

<b>BellSouth Monthly State Summary</b>											
<b>Florida, March 2002</b>											
			<b>Benchmark / Analog</b>	<b>BellSouth Measure</b>	<b>BellSouth Volume</b>	<b>CLEC Measure</b>	<b>CLEC Volume</b>	<b>Standard Deviation</b>	<b>Standard Error</b>	<b>ZScore</b>	<b>Equity</b>
<b>Resale - Ordering</b>											
<b>% Rejected Service Requests - Mechanized</b>											
A.1.1.1	O-7	Residence/FL(%)	Diagnostic			20.52%	65,736				Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			29.32%	2,780				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>											
A.1.2.1	O-7	Residence/FL(%)	Diagnostic			26.77%	20,011				Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			44.98%	2,063				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>											
A.1.3.1	O-7	Residence/FL(%)	Diagnostic			38.73%	821				Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			49.50%	1,093				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			43.86%	114				Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			52.78%	36				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			71.43%	7				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			40.74%	27				Diagnostic
<b>Reject Interval - Mechanized</b>											
A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			92.97%	13,556				NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			93.75%	816				NO
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr								
<b>Reject Interval - Partially Mechanized - 10 hours</b>											
A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			78.74%	5,523				NO
A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.83%	947				YES
A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs								
<b>Reject Interval - Non-Mechanized</b>											
A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.78%	329				YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.65%	568				YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			98.04%	51				YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	19				YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	5				YES
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	12				YES
<b>FOC Timeliness - Mechanized</b>											
A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.53%	52,612				YES
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.60%	1,990				YES
A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs								
<b>FOC Timeliness - Partially Mechanized - 10 hours</b>											
A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			79.07%	15,771				NO
A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.52%	1,270				YES
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	1				NO

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
<b>FOC Timeliness - Non-Mechanized</b>											
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.77%	486				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.81%	528				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			100.00%	55				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			91.67%	12				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	12				YES
<b>FOC &amp; Reject Response Completeness - Mechanized</b>											
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	500				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	65,236				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	19				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.96%	2,761				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
<b>FOC &amp; Reject Response Completeness - Partially Mechanized</b>											
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	59				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.98%	19,952				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	23				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.95%	2,040				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>											
A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.81%	821				NO
A.1.16.2	O-11	Business/FL(%)	>= 95%			93.87%	1,093				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			89.47%	114				NO
A.1.16.4	O-11	PBX/FL(%)	>= 95%			88.89%	36				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	7				YES
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			88.89%	27				NO
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>											
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.80%	500				NO
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.11%	65,228				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			63.16%	19				NO
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.15%	2,760				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>											
A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.83%	59				NO
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.56%	19,949				NO
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			91.30%	23				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			89.85%	2,039				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%								YES
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%			100.00%	1				
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%								
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>											
A.1.19.1	O-11	Residence/FL(%)	>= 95%			91.21%	762				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			91.33%	1,026				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.10%	102				YES
A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.88%	32				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			85.71%	7				NO
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			95.83%	24				YES
<b>Resale - Provisioning</b>											
<b>Order Completion Interval</b>											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.21	36,284	2.82	3,228	3.676	0.06752	20.5901	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.81	587,061	0.74	55,321	1.163	0.00517	13.8116	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.90	63	3.60	5	3.998	1.85741	0.7024	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.16	45,294	2.96	291	5.570	0.32759	-2.4646	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.39	41,698	1.00	2,539	2.558	0.05229	7.4345	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.73	206	4.00	1	20.241	20.29038	0.2826	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	6.48	9	7.00	1	5.896	6.21452	-0.0835	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	18.43	1,606	4.00	1	29.333	29.34174	0.4917	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	10.81	48	5.00	1	17.742	17.92586	0.3239	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	14.29	7			3.498			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	9.29	60			12.677			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	3.46	212	3.06	12	14.082	4.17849	0.0980	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	6.00	4	2.00	1	4.967	5.55278	0.7204	YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.55	48	3.75	4	1.102	0.57351	-3.8397	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	5.46	574	4.00	3	6.495	3.75969	0.3877	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	2.24	1,564	2.43	14	3.216	0.86331	-0.2191	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	7.23	81			10.772			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.83	79	0.33	3	4.869	2.86383	0.8730	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	14.20	565	3.78	3	20.389	11.80301	0.8833	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	3.43	584	2.38	13	9.196	2.57879	0.4075	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	8.00	2			11.547			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.73	62	9.79	14	7.913	2.34151	-2.5882	NO
<b>Held Orders</b>											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	10.40	236	6.45	11	11.213	3.45872	1.1402	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	6.00	1	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.45	42	0.00	0	16.497			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	10.74	70	3.67	3	11.746	6.92518	1.0218	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	27.80	5	0.00	0	23.700			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	4.00	1	0.00	0	0.000			YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	28.83	6	0.00	0	13.586			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES

Final Report as of July 30, 2002

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For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.00	2	0.00	0	1.414			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	10.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
<b>% Jeopardies - Mechanized</b>											
A.2.4.1	P-2	Residence/FL(%)	Res	0.62%	677,557	0.38%	61,227		0.00033	7.1942	YES
A.2.4.2	P-2	Business/FL(%)	Bus	1.34%	89,686	0.55%	2,895		0.00217	3.6270	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.30%	2,182						
A.2.4.4	P-2	PBX/FL(%)	PBX	3.56%	365	0.00%	6		0.07628	0.4669	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.75%	2,401	0.00%	8		0.07531	0.6304	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.93%	1,832	0.00%	6		0.10387	0.6674	YES
<b>% Jeopardies - Non-Mechanized</b>											
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			0.80%	377				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.80%	377				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	13				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	19				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	25				Diagnostic
<b>Average Jeopardy Notice Interval - Mechanized</b>											
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			115.12	185				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			97.08	11				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								
<b>Average Jeopardy Notice Interval - Non-Mechanized</b>											
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			310.00	2				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			119.05	3				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic								Diagnostic
<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>											
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			98.38%	185				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	11				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								
<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>											
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic
<b>% Missed Installation Appointments</b>											

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4.96%	45,927	2.93%	3,691		0.00372	5.4852	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.02%	630,511	0.31%	57,811		0.00007	-42.0323	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	3.85%	78	0.00%	5		0.08872	0.4335	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.19%	46,487	3.03%	396		0.00547	-3.3713	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.05%	42,376	0.59%	2,868		0.00044	-12.3053	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.60%	268	0.00%	4		0.11579	0.4834	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	12	0.00%	2		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.89%	1,823	0.00%	1		0.19352	0.2013	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.12%	49	0.00%	1		0.24218	0.2528	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	8						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.70%	74	0.00%	1		0.16325	0.1656	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.64%	227	7.69%	13		0.04575	-1.1037	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	4	0.00%	1		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	49	0.00%	5		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.18%	637	0.00%	5		0.09951	0.5206	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,591	0.00%	19		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	8.60%	93						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	81	0.00%	3		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	4.16%	746	0.00%	3		0.11545	0.3599	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.14%	612	0.00%	17		0.02615	0.4375	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	67	0.00%	14		0.00000		YES
<b>% Provisioning Troubles within 30 Days</b>											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.74%	44,265	5.88%	4,115		0.00436	4.2729	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.40%	617,622	4.55%	55,392		0.00080	-14.3226	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	9.09%	44	0.00%	5		0.13567	0.6701	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2.38%	37,783	4.83%	393		0.00774	-3.1669	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.84%	41,426	4.03%	2,980		0.00407	1.9868	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	6.06%	264	25.00%	4		0.12020	-1.5756	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	8						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.28%	1,432	0.00%	5		0.07982	0.4112	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.67%	30	0.00%	25		0.06755	0.9869	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0.93%	108						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.21%	226	0.00%	26		0.03046	0.7263	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	2	0.00%	1		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	1.85%	54	0.00%	1		0.13606	0.1361	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.26%	637	33.33%	3		0.06445	-4.9775	NO
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.50%	1,408	0.00%	22		0.01511	0.3290	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3.23%	31						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	10.20%	49	0.00%	1		0.30578	0.3337	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	0.88%	1,020	0.00%	3		0.05407	0.1632	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.24%	838	0.00%	13		0.01364	0.1750	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	6						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	36	0.00%	4		0.00000		YES
<b>Average Completion Notice Interval - Mechanized</b>											
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5.40	45,873	1.03	3,566	24.396	0.42412	10.3052	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	0.99	630,051	0.81	57,515	5.338	0.02325	7.6974	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	10.59	78	0.22	5	35.597	16.42188	0.6311	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.73	46,429	1.39	319	16.376	0.92002	1.4516	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	42,339	0.80	2,525	16.211	0.33210	4.1155	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	8.57	265	2.00	1	33.634	33.69696	0.1950	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	12	0.02	1	6.333	6.59193	0.3263	YES
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	182.10	1,795			625.739			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	102.43	47			182.670			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	19.50	8			30.675			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design								

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	100.60	73			188.087			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	33.66	225	0.49	4	167.039	84.25873	0.3937	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	4.37	4			8.670			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	1.36	49	0.95	1	2.311	2.33408	0.1763	YES
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	14.51	634			57.749			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	8.52	1,588	2.97	4	41.530	20.79090	0.2670	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.19	92			35.244			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	11.86	81	0.02	2	32.136	23.00256	0.5148	YES
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	115.33	728	0.02	2	359.705	254.69900	0.4527	YES
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	15.16	604	0.61	3	105.102	60.83113	0.2393	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.02	3			0.000			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	1.28	66	0.83	2	4.364	3.13189	0.1442	YES
<b>Average Completion Notice Interval - Non-Mechanized</b>											
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.26	123				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.06	277				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.60	76				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			20.36	334				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			36.06	3				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.17	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			32.77	1				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			39.23	1				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.23	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13.71	9				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.95	1				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.51	4				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.28	5				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.55	15				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.08	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			27.33	13				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.28	12				Diagnostic
<b>Total Service Order Cycle Time - Mechanized</b>											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.10	2,344				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	40,130				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.14	133				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.05	1,062				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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<i>Total Service Order Cycle Time - Partially Mechanized</i>											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.89	445				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.74	13,014				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	73				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.84	798				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<i>Total Service Order Cycle Time - Non-Mechanized</i>											
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.58	81				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.95	215				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.94	33				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.65	245				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.14	7				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.89	9				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.75	12				Diagnostic
<i>Total Service Order Cycle Time (offered) - Mechanized</i>											
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.04	2,200				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.88	31,495				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.14	133				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	942				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
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
<b>Total Service Order Cycle Time (offered) - Partially Mechanized</b>											
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.81	423				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.69	11,334				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	69				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.87	666				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
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
<b>Total Service Order Cycle Time (offered) - Non-Mechanized</b>											
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.68	74				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.12	176				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.45	29				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.75	205				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.83	6				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.38	8				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic



BellSouth Monthly State Summary										
Florida, March 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
			Diagnostic			14.75	12			Equity
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
<b>% Completions w/o Notice or &lt; 24 hours</b>										
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			11.89%	3,239			Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			18.84%	55,419			Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			8.53%	293			Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			14.59%	2,619			Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			0.00%	1			Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0.00%	1			Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1			Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			0.00%	16			Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	3			Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	17			Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	4			Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			0.00%	28			Diagnostic
<b>Service Order Accuracy</b>										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			92.14%	140			NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			95.38%	130			YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	19			YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%							
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			91.33%	150			NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.85%	130			NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	10			YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			84.62%	13			NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			81.08%	37			NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			91.84%	98			NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1			YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	6			YES
<b>Resale - Maintenance and Repair</b>										
<b>Missed Repair Appointments</b>										
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	7.65%	71,853	3.86%	2,952	0.00499	7.5855	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.89%	44,221	1.33%	1,811	0.00225	-1.9275	NO
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.85%	13,657	7.31%	383	0.01393	0.3866	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	2.13%	9,378	2.07%	193	0.01051	0.0572	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36	0.03736	1.3821	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12	0.02798	0.3366	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	17.28%	272	0.00%	5	0.17062	1.0127	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	1.99%	151	33.33%	15	0.03778	-8.2977	NO
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.70%	1,197	25.00%	4	0.16676	-0.7377	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	3.79%	871	0.00%	2	0.13516	0.2803	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6	0.06476	0.3902	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7	0.03641	0.2531	YES
<b>Customer Trouble Report Rate</b>										
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.66%	4,341,317	1.85%	159,559	0.00033	-5.9464	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.02%	4,341,317	1.14%	159,559	0.00026	-4.5243	NO
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.16%	1,180,519	6.57%	5,832	0.00141	-38.3198	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.79%	1,180,519	3.31%	5,832	0.00117	-21.4954	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.69%	198,926	1.32%	2,717	0.00161	-3.9467	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.85%	198,926	0.44%	2,717	0.00179	2.3104	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.15%	182,067	0.07%	7,292	0.00046	1.7510	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.08%	182,067	0.21%	7,292	0.00034	-3.5695	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.51%	233,562	0.22%	1,810	0.00169	1.7257	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.37%	233,562	0.11%	1,810	0.00144	1.8212	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	374,480	0.14%	4,316	0.00042	-1.5623	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.12%	374,480	0.16%	4,316	0.00052	-0.8883	YES
<b>Maintenance Average Duration</b>										
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	16.98	71,853	14.45	2,952	21.132	0.39685	6.3673
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	4.92	44,221	4.78	1,811	11.769	0.28215	0.4937
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	12.85	13,657	12.76	383	20.611	1.06782	0.0799
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.81	9,378	3.24	193	14.632	1.06399	0.5345

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<b>Florida, March 2002</b>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	8.78	1,375	3.83	36	26.494	4.47303	1.1064	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.61	1,699	1.70	12	11.847	3.43206	0.2652	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	13.91	272	16.61	5	18.210	8.21809	-0.3286	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	4.05	151	8.75	15	6.940	1.87875	-2.5025	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.32	1,197	8.18	4	20.601	10.31764	0.6919	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.81	871	1.13	2	6.240	4.41744	0.6056	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.62	277	5.51	6	10.202	4.20998	0.2641	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.72	434	1.88	7	5.821	2.21786	0.3778	YES
<b>% Repeat Troubles within 30 Days</b>											
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.31%	71,853	11.31%	2,952		0.00676	5.9130	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.64%	44,221	12.04%	1,811		0.00847	3.0683	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.26%	13,657	11.49%	383		0.01757	1.0087	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.14%	9,378	9.84%	193		0.02456	1.3404	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	21.60%	1,375	5.56%	36		0.06948	2.3093	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	21.31%	1,699	0.00%	12		0.11862	1.7962	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	13.60%	272	20.00%	5		0.15472	-0.4135	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	9.27%	151	26.67%	15		0.07852	-2.2154	NO
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	12.95%	1,197	25.00%	4		0.16815	-0.7167	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	14.47%	871	0.00%	2		0.24902	0.5809	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	14.08%	277	33.33%	6		0.14352	-1.3415	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	12.21%	434	0.00%	7		0.12475	0.9789	YES
<b>Out of Service &gt; 24 hours</b>											
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	13.81%	46,551	10.65%	2,198		0.00753	4.2048	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	3.97%	10,203	2.41%	539		0.00863	1.8050	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	9.56%	8,379	11.55%	277		0.01796	-1.1098	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	1.76%	3,406	2.25%	89		0.01413	-0.3438	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36		0.03736	1.3821	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12		0.02798	0.3366	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	13.21%	212	0.00%	4		0.17088	0.7729	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	3.66%	82	6.67%	15		0.05272	-0.5706	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	18.96%	823	0.00%	2		0.27748	0.6831	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	1.42%	424	0.00%	1		0.11825	0.1197	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6		0.06476	0.3902	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7		0.03641	0.2531	YES
<b>Resale - Billing</b>											
<b>Invoice Accuracy</b>											
A.4.1	B-1	FL(%)	BST - State	96.33%	\$510,100,820	99.92%	\$13,719,205		0.00005	-697.0307	YES
<b>Mean Time to Deliver Invoices - CRIS</b>											
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES
<b>Unbundled Network Elements - Ordering</b>											
<b>% Rejected Service Requests - Mechanized</b>											
B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			14.77%	19,879				Diagnostic
B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			30.41%	638				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			11.86%	59				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			25.86%	348				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			13.24%	1,178				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			10.85%	765				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			35.29%	51				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			98.23%	113				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			31.31%	214				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			53.45%	12,581				Diagnostic

BellSouth Monthly State Summary Florida, March 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.53%	3,832				Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>											
B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			32.02%	10,495				Diagnostic
B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			4.55%	22				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			12.75%	353				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			49.58%	361				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			35.97%	467				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			19.10%	1,445				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			42.34%	633				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			31.58%	2,473				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			60.00%	170				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.86%	8,608				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			44.83%	1,537				Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>											
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			60.56%	71				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			45.55%	1,473				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			29.52%	210				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			50.69%	217				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			26.36%	129				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			44.04%	109				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			36.56%	1,053				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			28.57%	14				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			57.89%	19				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			44.74%	76				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			41.08%	830				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.16%	2,171				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			60.00%	55				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			37.69%	804				Diagnostic
<b>Reject Interval - Mechanized</b>											
B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			91.04%	2,945				NO
B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100.00%	194				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			71.43%	7				NO
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			70.00%	90				NO
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			61.68%	167				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			77.11%	83				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			100.00%	18				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			99.10%	111				YES
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			72.46%	69				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			83.88%	6,836				NO
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98.78%	327				YES
<b>Reject Interval - Partially Mechanized - 10 hours</b>											

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			98.04%	3,423				YES
B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.84%	49				YES
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			85.64%	181				YES
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.74%	190				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			71.02%	283				NO
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			80.56%	288				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			76.07%	840				NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			95.37%	108				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			94.19%	3,307				YES
B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			91.96%	709				YES
<b>Reject Interval - Non-Mechanized</b>											
B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.40%	687				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.00%	62				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			99.21%	127				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	34				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	49				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.24%	397				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			97.06%	34				YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			99.72%	352				YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.75%	805				YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	33				YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			98.71%	310				YES
<b>FOC Timeliness - Mechanized</b>											
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								
B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.33%	17,081				YES
B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.11%	448				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			94.44%	54				NO
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			97.76%	268				YES
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.41%	1,016				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.28%	692				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			100.00%	33				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			100.00%	151				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.50%	6,594				YES
B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			97.75%	3,504				YES
<b>FOC Timeliness - Partially Mechanized - 10 hours</b>											
B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			96.03%	7,536				YES

<b>BellSouth Monthly State Summary</b>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
<b>Florida, March 2002</b>			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			72.73%	22				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.19%	318				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			97.65%	213				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.95%	319				NO
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			94.01%	1,285				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			90.41%	386				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			92.64%	1,903				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			84.78%	92				NO
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			93.96%	5,531				YES
B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			93.26%	860				YES
<b>FOC Timeliness - Non-Mechanized</b>											
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96.00%	25				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.46%	735				YES
B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			98.70%	154				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			95.73%	117				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	95				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	69				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	654				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	41				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			100.00%	499				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.58%	1,441				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99.80%	503				YES
<b>FOC &amp; Reject Response Completeness - Mechanized</b>											
B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.84%	3,102				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.96%	16,777				YES
B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	352				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	56				YES
B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	226				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	122				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95.32%	470				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.76%	708				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.22%	765				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8				YES

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B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113				YES
B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			99.05%	105				YES
B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			99.08%	109				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.95%	11,658				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	923				YES
B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.97%	3,530				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302				YES
<b>FOC &amp; Reject Response Completeness - Partially Mechanized</b>											
B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			100.00%	1,011				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.98%	9,484				YES
B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	72				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99.29%	281				YES
B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			99.00%	200				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	161				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.88%	283				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.91%	184				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.79%	1,445				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			99.78%	463				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			99.41%	170				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.96%	2,473				YES
B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	65				YES
B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	105				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.93%	8,292				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.05%	316				YES
B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.92%	1,210				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	327				YES
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>											
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.96%	71				NO
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			92.12%	1,473				NO
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.52%	210				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			95.85%	217				YES
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			98.45%	129				YES
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			99.08%	109				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			97.53%	1,053				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.86%	14				NO

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B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	19				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	76				YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			97.59%	830				YES
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			98.85%	2,171				YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			98.18%	55				YES
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.25%	804				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>											
B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			86.24%	3,097				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96.09%	16,771				YES
B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			99.15%	352				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			98.21%	56				YES
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			81.42%	226				NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			96.72%	122				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			78.35%	448				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.51%	678				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.54%	759				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113				YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			77.88%	104				NO
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			74.07%	108				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			45.18%	11,652				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			90.14%	923				NO
B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,529				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>											
B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94.36%	1,011				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			94.24%	9,482				NO
B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			98.61%	72				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.85%	279				YES
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			87.37%	198				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			84.47%	161				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			89.89%	277				NO

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B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.05%	182				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.79%	1,442				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.40%	462				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			95.27%	169				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			92.52%	2,472				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			90.77%	65				NO
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			78.10%	105				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.73%	8,286				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.53%	313				YES
B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.84%	1,209				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.47%	327				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>											
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			87.88%	66				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.53%	1,357				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98.09%	209				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.23%	208				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.91%	127				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			92.59%	108				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.89%	1,027				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.31%	13				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			94.74%	19				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	76				YES
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			94.57%	810				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.43%	2,146				YES
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			98.15%	54				YES
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			98.12%	798				YES
<b>Unbundled Network Elements - Provisioning</b>											
<b>Order Completion Interval</b>											
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578			4.921			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759			1.311			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9			5.896			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	14.97	2,584	20.24	29	13.833	2.58314	-2.0418	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3	0.33	1			0.000			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	3.12	722	4.920	0.18390	-0.1927	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	0.62	16,493	1.322	0.01043	22.7755	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	382,512	0.33	10,865	0.000	0.00000		NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.66	248,236	1.17	5,628	1.834	0.02472	19.9054	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	2.19	7	16.730	6.38556	0.9505	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137	0.33	1	4.197	4.21275	0.5423	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	37	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	3.46	100			4.608			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.46	84,383	11.48	84	7.385	0.80619	-9.9474	NO



BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard			
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity	
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.46	84,383			15.218				
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	8.37	363			16.547				
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	8.37	363			7.965				
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	12.63	358	11.52	215	11.936	1.02983	1.0779	YES	
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.62	329			3.179				
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI									
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	5.67	2			7.545				
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI									
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.00	1			0.000				
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	3.92	9,193	8.33	6	3.702	1.51183	-2.9170	NO	
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.43	5,993	3.33	10	1.184	0.37479	0.2668	YES	
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4.40	20			2.563				
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	5.00	1			0.000				
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	4.00	1			0.000				
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail									
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.13	298	4.920	0.28551	-7.1619	NO	
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322				
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354	7.67	3	16.730	9.69991	0.0611	YES	
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197				
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	3.89	773	4.921	0.17783	-4.5892	NO	
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	2.87	15	1.834	0.47354	-2.5627	NO	
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	5.67	6	18.187	7.50716	0.3912	YES	
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	2.50	2	4.608	3.64318	1.3038	YES	
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167			4.920				
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322				
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354			16.730				
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197				
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578			4.921				
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905			1.834				
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269			18.187				
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8			4.608				
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.34	125	4.920	0.44037	-5.1401	NO	
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167			1.322				
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354			16.730				
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354			4.197				
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	5.05	566	4.921	0.20756	-9.5578	NO	
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	5.23	491	1.834	0.08285	-43.1516	NO	
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	7.60	25	18.187	3.80267	0.2639	YES	
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	6.73	22	4.608	1.90259	0.2747	YES	
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	17.41	2,216	9.25	4	26.832	13.42811	0.6074	YES	
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	5.94	419	3.00	9	15.218	5.12673	0.5737	YES	
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.89	9			6.150				
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.75	61			7.965				
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	4.89	35	4.920	0.83176	-2.1697	NO	
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	1.91	26	1.322	0.25932	-4.0720	NO	
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	12.00	1	16.730	16.75361	-0.2232	YES	
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137			4.197				
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	0.33	1	4.921	4.92105	0.5566	YES	
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759			1.311				
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187				
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9			5.896				
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	1.17	2	4.921	3.47973	0.5472	YES	
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759	0.64	3,325	1.311	0.02279	9.1780	YES	
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269			18.187				
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9	0.33	4	5.896	3.54282	1.7362	YES	
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.66	10,001	8.27	391	6.276	0.32352	-11.1552	NO	
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.83	6,785			3.535				
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.87	15			1.727				

Final Report as of July 30, 2002

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.50	2			2.121			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	16.17	283	6.47	214	23.692	2.14626	4.5200	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	4.72	269			12.922			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	8.00	2			11.547			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.75	61			7.965			
<b>Order Completion Interval within X days</b>											
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL	7 days			4.47	195				YES
<b>Held Orders</b>											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306			11.318			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47			17.318			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1			0.000			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	17.50	2	0.00	0	0.707			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	21.29	7	0.00	0	25.908			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	10.44	308	7.44	9	11.294	3.81920	0.7830	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0	0.000			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0	17.318			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0	0.000			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	20.00	52	0.00	0	16.653			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	4.00	1			0.000			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	26.00	1	13.660	13.71408	-0.7774	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	8.67	3	0.00	0	4.933			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	10.00	1	0.00	0	0.000			YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	0.00	0	13.660			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	8.67	3	0.00	0	4.933			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0	17.318			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0	0.000			YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306	5.00	3	11.318	6.56663	0.8341	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0	0.000			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47	0.00	0	17.318			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1	0.00	0	0.000			YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308			11.294			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1			0.000			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47			17.318			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1			0.000			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306			11.318			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1			0.000			
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47			17.318			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1			0.000			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0	11.294			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0	0.000			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0	17.318			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0	0.000			YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306	5.50	2	11.318	8.02942	0.6199	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0	0.000			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47	0.00	0	17.318			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1	0.00	0	0.000			YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	26.14	7	0.00	0	14.300			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	10.44	308	0.00	0	11.294			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0	17.318			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0	0.000			YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0	11.318			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0	0.000			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0	17.318			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1			0.000			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0	11.318			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0	17.318			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1	0.00	0	0.000			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	15.87	128	0.00	0	14.863			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	9.00	4	0.00	0	4.082			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						

Final Report as of July 30, 2002

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BellSouth Monthly State Summary Florida, March 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0						
<b>% Jeopardies - Mechanized</b>											
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.70%	767,243						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	31.47%	2,726						
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.72%	770,136	0.22%	20,640		0.00059	8.3693	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	5.90%	98,943	40.00%	10		0.07452	-4.5756	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	15.27%	19,969	6.28%	207		0.02513	3.5784	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	10.39%	722	33.59%	128		0.02926	-7.9308	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	15.27%	19,969	0.00%	22		0.07674	1.9904	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.72%	770,136	15.06%	405		0.00419	-34.2434	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	11.29%	912		0.00390	-25.3559	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.72%	770,136						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.72%	770,136	7.69%	273		0.00510	-13.6736	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	5.14%	1,694		0.00286	-13.0266	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	8.52%	3,887	6.25%	16		0.06992	0.3240	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.72%	770,136	1.96%	51		0.01180	-1.0550	YES
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243						
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243	0.00%	2,901		0.00156	4.5290	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	15.11%	21,840	17.24%	319		0.02020	-1.0577	YES
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7.89%	1,229	49.64%	139		0.02413	-17.3028	NO
<b>% Jeopardies - Non-Mechanized</b>											
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			2.56%	547				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			37.11%	97				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			10.58%	104				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			26.97%	152				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			9.09%	11				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			2.88%	139				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			16.67%	6				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			5.00%	40				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	32				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	452				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			20.41%	245				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			49.41%	255				Diagnostic
<b>Average Jeopardy Notice Interval - Mechanized</b>											
B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			94.66	28				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			356.35	4				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			89.60	10				YES
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			320.48	43				YES
B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			153.76	60				YES

<b>BellSouth Monthly State Summary</b>											
<i>Florida, March 2002</i>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	
										<b>Equity</b>	
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			94.36	89				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			134.72	21				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			123.85	85				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			146.63	1				YES
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			49.02	1				YES
B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			280.81	52				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			277.79	69				YES
<b>Average Jeopardy Notice Interval - Non-Mechanized</b>											
B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			75.41	11				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			306.67	36				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			170.00	9				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			254.73	38				Diagnostic
B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			130.00	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			106.00	4				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			82.00	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			139.74	2				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			196.98	1				Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			244.39	45				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			196.32	119				Diagnostic
<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>											
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100.00%	28				YES
B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs			70.00%	10				NO
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			97.67%	43				YES
B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			95.00%	60				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			97.75%	89				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			95.24%	21				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			98.82%	85				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			92.31%	52				NO
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			98.55%	69				YES
<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>											
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			90.91%	11				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			97.22%	36				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	9				Diagnostic

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			92.11%	38				Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.00%	4				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			93.33%	45				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			99.16%	119				Diagnostic
<b>Coordinated Customers Conversions</b>											
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.71%	6,633				YES
<b>% Hot Cuts &gt; 15 minutes Early</b>											
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.00%	1,348				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			2.70%	37				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228				YES
<b>Hot Cut Timeliness</b>											
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.70%	1,348				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			97.30%	37				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	65				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	228				YES
<b>% Hot Cuts &gt; 15 minutes Late</b>											
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.30%	1,348				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	37				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228				YES
<b>Average Recovery Time - CCC</b>											
B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			235.90	27				Diagnostic
<b>% Provisioning Troubles within 7 Days - Hot Cuts</b>											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.97%	1,322				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0.51%	1,571				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.47%	1,719				YES
<b>% Missed Installation Appointments</b>											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.80%	2,622	3.23%	31		0.01610	-1.5058	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3		0		1				
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	4.61%	998		0.00550	-2.7798	NO
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	0.24%	20,137		0.00012	-18.3637	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	382,819	0.00%	10,936		0.00004	0.4082	YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.06%	292,088	0.53%	9,201		0.00026	-18.1127	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	12.50%	8		0.08385	-0.7908	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	37	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	105						

Final Report as of July 30, 2002

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.10%	95,694	3.60%	111		0.01647	-0.3043	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.10%	95,694						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.73%	454						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.73%	454						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	1.77%	282		0.01354	2.6375	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.40%	382	4.74%	253		0.01470	-0.9117	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.11%	332						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0	1						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	0.00%	9		0.07499	0.7126	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185	0.00%	13		0.00463	0.0601	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	2.24%	401		0.00865	0.9671	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	4		0.11805	0.4972	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	2.00%	1,001		0.00548	1.9472	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727	0.00%	17		0.00591	0.1006	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346	0.00%	18		0.05369	0.9690	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0	2		0.00000		YES
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	1.08%	277		0.01040	1.9212	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	2		0.16658	0.3523	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	0.59%	851		0.00594	4.1732	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727	0.61%	819		0.00085	-6.4569	NO
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346	0.00%	42		0.03629	1.4337	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0.00%	27		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.88%	2,629	0.00%	7		0.07309	0.5308	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.61%	459	0	9		0.05371	0.4868	YES
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	67						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	2.17%	46		0.02548	0.3558	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	6.90%	29		0.00306	-22.4681	NO
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	0.00%	1		0.23531	0.2494	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0	1		0.17235	0.1778	YES
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0.00%	3		0.09951	0.3080	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887	0.09%	3,341		0.00028	-2.2342	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12	0.00%	6		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.27%	13,885	3.34%	509		0.01009	1.9157	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.11%	8,061						

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.00%	20						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5.35%	449	3.48%	374		0.01575	1.1871	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	296						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	3						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	66						
<b>% Provisioning Troubles within 30 Days</b>											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.33%	2,010	6.45%	31		0.03683	-0.5765	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.24%	82,677	6.43%	746		0.00820	-1.4529	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	3.53%	12,390		0.00166	-0.2960	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.60%	380,080	3.78%	6,007		0.00242	-0.7307	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.31%	280,871	3.29%	6,383		0.00226	0.0886	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341	0.00%	9		0.08118	0.7586	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110	0.00%	7		0.08852	0.6162	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	4.00%	25	0.00%	3		0.11973	0.3341	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	5.88%	85	0.00%	4		0.12038	0.4886	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.15%	85,245	13.41%	82		0.02443	-3.3821	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.15%	85,245						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.97%	352						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.97%	352						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.49%	10,515	3.68%	190		0.02041	2.3564	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	2.26%	399	5.40%	278		0.01160	-2.7069	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.58%	344						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.49%	10,515	22.22%	9		0.09296	-1.4769	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888	13.64%	22		0.05845	-0.9383	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677	10.02%	459		0.01043	-4.5802	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	5		0.10829	0.5687	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	7.74%	762		0.00814	-3.0335	NO
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685	16.67%	6		0.07317	-1.8238	NO
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	25.00%	16		0.06318	-2.9290	NO
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	0.00%	1		0.22353	0.2360	YES
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677	8.03%	386		0.01137	-2.4515	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	6		0.09900	0.6220	YES

Final Report as of July 30, 2002

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analogue	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	6.00%	433		0.01077	-0.6775	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685	3.41%	587		0.00740	-0.1146	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	15.38%	26		0.05032	-1.7668	NO
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7	6.67%	15		0.00000		NO
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.26%	2,568	0.00%	8		0.05261	0.4293	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.33%	599						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	37						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.24%	82,677	1.64%	61		0.02855	1.2623	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	7.69%	13		0.05082	-0.8293	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	4		0.09171	0.3801	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048	0.00%	10		0.07069	0.7462	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	3,475		0.00312	11.1735	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8	0.00%	5		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.00%	11,322	4.82%	456		0.01296	2.4519	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.00%	6,890						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	25.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	5						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.41%	729	5.23%	363		0.00411	-11.7271	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	505						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	6						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	36						
<b>Average Completion Notice Interval - Mechanized</b>											
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302			20.837			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390			6.596			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12			6.333			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	63.07	2,608			223.239			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.31	772	20.962	0.75755	5.0191	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.87	19,759	7.035	0.05077	4.2323	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.18	382,533	0.81	10,753	7.670	0.07499	4.9969	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.95	291,874	0.94	9,006	6.096	0.06522	0.1910	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	5	34.114	15.34288	0.5866	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142	0.23	1	24.781	24.86815	0.2893	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	5.67	37	0.23	1	21.137	21.42103	0.2537	YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	8.04	105			25.968			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	8.39	95,532	53.48	4	100.882	50.44181	-0.8938	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	9.15	450			33.907			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	22.61	188	22.533	1.65534	-8.7701	NO
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183			9.009			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20			32.225			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	37.53	377	19.32	110	51.628	5.59474	3.2549	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	9.51	328			36.463			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	0.73	1			0.000			

Final Report as of July 30, 2002

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	0.02	1	22.533	22.53433	0.3583	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183	0.63	6	9.009	3.67935	0.1609	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20			32.225			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	22.53	389	20.962	1.06502	-17.2986	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.13	4	34.114	17.13453	0.5191	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.23	876	20.837	0.70736	5.4070	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.25	10	6.096	1.92779	0.3478	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	1.18	12	34.040	9.99702	0.7851	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11	0.02	1	25.968	27.12312	0.0858	YES
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952			20.962			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439			34.114			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302			20.837			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515			6.096			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343			34.040			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11			25.968			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	13.83	272	20.962	1.27284	-7.6378	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952			7.035			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.10	2	34.114	24.17712	0.3690	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439			24.781			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.30	831	20.837	0.72609	5.1820	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.36	803	6.096	0.21542	2.5653	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	0.45	42	34.040	5.56484	1.5420	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11	0.14	26	25.968	9.34035	0.2359	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	162.80	2,580	5.71	5	551.998	247.10028	0.6357	YES
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	46.07	447	0.02	9	171.995	57.90592	0.7953	YES
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	14.18	11			26.898			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.27	66			4.367			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.26	15	20.962	5.41270	0.7105	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.16	28	7.035	1.32948	0.6917	YES
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	1	34.114	34.15283	0.2635	YES
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142			24.781			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302			20.837			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390			6.596			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12			6.333			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302	0.02	1	20.837	20.83746	0.1938	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390	1.00	2,975	6.596	0.12119	0.4965	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343			34.040			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12	0.82	1	6.333	6.59193	0.2049	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	11.57	13,863	20.81	282	48.358	2.90884	-3.1759	NO
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.78	8,055			13.357			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	8.54	20			32.225			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	46.06	2			64.099			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	187.17	435	32.34	126	455.607	46.09370	3.3589	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	22.04	292			144.128			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.02	3			0.000			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	1.29	65			4.393			
<b>Average Completion Notice Interval - Non-Mechanized</b>											
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.02	31				Diagnostic

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.03	226				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.65	368				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			14.90	180				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.28	188				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.05	3				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			56.76	106				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			35.88	94				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			58.29	142				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			2.01	8				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.70	7				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			40.76	12				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.84	125				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.44	7				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			22.84	5				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.43	5				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.45	20				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			28.88	16				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			43.97	1				Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			96.23	2				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			26.16	31				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38.00	1				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.03	1				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			6.36	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.23	366				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			3.53	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			50.60	226				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			51.23	248				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Mechanized</b>											
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.55	339				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	9,439				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.61	218				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3				Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
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

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9.78	23				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Partially Mechanized</b>											
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	156				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.23	5,178				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82				Diagnostic

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.75	4				Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.02	60				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	589				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.02	113				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.97	535				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.43	23				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.04	485				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.05	22				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Non-Mechanized</b>											
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

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BellSouth Monthly State Summary Florida, March 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19.33	27				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.44	128				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	256				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.76	78				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.45	49				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			14.04	99				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	6				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.83	6				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.68	84				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.06	18				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic
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

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	339				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.58	4				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.66	145				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.37	137				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time (offered) - Mechanized</b>											
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.49	318				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.78	6,596				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.65	207				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3				Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.35	20				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time (offered) - Partially Mechanized</b>											
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.64	151				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.28	3,940				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.75	4				Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.20	56				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.51	585				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.99	110				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.95	515				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.45	22				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	439				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.50	16				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time (offered) - Non-Mechanized</b>											
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

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B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19.81	26				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.49	113				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	206				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.82	72				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.24	42				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			14.48	81				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	6				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.83	6				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.58	81				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.06	18				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

Final Report as of July 30, 2002

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	325				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.58	4				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.83	120				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.41	128				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Disconnect Timeliness</b>											
B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min			30.43%	11,559				NO
<b>% Completions w/o Notice or &lt; 24 hours</b>											
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			0.00%	29				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			1.96%	766				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			10.53%	16,642				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			0.00%	84				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			0.00%	200				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			0.00%	214				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			0.00%	6				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	10				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			0.00%	313				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			0.12%	805				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	17				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			0.00%	125				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	591				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	513				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0.00%	6				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	9				Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	36				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	28				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0.00%	3,329				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			0.00%	396				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			0.00%	214				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
<b>% Cooperative Test Attempts for xDSL</b>											

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	263				YES
B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests								
<b>Service Order Accuracy</b>											
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			98.18%	110				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			97.20%	143				YES
<b>Unbundled Network Elements - Maintenance and Repair</b>											
<b>Missed Repair Appointments</b>											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1	0.08229	-12.0693		NO
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7	0.00000			YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	7.78%	86,941	5.95%	3,278	0.00476	3.8360		YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.15%	54,602	1.74%	1,720	0.00262	-2.2574		NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	2.94%	34	0.04576	1.0422		YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	0.00%	25	0.05336	1.4450		YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46	0.07279	4.6289		YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14	0.05249	0.7634		YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132	0.02119	1.0054		YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48	0.01016	-1.6421		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	30.00%	10	0.15528	0.6577		YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	27.03%	37	0.03236	-7.1133		NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	7.78%	86,941	1.86%	807	0.00947	6.2485		YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	7.78%	86,941	0.57%	174	0.02032	3.5438		YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	7.67%	85,259	8.16%	784	0.00955	-0.5196		YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.93%	42,336	9.09%	55	0.01294	-6.3083		NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13	0.05300	0.7123		YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3	0.04778	0.1442		YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	7.78%	86,941	4.48%	67	0.03273	1.0079		YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.15%	54,602	3.92%	51	0.01496	-1.8500		NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599						
<b>Customer Trouble Report Rate</b>											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.68%	52,595	0.07%	1,400	0.00350	4.5756		YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.25%	52,595	0.50%	1,400	0.00303	2.4753		YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.48%	5,873,500	1.07%	305,684	0.00023	18.0710		YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	0.56%	305,684	0.00018	20.5155		YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	2.23%	1,527	0.00298	-2.9148		NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	1.64%	1,527	0.00298	-0.9383		YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.88%	5,245	0.00160	2.7430		YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	0.27%	5,245	0.00195	8.6545		YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.79%	24,339	2.05%	6,446	0.00124	-10.1188		NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.99%	24,339	0.74%	6,446	0.00139	1.7615		YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.56%	1,783	0.00273	2.7698		YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	2.08%	1,783	0.00332	-0.3629		YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	1.06%	76,374	0.00044	9.5596		YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	0.23%	76,374	0.00044	28.2648		YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.54%	5,521,836	1.20%	65,252	0.00049	7.0005		YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.77%	5,521,836	0.08%	65,252	0.00034	19.7916		YES

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Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.28%	909,977	1.06%	1,231		0.00151	-5.1508	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.37%	909,977	0.24%	1,231		0.00173	0.7127	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.48%	5,873,500	11.36%	590		0.00501	-19.7155	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	8.64%	590		0.00397	-19.4336	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836						
<b>Maintenance Average Duration</b>											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510			21.104			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599			12.325			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	4.15	881	36.17	1	6.920	6.92419	-4.6241	NO
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.50	657	2.01	7	1.761	0.66919	-0.7585	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	16.30	86,941	13.90	3,278	21.091	0.37525	6.3938	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	4.71	54,602	4.76	1,720	12.242	0.29980	-0.1665	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	5.81	34	21.034	3.60800	2.8606	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	3.09	25	11.783	2.35686	5.5340	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	8.67	46	73.576	10.92176	3.0475	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	2.10	14	21.947	5.87368	0.3703	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.98	192	5.36	132	11.757	1.32933	1.2232	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	241	3.88	48	4.060	0.64165	-1.9876	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	36.22	10	73.576	23.30106	0.2461	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	17.86	37	21.947	3.62130	-3.7514	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	16.30	86,941	4.87	807	21.091	0.74587	15.3326	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	16.30	86,941	2.56	174	12.242	0.92901	14.7942	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	16.30	85,259	12.43	784	20.946	0.75152	5.1551	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	4.90	42,336	4.35	55	11.915	1.60761	0.3408	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	7.21	2,543	3.34	13	20.261	5.63362	0.6878	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.49	3,338	5.28	3	10.385	5.99826	-0.4644	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	16.30	86,941	17.61	67	21.091	2.57763	-0.5083	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	4.71	54,602	2.54	51	12.242	1.71505	1.2630	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510			21.104			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599			12.325			
<b>% Repeat Troubles within 30 Days</b>											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	18.84%	881	0.00%	1		0.39127	0.4816	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	15.22%	657	14.29%	7		0.13649	0.0685	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	14.96%	86,941	11.84%	3,278		0.00635	4.9180	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.37%	54,602	13.31%	1,720		0.00859	1.2266	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	20.59%	34		0.06129	-0.9075	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	16.00%	25		0.07148	-0.1363	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	10.87%	46		0.05873	1.4569	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	7.14%	14		0.10846	1.2512	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15.63%	192	9.85%	132		0.04105	1.4071	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.03%	241	8.33%	48		0.05142	0.7195	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	30.00%	10		0.12529	-0.8440	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	32.43%	37		0.06687	-1.7525	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	14.96%	86,941	11.90%	807		0.01261	2.4272	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	14.96%	86,941	6.90%	174		0.02706	2.9783	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	14.96%	85,259	10.20%	784		0.01280	3.7143	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.71%	42,336	5.45%	55		0.04641	1.7791	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	19.94%	2,543	7.69%	13		0.11109	1.1022	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	18.96%	3,338	33.33%	3		0.22643	-0.6346	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	14.96%	86,941	14.93%	67		0.04359	0.0073	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.37%	54,602	11.76%	51		0.04914	0.5297	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599						
<b>Out of Service &gt; 24 hours</b>											

<b>BellSouth Monthly State Summary</b>											
<i>Florida, March 2002</i>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1		0.08229	-12.0693	NO
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	13.25%	55,927	9.95%	2,292		0.00723	4.5698	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	3.36%	14,096	2.46%	650		0.00723	1.2460	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	2.94%	34		0.05769	1.7436	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	0.00%	25		0.06728	1.9324	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46		0.07279	4.6289	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14		0.05249	0.7634	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132		0.02119	1.0054	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48		0.01016	-1.6421	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	0.00%	1		0.49040	0.8200	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	13.25%	55,927	1.86%	807		0.01202	9.4763	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	13.25%	55,927	0.57%	174		0.02574	4.9238	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	13.16%	54,910	19.15%	47		0.04933	-1.2141	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	3.41%	13,556	25.00%	4		0.09073	-2.3798	NO
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13		0.05300	0.7123	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3		0.04778	0.1442	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	13.25%	55,927	21.74%	46		0.05001	-1.6977	NO
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	3.36%	14,096	0.00%	28		0.03410	0.9861	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609						
<b>Unbundled Network Elements - Billing</b>											
<i>Invoice Accuracy</i>											
B.4.1	B-1	FL(%)	BST - State	96.33%	\$510,100,820	99.80%	\$12,905,831		0.00005	-654.2174	YES
<i>Mean Time to Deliver Invoices - CRIS</i>											
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643				NO
<b>Local Interconnection Trunks - Ordering</b>											
<i>% Rejected Service Requests</i>											
C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			36.07%	122				Diagnostic
<i>Reject Interval</i>											
C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			90.91%	44				YES
<i>FOC Timeliness</i>											
C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			98.90%	91				YES
<i>FOC &amp; Reject Response Completeness</i>											
C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	109				YES
<i>FOC &amp; Reject Response Completeness (Multiple Responses)</i>											
C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%								
<b>Local Interconnection Trunks - Provisioning</b>											
<i>Order Completion Interval</i>											
C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	21.08	62	24.13	23	10.356	2.52847	-1.2062	YES
<i>Held Orders</i>											
C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0.00	0	0.00	0				YES
<i>% Jeopardies</i>											
C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	75	0.00%	25		0.00000		YES
<i>Average Jeopardy Notice Interval</i>											
C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs								
<i>% Missed Installation Appointments</i>											
C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	62	0.00%	23		0.00000		YES
<i>% Provisioning Troubles within 30 Days</i>											
C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	1,776	0.00%	1,055		0.00000		YES

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<b>BellSouth Monthly State Summary</b>											
<i>Florida, March 2002</i>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
<b>Average Completion Notice Interval</b>											
C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	51.55	60	18.68	23	161.390	39.58010	0.8304	YES
<b>Total Service Order Cycle Time</b>											
C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			26.05	22				Diagnostic
<b>% Completions w/o Notice or &lt; 24 hours</b>											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			0.00%	23				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
<b>Service Order Accuracy</b>											
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	11				YES
<b>Local Interconnection Trunks - Maintenance and Repair</b>											
<b>Missed Repair Appointments</b>											
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		0.00000		YES
<b>Customer Trouble Report Rate</b>											
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	433,410	0.00%	147,510		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.01%	433,410	0.00%	147,510		0.00004	3.6611	YES
<b>Maintenance Average Duration</b>											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.55	64	0.96	2	1.223	0.87843	-0.4645	YES
<b>% Repeat Troubles within 30 Days</b>											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	1.56%	64	50.00%	2		0.08905	-5.4391	NO
<b>Out of Service &gt; 24 hours</b>											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		0.00000		YES
<b>Local Interconnection Trunks - Billing</b>											
<b>Invoice Accuracy</b>											
C.4.1	B-1	FL(%)	BST - State	96.33%	\$510,100,820	99.46%	\$6,852,787		0.00007	-432.6946	YES
<b>Mean Time to Deliver Invoices - CABS</b>											
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933				YES
<b>LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING</b>											
<b>Trunk Group Performance - Aggregate</b>											
C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0					YES
<b>Operations Support Systems - Pre-Ordering</b>											
<b>% Interface Availability - CLEC</b>											
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			99.71%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.99%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
<b>% Interface Availability - BST &amp; CLEC</b>											
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%					YES

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BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			99.99%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
<b>Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)</b>											
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	0.91	504,236				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	504,236				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	NS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	245,558				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	OS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	245,558				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1330.23	846,836	0.88	80,157				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	80,157				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	814				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	0.53	814				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.08	1,411,250				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.08	1,411,250				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.63	61,284				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.63	61,284				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.03	135,245				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.03	135,245				YES
<b>Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)</b>											
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	1.10	320,617				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	320,617				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	NS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	100,047				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	OS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	100,047				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	1330.23	846,836	1.35	28,397				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	28,397				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	296,206				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	1.58	296,206				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.75	303,005				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.75	303,005				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.1</i>							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.2</i>							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>							
<b>Operations Support Systems - Maintenance and Repair</b>											
<b>% Interface Availability - BST</b>											
D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
<b>% Interface Availability - CLEC</b>											
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
<b>% Interface Availability - BST &amp; CLEC</b>											
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			100.00%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	IMARCH/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
<b>Average Response Interval &lt;= 4 Seconds</b>											

<b>BellSouth Monthly State Summary</b>											
<b>Florida, March 2002</b>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950		0.00071	10.4715	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932		0.00572	-0.2529	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761		0.00148	12.7534	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247		0.00018	-1.1412	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560		0.00168	51.0968	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419		0.00065	6.3576	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103		0.04245	2.4376	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183		0.00031	-2.1734	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	82.97%	59,426	81.81%	3,860		0.00624	1.8585	NO
<b>Average Response Interval &lt;= 10 Seconds</b>											
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950		0.00032	-10.9212	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932		0.01353	-5.4284	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761		0.00303	-46.4821	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247		0.00014	-3.7332	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560		0.00118	64.5270	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419		0.00036	1.7778	NO
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103		0.01726	0.4492	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183		0.00009	-0.0457	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.17%	59,426	98.96%	3,860		0.00151	1.3717	YES
<b>Average Response Interval &gt; 10 Seconds</b>											
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950		0.00032	10.9212	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932		0.01353	5.4284	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761		0.00303	46.4821	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247		0.00014	3.7332	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560		0.00118	-64.5270	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419		0.00036	-1.7778	NO
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.65%	6,754	66.84%	594		0.01929	2.4944	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103		0.01726	-0.4492	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083		0.00453	8.1625	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183		0.00009	0.0457	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860		0.00151	-1.3717	YES
<b>Collocation - Collocation</b>											
<b>Average Response Time</b>											
E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			10	2				YES
E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	4				YES
E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			4	16				YES
<b>Average Arrangement Time</b>											
E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			31	2				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days								
E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			70	2				YES
E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			41	25				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days			90	1				YES
E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days								
E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			15	11				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			1	1				YES
<b>% Due Dates Missed</b>											
E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	2				YES
E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	40				YES
<b>General - Flow Through</b>											

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
<b>% Flow Through Service Requests</b>											
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591				NO
<b>% Flow Through Service Requests - Achieved</b>											
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
<b>% Flow Through Service Requests - LNP</b>											
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
<b>General - Pre-Ordering</b>											
<b>Loop Makeup Inquiry (Manual)</b>											
F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	3				YES
<b>Loop Makeup Inquiry (Electronic)</b>											
F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			96.04%	3,409				YES
<b>General - Ordering</b>											
<b>Service Inquiry with Firm Order</b>											
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.00%	61				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days								
<b>General - Ordering</b>											
<b>Average Speed of Answer</b>											
F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199				YES
<b>General - Maintenance Center</b>											
<b>Average Answer Time</b>											
F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571				YES
<b>General - Operator Services (Toll)</b>											
<b>Average Speed to Answer</b>											
F.6.1	OS-1	FL(seconds)	PBD			3.60					PBD
<b>% Answered in 30 seconds</b>											
F.6.2	OS-2	FL(%)	PBD			98.30%					PBD
<b>General - Directory Assistance</b>											
<b>Average Speed to Answer</b>											
F.7.1	DA-1	FL(seconds)	PBD			2.99					PBD
<b>% Answered in 20 seconds</b>											
F.7.2	DA-2	FL(%)	PBD			98.90%					PBD
<b>General - E911</b>											
<b>Mean Interval</b>											

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, March 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
F.8.1	E-3	FL(hours)	PBD			1.30	1,171				PBD
<b>% Accuracy</b>											
F.8.2	E-2	FL(%)	PBD			96.17%	767,461				PBD
<b>% Timeliness</b>											
F.8.3	E-1	FL(%)	PBD			100.00%	1,171				PBD
<b>General - Billing</b>											
<b>Usage Data Delivery Accuracy</b>											
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES
<b>Usage Data Delivery Timeliness</b>											
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00078	67.5131	NO
<b>Usage Data Delivery Completeness</b>											
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES
<b>Mean Time to Deliver Usage</b>											
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119				YES
<b>Recurring Charge Completeness</b>											
F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	80.73%	\$17,726,303	98.24%	\$2,727,775		0.00058	-299.6209	YES
F.9.5.2	B-7	UNE/FL(%)	>= 90%			99.39%	\$1,355,286				YES
F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			92.39%	\$4,738				YES
<b>Non-Recurring Charge Completeness</b>											
F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	93.87%	\$22,383,804	97.03%	\$1,033,330		0.00097	-32.4465	YES
F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.84%	\$1,649,593				YES
F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			89.14%	\$632,195				NO
<b>General - Change Management</b>											
<b>% Software Release Notices Sent On Time</b>											
F.10.1	CM-1	FL(%)	>= 98% w in 30 days								
<b>Average Software Release Notice Delay Days</b>											
F.10.2	CM-2	FL(average)	>= 25 days prior to release								
<b>% Change Management Documentation Sent On Time</b>											
F.10.3	CM-3	FL(%)	>= 98% w in 30 days			100.00%	2				YES
<b>Average Documentation Release Delay Days</b>											
F.10.5	CM-4	FL(average)	>= 25 days prior to release								
<b>% CLEC Interface Outages Sent within 15 Minutes</b>											
F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	10				YES
<b>General - New Business Requests</b>											
<b>% New Business Requests Processed within 30 Business Days</b>											
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	1				YES
<b>% Quotes Provided within X Business Days</b>											
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1				YES
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								
<b>General - Ordering</b>											
<b>Acknowledgement Message Timeliness</b>											
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	93,807				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	334,739				YES
<b>Acknowledgement Message Completeness</b>											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,807				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	334,739				NO

Final Report as of July 30, 2002

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<b>BellSouth Monthly State Summary</b>											
<i>Florida, March 2002</i>			<b>Benchmark /</b>	<b>BellSouth</b>	<b>BellSouth</b>	<b>CLEC</b>	<b>CLEC</b>	<b>Standard</b>	<b>Standard</b>		
			<b>Analog</b>	<b>Measure</b>	<b>Volume</b>	<b>Measure</b>	<b>Volume</b>	<b>Deviation</b>	<b>Error</b>	<b>ZScore</b>	<b>Equity</b>
<b>General - Database Updates</b>											
<b>Average Database Update Interval</b>											
F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.26	21	3.26	21				PBD
F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.09	26	0.09	26				PBD
F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	3.90	26	3.90	26				PBD
<b>% Update Accuracy</b>											
F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	538				YES
F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			99.38%	324				YES
F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	177				YES
<b>% NXXs / LRNs Loaded by LERG Effective Date</b>											
F.13.3	D-3	Region(%)	100%			96.77%	30				NO
<b>General - Network Outage Notification</b>											
<b>Mean Time to Notify CLEC of Major Network Outages</b>											
F.14.1	M&R-7	Region(minutes)	Parity w Retail	739	2	218	2				YES