640	1	0.01%	91.62%	NO ORIGINAL LSR FOUND FOR THIS SUP
8275	1	0.01%	91.63%	ADDRESS/TN INVALID DUE DATE COULD NOT BE CALCULATED
1030	1	0.01%	91.63%	VER MUST BE GREATER THAN PREVIOUS VERSION
8278	148	0.84%	92.47%	IS NOT A WORKING NUMBER; DUE DATE CANNOT BE CALCULATED
2120	558	3.15%	95.62%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE
1650	4	0.02%	95.64%	LSR/PON COMPLETED

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
1645	10	0.06%	95.70%	LSR/PON AGED OFF
1230	679	3.83%	99.53%	LSO MUST BE 6 NUMERICS
1015	83	0.47%	100.00%	PON DUPLICATE ON INITIAL LSR
	17,713	**100.00%**		

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	***Error Description***
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN 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!
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

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 05/01/2002 - 05/31/2002

	PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	53.17%	89.75%

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

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

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flowthrough
1		2	0	2	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
2		2	0	2	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
3		0	2	2	0	2	0	0	0	0	0	0.00%	0.00%	0.00%
4		2	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		0	10	10	4	2	4	2	0	2	2	33.33%	50.00%	100.00%
6		0	55	55	8	2	45	0	0	0	45	84.91%	100.00%	100.00%
7		57	0	57	24	11	22	9	1	8	13	34.21%	59.09%	92.86%
8		60	0	60	44	2	14	12	2	10	2	4.17%	14.29%	50.00%
9		72	0	72	32	5	35	12	4	8	23	38.98%	65.71%	85.19%
10		76	0	76	38	29	9	8	1	7	1	2.50%	11.11%	50.00%
11		89	0	89	33	1	55	13	2	11	42	54.55%	76.36%	95.45%
12		97	0	97	21	13	63	18	13	5	45	56.96%	71.43%	77.59%
13		102	0	102	48	7	47	14	3	11	33	39.29%	70.21%	91.67%
14		106	0	106	37	13	56	23	3	20	33	45.21%	58.93%	91.67%
15		0	228	228	86	8	134	43	20	23	91	46.19%	67.91%	81.98%
16		246	0	246	78	22	146	40	17	23	106	52.74%	72.60%	86.18%
17		0	263	263	131	16	116	31	16	15	85	36.64%	73.28%	84.16%
18		436	0	436	317	8	111	71	44	27	40	9.98%	36.04%	47.62%
19		693	0	693	84	35	574	120	89	31	454	72.41%	79.09%	83.61%
20		701	0	701	366	40	295	127	32	95	168	29.68%	56.95%	84.00%
21		0	724	724	321	47	356	167	66	101	189	32.81%	53.09%	74.12%
22		735	0	735	264	30	441	113	61	52	328	50.23%	74.38%	84.32%
23		1,050	0	1,050	483	87	480	244	113	131	236	28.37%	49.17%	67.62%
24		0	1,158	1,158	298	45	815	173	136	37	642	59.67%	78.77%	82.52%
25		0	1,662	1,662	1,604	58	0	0	0	0	0	0.00%	0.00%	0.00%
26		0	2,434	2,434	1,075	140	1,219	481	198	283	738	36.70%	60.54%	78.85%
27		2,622	0	2,622	653	79	1,890	103	19	84	1,787	72.67%	94.55%	98.95%
28		2,799	0	2,799	625	88	2,086	323	225	98	1,763	67.47%	84.52%	88.68%
29		4,121	0	4,121	812	219	3,090	192	50	142	2,898	77.07%	93.79%	98.30%
EDI Subtotal		14,068		14,068	3,961	689	9,418	1,444	679	765	7,974	63.22%	84.67%	92.15%
TAG Subtotal			6,536	6,536	3,527	320	2,689	897	436	461	1,792	31.14%	66.64%	80.43%
TOTAL INTERFACES		14,068	6,536	20,604	7,488	1,009	12,107	2,341	1,115	1,226	9,766	53.17%	80.66%	89.75%

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 05/01/2002 - 05/31/2002

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		14
2		1
3		38
4		9
5		286
6		34
7		167
8		71
9		26
10		51
11		26
12		8
13		25
14		57
15		164
16		54
17		63
18		55
19		8
20		302
21		63
22		13
23		8
24		88
Total		1,631

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
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	0.0000
		CLEC	0.0089	0.0056	0.0018	0.0467	0.0033	0.0135	0.0015	0.0168	0.0185	0.0050	0.0206	0.0049	0.0010	0.0118	0.0159	0.0131	0.0130	0.0229	0.0603	0.1268	0.2037	0.1577	0.0442	0.0004
		Difference	-0.0089	-0.0053	-0.0018	-0.0467	-0.0031	-0.0135	-0.0015	-0.0168	-0.0185	-0.0036	-0.0176	-0.0027	-0.0004	-0.0107	-0.0132	-0.0063	-0.0077	-0.0213	-0.0582	-0.1158	-0.1965	-0.1524	-0.0431	-0.0004
Dec-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0003	0.0000	0.0004	0.0005	0.0007	0.0002	0.0006	0.0004	0.0011	0.0033	0.0000	0.0000	0.0003	0.0036	0.0009	0.0004	0.0000
		CLEC	0.0163	0.0308	0.0700	0.0214	0.1620	0.0094	0.0193	0.0187	0.0657	0.3682	0.4188	0.4051	0.2876	0.2523	0.3236	0.3372	0.3167	0.1175	0.2939	0.6961	0.3065	0.4309	0.4193	0.0669
		Difference	-0.0163	-0.0308	-0.0700	-0.0214	-0.1620	-0.0094	-0.0192	-0.0184	-0.0657	-0.3678	-0.4183	-0.4044	-0.2874	-0.2517	-0.3232	-0.3361	-0.3134	-0.1175	-0.2939	-0.6958	-0.3030	-0.4301	-0.4189	-0.0669
Jan-02	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0101	0.0047	0.0082	0.0000	0.0000	0.0008	0.0064	0.0017	0.0001	0.0002	0.0078	0.0265	0.0023	0.0004	0.0000
		CLEC	0.0004	0.1133	0.0032	0.0147	0.0055	0.0010	0.0000	0.0020	0.0422	0.0093	0.0094	0.0103	0.0076	0.0072	0.0063	0.0423	0.0483	0.0183	0.0261	0.0678	0.0755	0.0387	0.0001	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
Apr-02	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0009	0.0019	0.0029	0.0000	0.0000	0.0000	0.0000	0.0011	0.0000	0.0004	0.0000	0.0012	0.0000	0.0000	0.0000
		CLEC	0.0016	0.0004	0.0008	0.0159	0.0242	0.0112	0.0010	0.0045	0.0026	0.0045	0.0120	0.0032	0.0023	0.0201	0.0114	0.0105	0.0132	0.0280	0.0233	0.0047	0.0103	0.0036	0.0013	0.0978
		Difference	-0.0015	-0.0004	-0.0008	-0.0159	-0.0242	-0.0112	-0.0010	-0.0045	-0.0026	-0.0036	-0.0102	-0.0003	-0.0023	-0.0201	-0.0113	-0.0105	-0.0121	-0.0280	-0.0229	-0.0047	-0.0090	-0.0035	-0.0013	-0.0978
May-02	FL	BellSouth	0.0000	0.0055	0.0002	0.0011	0.0000	0.0000	0.0008	0.0001	0.0012	0.0053	0.0040	0.0004	0.0014	0.0003	0.0000	0.0000	0.0050	0.0006	0.0000	0.0001	0.0003	0.0000	0.0008	0.0183
		CLEC	0.0471	0.0076	0.0047	0.3119	0.0705	0.0338	0.0080	0.0305	0.0254	0.0099	0.0485	0.0289	0.0907	0.0417	0.0674	0.0477	0.0406	0.1290	0.0521	0.0693	0.7273	1.2644	0.4681	0.1955
		Difference	-0.0471	-0.0021	-0.0045	-0.3108	-0.0705	-0.0338	-0.0072	-0.0303	-0.0242	-0.0045	-0.0445	-0.0285	-0.0894	-0.0414	-0.0674	-0.0477	-0.0356	-0.1284	-0.0521	-0.0693	-0.7270	-1.2644	-0.4673	-0.1772