

BellSouth Monthly State Summary											
Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Resale - Ordering</b>											
<b>% Rejected Service Requests - Mechanized</b>											
A.1.1.1	O-7	Residence/FL(%)	Diagnostic			18.79%	75,140				Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			26.80%	3,795				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic			100.00%	1				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			29.45%	20,292				Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			42.05%	2,138				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic			66.67%	3				Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic			40.00%	5				Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>											
A.1.3.1	O-7	Residence/FL(%)	Diagnostic			43.16%	1,432				Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			46.40%	1,194				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			36.16%	177				Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			42.86%	56				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			30.00%	10				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			39.47%	38				Diagnostic
<b>Reject Interval - Mechanized</b>											
A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			95.33%	14,136				NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			95.58%	1,019				NO
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr			0.00%	1				NO
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			87.75%	6,024				YES
A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.25%	905				YES
A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs			0.00%	2				NO
A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs								
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			0.00%	2				NO
<b>Reject Interval - Non-Mechanized</b>											
A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.73%	630				YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.47%	565				YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			96.88%	64				YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	24				YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	15				YES
<b>FOC Timeliness - Mechanized</b>											
A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.95%	61,205				YES
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.68%	2,806				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			88.15%	15,017				YES
A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.42%	1,399				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			50.00%	2				NO
<b>FOC Timeliness - Non-Mechanized</b>											
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.53%	749				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.64%	559				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			96.94%	98				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	27				YES

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, January 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	23				YES
<b>FOC &amp; Reject Response Completeness - Mechanized</b>											
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	546				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	74,594				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	56				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.97%	3,739				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%			100.00%	1				YES
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%	318				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	19,974				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	22				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			100.00%	2,116				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1				YES
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2				YES
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
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%			100.00%	5				YES
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>											
A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.60%	1,432				NO
A.1.16.2	O-11	Business/FL(%)	>= 95%			92.63%	1,194				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			96.61%	177				YES
A.1.16.4	O-11	PBX/FL(%)	>= 95%			92.86%	56				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			90.00%	10				NO
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			97.37%	38				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>											
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.74%	546				NO
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.32%	74,584				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			67.86%	56				NO
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.31%	3,738				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%			0.00%	1				NO
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%			98.43%	318				YES
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.17%	19,972				NO
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			72.73%	22				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			87.85%	2,116				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1				YES
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2				YES
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			80.00%	5				NO
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>											
A.1.19.1	O-11	Residence/FL(%)	>= 95%			89.29%	1,326				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			91.50%	1,106				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.91%	171				YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.15%	52				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	9				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			94.59%	37				NO
<b>Resale - Provisioning</b>											
<b>Order Completion Interval</b>											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.54	41,468	2.87	3,448	4.845	0.08588	19.3962	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.79	670,384	0.52	58,861	1.105	0.00475	56.0235	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	5.22	32	0.33	1	3.003	3.04907	1.6034	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	2.29	42,967	2.89	389	5.164	0.26299	-2.2566	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.46	45,858	0.79	2,923	5.443	0.10384	6.4269	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.23	223	3.87	5	14.149	6.39812	0.8379	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	4.48	9			4.144			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	24.05	1,572	3.87	5	31.119	13.93907	1.4479	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	25.51	26	5.43	14	48.502	16.07823	1.2492	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	17.50	4	6.00	1	3.416	3.81881	3.0114	YES
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	14.02	60	2.78	3	34.618	20.48049	0.5491	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	2.31	248	2.08	24	4.688	1.00223	0.2225	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	8.00	1	4.00	1	0.000	0.00000		YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.50	46	2.81	7	1.243	0.50445	-2.5954	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	6.16	621	3.00	3	8.007	4.63387	0.6817	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.33	1,195	1.44	6	2.705	1.10715	-0.1068	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	13.88	17			17.047			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.04	82	13.00	1	2.909	2.92627	-3.7440	NO
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	16.49	585	23.72	6	60.189	24.69794	-0.2927	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.81	936	1.26	14	6.495	1.74890	0.8838	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	3.17	2			4.009			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.50	97	2.50	2	3.001	2.14362	0.4688	YES
<b>Held Orders</b>											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	9.02	264	4.82	11	11.717	3.60556	1.1651	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.25	20	1.00	1	20.157	20.65473	0.8352	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	7.43	74	2.00	3	6.815	4.01345	1.3536	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	37.00	6	0.00	0	50.857			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	3.00	2	0.00	0	1.414			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	4.00	1	0.00	0	0.000			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	63.50	2	0.00	0	40.305			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.20	5	0.00	0	5.495			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	3.50	2	0.00	0	0.707			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	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

BellSouth Monthly State Summary Florida, January 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
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	0.44%	764,337	0.30%	51,334		0.00030	4.5159	YES
A.2.4.2	P-2	Business/FL(%)	Bus	0.95%	91,529	0.59%	2,360		0.00202	1.7486	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	9.74%	2,115						
A.2.4.4	P-2	PBX/FL(%)	PBX	2.33%	386	0.00%	12		0.04423	0.5271	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	5.01%	2,037	0.00%	1		0.21815	0.2295	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.39%	1,988	0.00%	9		0.08170	0.7819	YES
<b>% Jeopardies - Non-Mechanized</b>											
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.29%	541				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.71%	420				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	28				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	33				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	11				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	31				Diagnostic
<b>Average Jeopardy Notice Interval - Mechanized</b>											
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			118.45	155				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			142.29	14				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			92.57	7				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			96.00	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			100.00%	155				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	14				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%	7				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>											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5.65%	50,671	3.31%	3,923		0.00383	6.1143	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.04%	710,476	0.23%	61,307		0.00009	-21.5195	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	2.33%	43	0.00%	1		0.15246	0.1525	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	1.21%	44,140	5.05%	554		0.00467	-8.2254	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.10%	46,449	0.18%	3,403		0.00056	-1.3306	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.42%	277	0.00%	6		0.09339	0.5799	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	13						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.41%	1,789	12.50%	8		0.06431	-1.4136	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	8.11%	37	0.00%	21		0.07458	1.0872	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	4	0.00%	1		0.00000		YES
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	2.60%	77	0.00%	5		0.07341	0.3538	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.17%	256	0.00%	29		0.02109	0.5558	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1	0.00%	1		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	46	0.00%	11		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.39%	687	0.00%	3		0.13061	0.4123	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,217	0.00%	8		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	0.00%	19						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	86	0.00%	2		0.00000		YES

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	3.10%	741	16.67%	12		0.05047	-2.6875	NO
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.56%	963	0.00%	22		0.02670	0.5834	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%	97	0.00%	7		0.00000		YES
<b>% Provisioning Troubles within 30 Days</b>											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	8.29%	48,942	6.01%	3,425		0.00487	4.6678	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.63%	622,848	4.47%	47,332		0.00089	-9.4391	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	10.71%	84	20.00%	5		0.14238	-0.6522	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	1.89%	47,041	6.25%	480		0.00625	-6.9726	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.63%	36,478	3.71%	2,803		0.00412	2.2273	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7.79%	244	0.00%	3		0.15566	0.5003	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	13.33%	15	0.00%	2		0.25589	0.5211	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	2.69%	1,709	0.00%	4		0.08101	0.3322	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	1.41%	71	0.00%	5		0.05452	0.2583	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	6						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.94%	68	0.00%	5		0.07829	0.3757	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.12%	189	0.00%	16		0.03747	0.5648	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	36	0.00%	6		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	0.92%	649	0.00%	2		0.06778	0.1364	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	1.53%	1,114	9.09%	11		0.03714	-2.0367	NO
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3.45%	29						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	147						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.16%	832	0.00%	17		0.03564	0.6070	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.58%	519	0.00%	18		0.01818	0.3180	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	19	0.00%	1		0.00000		YES
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	39	0.00%	8		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	3.99	43,786	0.71	3,105	22.279	0.41375	7.9364	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.30	670,445	0.71	56,328	5.814	0.02550	23.4570	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	0.85	37	0.18	1	3.896	3.94866	0.1684	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	2.30	40,427	1.14	408	15.782	0.78527	1.4836	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.03	43,281	0.68	2,516	14.395	0.29521	4.5690	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	6.71	208	0.03	4	33.170	16.74350	0.3991	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2.41	12			6.399			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	207.13	1,261	46.07	1	613.016	613.25882	0.2626	YES
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	95.35	26			216.003			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	6.28	4			11.935			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	143.08	52			413.299			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	3.86	231			26.618			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	0.23	1			0.000			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	0.65	42			0.246			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	8.71	574			27.037			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	6.56	1,146	0.83	1	46.328	46.34824	0.1237	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.71	17			26.825			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	1.76	84			7.677			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	76.81	406			179.111			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	8.83	862			58.398			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.04	2			0.021			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	5.14	88			25.541			
<b>Average Completion Notice Interval - Non-Mechanized</b>											
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			9.12	549				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.17	1,755				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			20.72	104				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.99	699				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			29.32	2				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			36.80	6				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			30.06	17				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.07	1				Diagnostic

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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			25.69	5				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			28.06	27				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			35.58	1				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.47	11				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			59.12	3				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.09	7				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	2				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			44.84	12				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			32.80	22				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			14.00	7				Diagnostic
<b>Total Service Order Cycle Time - Mechanized</b>											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.26	2,436				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.62	44,687				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	211				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.88	1,414				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.50	2				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	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
<b>Total Service Order Cycle Time - Partially Mechanized</b>											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.70	443				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.60	11,192				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.33	1				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.08	84				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.90	776				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1				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			2.00	1				Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Non-Mechanized</b>											
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.28	119				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.80	256				Diagnostic

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			5.60	39				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.54	233				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	2				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			2.00	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.28	12				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				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			4.50	2				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.37	17				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.20	5				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8.33	3				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.25	4				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			16.50	2				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.75	8				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			6.00	2				Diagnostic
<b>Total Service Order Cycle Time (offered) - Mechanized</b>											
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.16	2,271				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.68	31,223				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	210				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.90	1,323				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.50	2				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
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			2.63	413				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.55	9,122				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.33	1				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.95	79				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.71	672				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1				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			2.00	1				Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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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			4.28	101				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.85	200				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			5.83	34				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.56	205				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	2				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								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.22	9				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				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			4.50	2				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.67	14				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	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			8.33	3				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				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			17.00	1				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.17	6				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
<b>% Completions w/o Notice or &lt; 24 hours</b>											
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			48.78%	3,446				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			91.65%	58,861				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			51.52%	394				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			77.15%	2,923				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			16.67%	6				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			71.43%	14				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			75.00%	4				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			80.65%	31				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			57.14%	7				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			100.00%	6				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			56.25%	16				Diagnostic
<b>Service Order Accuracy</b>											
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			90.54%	74				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97.33%	75				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			90.91%	11				NO
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%			87.20%	125				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.24%	74				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			91.67%	12				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			85.00%	20				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			97.96%	49				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.05%	76				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			70.00%	10				NO
<b>Resale - Maintenance and Repair</b>											
<b>Missed Repair Appointments</b>											
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	8.79%	85,724	4.14%	4,374		0.00439	10.5923	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.81%	50,368	1.32%	2,733		0.00176	-2.8957	NO
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	8.31%	16,192	7.34%	763		0.01022	0.9459	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	1.71%	9,937	1.46%	411		0.00653	0.3844	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48		0.03476	1.1168	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29		0.01961	0.5668	YES



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		<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.3.1.4.1	M&R-1PBX/Dispatch/FL(%)	PBX	13.99%	386	20.00%	15		0.09129	-0.6584	YES
A.3.1.4.2	M&R-1PBX/Non-Dispatch/FL(%)	PBX	4.07%	172	0.00%	9		0.06756	0.6024	YES
A.3.1.5.1	M&R-1Centrex/Dispatch/FL(%)	Centrex	12.91%	1,286	31.58%	19		0.07749	-2.4095	NO
A.3.1.5.2	M&R-1Centrex/Non-Dispatch/FL(%)	Centrex	2.77%	1,047	0.00%	3		0.09488	0.2919	YES
A.3.1.6.1	M&R-1ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5		0.07451	0.3774	YES
A.3.1.6.2	M&R-1ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0				YES
<b>Customer Trouble Report Rate</b>										
A.3.2.1.1	M&R-2Residence/Dispatch/FL(%)	Res	1.94%	4,414,013	2.11%	206,986		0.00031	-5.4592	NO
A.3.2.1.2	M&R-2Residence/Non-Dispatch/FL(%)	Res	1.14%	4,414,013	1.32%	206,986		0.00024	-7.4629	NO
A.3.2.2.1	M&R-2Business/Dispatch/FL(%)	Bus	1.36%	1,194,289	9.52%	8,018		0.00130	-62.5447	NO
A.3.2.2.2	M&R-2Business/Non-Dispatch/FL(%)	Bus	0.83%	1,194,289	5.13%	8,018		0.00102	-42.0108	NO
A.3.2.3.1	M&R-2Design (Specials)/Dispatch/FL(%)	Design	0.70%	200,629	1.70%	2,819		0.00159	-6.2997	NO
A.3.2.3.2	M&R-2Design (Specials)/Non-Dispatch/FL(%)	Design	0.99%	200,629	1.03%	2,819		0.00188	-0.2247	YES
A.3.2.4.1	M&R-2PBX/Dispatch/FL(%)	PBX	0.21%	185,476	0.17%	8,844		0.00050	0.7755	YES
A.3.2.4.2	M&R-2PBX/Non-Dispatch/FL(%)	PBX	0.09%	185,476	0.10%	8,844		0.00033	-0.2724	YES
A.3.2.5.1	M&R-2Centrex/Dispatch/FL(%)	Centrex	0.55%	233,942	0.91%	2,096		0.00163	-2.1933	NO
A.3.2.5.2	M&R-2Centrex/Non-Dispatch/FL(%)	Centrex	0.45%	233,942	0.14%	2,096		0.00147	2.0740	YES
A.3.2.6.1	M&R-2ISDN/Dispatch/FL(%)	ISDN	0.09%	366,068	0.10%	5,028		0.00042	-0.2865	YES
A.3.2.6.2	M&R-2ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	366,068	0.00%	5,028		0.00047	2.3222	YES
<b>Maintenance Average Duration</b>										
A.3.3.1.1	M&R-3Residence/Dispatch/FL(hours)	Res	18.51	85,724	15.80	4,374	24.128	0.37401	7.2592	YES
A.3.3.1.2	M&R-3Residence/Non-Dispatch/FL(hours)	Res	5.65	50,368	4.92	2,733	14.078	0.27651	2.6309	YES
A.3.3.2.1	M&R-3Business/Dispatch/FL(hours)	Bus	14.58	16,192	14.86	763	21.956	0.81338	-0.3513	YES
A.3.3.2.2	M&R-3Business/Non-Dispatch/FL(hours)	Bus	3.85	9,937	3.96	411	9.997	0.50321	-0.2274	YES
A.3.3.3.1	M&R-3Design (Specials)/Dispatch/FL(hours)	Design	9.59	1,408	5.58	48	52.979	7.77616	0.5164	YES
A.3.3.3.2	M&R-3Design (Specials)/Non-Dispatch/FL(hours)	Design	2.64	1,979	2.92	29	7.795	1.45811	-0.1922	YES
A.3.3.4.1	M&R-3PBX/Dispatch/FL(hours)	PBX	16.70	386	19.92	15	41.680	10.96886	-0.2940	YES
A.3.3.4.2	M&R-3PBX/Non-Dispatch/FL(hours)	PBX	3.79	172	0.97	9	8.753	2.99290	0.9402	YES
A.3.3.5.1	M&R-3Centrex/Dispatch/FL(hours)	Centrex	16.54	1,286	14.21	19	21.413	4.94863	0.4705	YES
A.3.3.5.2	M&R-3Centrex/Non-Dispatch/FL(hours)	Centrex	3.39	1,047	0.94	3	7.572	4.37814	0.5593	YES
A.3.3.6.1	M&R-3ISDN/Dispatch/FL(hours)	ISDN	6.42	320	6.03	5	9.076	4.09053	0.0957	YES
A.3.3.6.2	M&R-3ISDN/Non-Dispatch/FL(hours)	ISDN	2.36	398	0.00	0	3.573			YES
<b>% Repeat Troubles within 30 Days</b>										
A.3.4.1.1	M&R-4Residence/Dispatch/FL(%)	Res	17.00%	85,724	13.21%	4,374		0.00582	6.4975	YES
A.3.4.1.2	M&R-4Residence/Non-Dispatch/FL(%)	Res	14.15%	50,368	14.05%	2,733		0.00685	0.1480	YES
A.3.4.2.1	M&R-4Business/Dispatch/FL(%)	Bus	14.03%	16,192	12.98%	763		0.01287	0.8211	YES
A.3.4.2.2	M&R-4Business/Non-Dispatch/FL(%)	Bus	12.56%	9,937	8.76%	411		0.01668	2.2781	YES
A.3.4.3.1	M&R-4Design (Specials)/Dispatch/FL(%)	Design	24.15%	1,408	10.42%	48		0.06282	2.1859	YES
A.3.4.3.2	M&R-4Design (Specials)/Non-Dispatch/FL(%)	Design	19.40%	1,979	27.59%	29		0.07397	-1.1062	YES
A.3.4.4.1	M&R-4PBX/Dispatch/FL(%)	PBX	15.80%	386	20.00%	15		0.09600	-0.4372	YES
A.3.4.4.2	M&R-4PBX/Non-Dispatch/FL(%)	PBX	12.79%	172	0.00%	9		0.11420	1.1200	YES
A.3.4.5.1	M&R-4Centrex/Dispatch/FL(%)	Centrex	11.82%	1,286	21.05%	19		0.07461	-1.2375	YES
A.3.4.5.2	M&R-4Centrex/Non-Dispatch/FL(%)	Centrex	17.00%	1,047	0.00%	3		0.21719	0.7828	YES
A.3.4.6.1	M&R-4ISDN/Dispatch/FL(%)	ISDN	17.50%	320	0.00%	5		0.17125	1.0219	YES
A.3.4.6.2	M&R-4ISDN/Non-Dispatch/FL(%)	ISDN	12.06%	398	0.00%	0				YES
<b>Out of Service &gt; 24 hours</b>										
A.3.5.1.1	M&R-5Residence/Dispatch/FL(%)	Res	16.41%	55,152	11.94%	3,173		0.00676	6.5984	YES
A.3.5.1.2	M&R-5Residence/Non-Dispatch/FL(%)	Res	4.48%	13,788	2.92%	889		0.00716	2.1754	YES
A.3.5.2.1	M&R-5Business/Dispatch/FL(%)	Bus	12.13%	10,046	11.82%	516		0.01474	0.2120	YES
A.3.5.2.2	M&R-5Business/Non-Dispatch/FL(%)	Bus	2.61%	3,914	1.95%	205		0.01141	0.5737	YES
A.3.5.3.1	M&R-5Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48		0.03476	1.1168	YES
A.3.5.3.2	M&R-5Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29		0.01961	0.5668	YES
A.3.5.4.1	M&R-5PBX/Dispatch/FL(%)	PBX	14.09%	291	11.11%	9		0.11775	0.2529	YES
A.3.5.4.2	M&R-5PBX/Non-Dispatch/FL(%)	PBX	3.19%	94	0.00%	8		0.06474	0.4930	YES
A.3.5.5.1	M&R-5Centrex/Dispatch/FL(%)	Centrex	18.00%	889	16.67%	6		0.15736	0.0846	YES
A.3.5.5.2	M&R-5Centrex/Non-Dispatch/FL(%)	Centrex	2.21%	498	0.00%	3		0.08511	0.2595	YES
A.3.5.6.1	M&R-5ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5		0.07451	0.3774	YES
A.3.5.6.2	M&R-5ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0				YES
<b>Resale - Billing</b>										
<b>Invoice Accuracy</b>										
A.4.1	B-1   FL(%)	BST - State	98.37%	\$503,464,778	99.92%	\$12,779,241		0.00004	-432.9836	YES
<b>Mean Time to Deliver Invoices - CRIS</b>										
A.4.2	B-2   Region(business days)	BST - Region	4.87	1	3.96	1,863				YES

BellSouth Monthly State Summary											
Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<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			19.39%	11,394				Diagnostic
B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			15.48%	252				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			16.67%	24				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			28.15%	135				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			10.80%	1,231				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			9.65%	933				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			31.87%	91				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			90.00%	170				Diagnostic
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			34.33%	134				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			59.39%	9,081				Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.74%	3,583				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			24.88%	6,262				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			5.88%	17				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	14				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			24.11%	141				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			23.99%	471				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			22.65%	1,055				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			46.54%	651				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			30.91%	2,384				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			44.09%	127				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			76.89%	4,080				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			37.51%	1,557				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			39.22%	51				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			52.45%	755				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			25.93%	270				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13.97%	673				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			26.11%	203				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			45.23%	241				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			25.52%	1,309				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			42.86%	14				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			67.86%	112				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			47.37%	152				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			27.62%	648				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			40.33%	1,525				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			48.94%	47				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			32.68%	912				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			94.49%	2,216				NO
B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr								

<b>BellSouth Monthly State Summary</b>										
<b>Florida, January 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>	
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100.00%	39			YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			100.00%	4			YES
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			55.26%	38			NO
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			71.85%	135			NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			74.73%	91			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			96.55%	29			NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			100.00%	153			YES
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			89.36%	47			NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			73.29%	5,646			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			98.72%	313			YES
<b>Reject Interval - Partially Mechanized - 10 hours</b>										
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			95.04%	1,574			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							
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			61.76%	34			NO
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			92.17%	115			YES
B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			88.62%	246			YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs			100.00%	1			YES
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			86.36%	308			YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			84.74%	747			NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			94.64%	56			YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.90%	3,147			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			96.76%	587			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			90.91%	22			YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			99.75%	398			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%	70			YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100.00%	96			YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			98.11%	53			YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	111			YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.70%	338			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%	6			YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			98.68%	76			YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	74			YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			97.77%	179			YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.51%	616			YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	23			YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			99.00%	300			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			99.48%	9,258			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			99.06%	213			YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			100.00%	20			YES
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			96.33%	109			YES
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.82%	1,113			YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.88%	853			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							

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			98.59%	71				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	126				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			98.88%	89				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.83%	4,689				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			96.41%	3,312				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			94.03%	4,943				YES
B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	16				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			85.71%	14				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			100.00%	115				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			94.34%	371				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			89.68%	843				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			90.99%	466				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			95.50%	2,178				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			78.13%	96				NO
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.95%	880				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			96.11%	1,054				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			89.29%	28				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98.36%	304				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			98.99%	198				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.62%	533				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	140				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			98.43%	127				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.34%	909				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	31				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	71				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99.55%	444				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.31%	873				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	23				YES
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	611				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%			99.85%	2,052				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.97%	9,342				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%	67				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	185				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	24				YES
B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	19				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	116				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.68%	271				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99.27%	960				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.68%	932				YES

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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%			95.59%	68				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	23				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.00%	53				YES
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.15%	117				YES
B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	36				YES
B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			98.98%	98				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.00%	8,493				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	588				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%			100.00%	3,266				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	317				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%			99.86%	729				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.91%	5,533				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%	11				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	14				YES
B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	34				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			97.20%	107				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99.57%	234				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			100.00%	237				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			100.00%	1,054				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	407				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	244				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			99.78%	927				YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	1,457				YES
B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	26				YES
B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	101				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.95%	3,785				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	295				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%	1,205				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99.72%	352				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%			92.16%	51				NO
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.92%	755				NO
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.63%	270				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.06%	673				NO
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			91.13%	203				NO
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.68%	241				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			94.65%	1,309				NO

BellSouth Monthly State Summary										
Florida, January 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2			YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	14			YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			95.54%	112			YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	152			YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			92.28%	648			NO
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			95.87%	1,525			YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			97.87%	47			YES
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.01%	912			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%			85.75%	2,049			NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			90.95%	9,339			NO
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%	67			YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	185			YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%							
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			95.83%	24			YES
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			42.11%	19			NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			87.07%	116			NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			75.19%	262			NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.60%	953			NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			0.00%	1			NO
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.43%	929			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%	65			YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	23			YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.00%	53			YES
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	116			YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			50.00%	36			NO
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			75.26%	97			NO
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			39.59%	8,493			NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			88.27%	588			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%	3,266			YES
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	317			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%			94.37%	728			NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			93.14%	5,528			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%	11			YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%							
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	14			YES
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			76.47%	34			NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			88.46%	104			NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.14%	233			YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			91.56%	237			NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1			YES

<b>BellSouth Monthly State Summary</b>											
<b>Florida, January 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>
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.69%	1,054				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.00%	1				YES
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%			97.05%	407				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			93.03%	244				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			91.03%	925				NO
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			91.97%	1,457				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			96.15%	26				YES
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			72.28%	101				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			96.27%	3,783				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.93%	295				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%			98.59%	1,204				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			96.58%	351				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%			91.49%	47				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			94.52%	694				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			94.80%	269				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.00%	633				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.43%	185				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			90.99%	233				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			91.77%	1,239				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			85.71%	14				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			86.92%	107				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			91.78%	146				NO
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			91.64%	598				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.80%	1,462				NO
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			95.65%	46				YES
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			95.24%	903				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)	3.40	84,435			5.127			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242			1.752			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9			4.144			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	17.34	2,083	25.18	17	18.245	4.44318	-1.7631	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	19.00	1			0.000			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.23	511	5.157	0.22884	0.8174	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.53	7,187	1.754	0.02080	14.4748	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	435,885	0.33	5,872	0.000	0.00000		NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.60	282,387	1.42	1,315	2.615	0.07227	2.5238	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273	6.00	13	13.632	3.86969	0.7865	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	1	2.656	2.66547	0.6345	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	27	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	2.44	110			2.814			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.88	87,273	13.28	93	9.484	0.98399	-9.5540	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.88	87,273			18.083			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	9.12	279			13.537			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	9.12	279			3.001			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	14.13	353	10.66	248	12.807	1.06115	3.2700	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.31	696			4.426			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI								

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	0.33	1			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.17	8,956	3.50	4	4.089	2.04476	0.3277	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.47	6,116	3.36	11	1.210	0.36528	0.3011	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	3.67	3			0.577			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	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	3.41	85,070	5.50	235	5.157	0.33690	-6.1818	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	6.00	4	13.632	6.86554	0.4432	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435	4.14	464	5.127	0.23867	-3.1268	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	1.60	281,188	2.47	15	2.615	0.67512	-1.2816	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255	4.47	5	13.409	6.05536	0.7032	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8			4.106			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070			5.157			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273			13.632			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
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	3.40	84,435			5.127			
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	1.60	281,188			2.615			
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	8.72	255			13.409			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8			4.106			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070	5.51	182	5.157	0.38271	-5.4693	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	10.00	1	13.632	13.65653	-0.0701	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
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	3.40	84,435	5.09	269	5.127	0.31310	-5.4143	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	1.60	281,188	5.51	248	2.615	0.16610	-23.5433	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	8.72	255	7.85	20	13.409	3.11379	0.2807	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8	7.39	18	4.106	1.74461	-1.3693	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	22.02	2,203	2.17	8	41.539	14.71298	1.3492	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	7.20	375			18.083			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.72	6			8.063			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.50	97			3.001			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.06	11	5.157	1.55514	0.2266	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.75	4	1.754	0.87712	0.0948	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273			13.632			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	2	2.656	1.89159	0.8941	YES
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435			5.127			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.33	1	1.752	1.75214	0.2849	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9			4.144			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435	3.00	2	5.127	3.62545	0.1090	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.64	4,043	1.752	0.02763	6.7573	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9	0.86	5	4.144	2.31144	1.5649	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	5.01	9,743	8.81	353	6.848	0.37102	-10.2472	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.63	7,251			2.905			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.50	4			0.577			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	2.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	20.08	322	7.34	134	72.661	7.46970	1.7053	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	5.23	250			16.002			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	3.17	2			4.009			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.50	97			3.001			
<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(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.50	110				YES
<b>Held Orders</b>											



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B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338			10.846			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26			29.849			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2			1.414			
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	13.00	2	0.00	0	7.071			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	16.83	6	0.00	0	14.077			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	8.61	343	13.00	2	10.796	7.65601	-0.5739	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0	29.849			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0	1.414			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	8.56	346	0.00	0	10.759			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	24.85	27	0.00	0	32.040			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	3.00	2			1.414			
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	19.83	178	3.00	1	17.714	17.76383	0.9475	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	68.33	3	0.00	0	16.773			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	3.00	1	2.00	2	0.000	0.00000		YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	19.83	178	0.00	0	17.714			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	68.33	3	0.00	0	16.773			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	8.61	343	6.25	4	10.796	5.42928	0.4340	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0	1.414			YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	10.00	1	10.846	10.86166	-0.1223	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			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	3.00	2	0.00	0	1.414			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	8.61	343	0.00	0	10.796			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2			1.414			
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	8.67	338	0.00	0	10.846			YES

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Florida, January 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	1.414			YES
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	0.00	0				YES
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	7.50	2	10.796	7.65601	0.1445	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0	1.414			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	8.67	338	0.00	0	10.846			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			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	3.00	2	0.00	0	1.414			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	3.67	3	0.00	0	0.577			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	63.50	2	0.00	0	40.305			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	8.61	343	0.00	0	10.796			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0	29.849			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0	1.414			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)	8.67	338	0.00	0	10.846			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0	29.849			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2			1.414			
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)	8.67	338	0.00	0	10.846			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0	29.849			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2	0.00	0	1.414			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	19.85	183	2.33	3	17.559	10.22061	1.7136	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	68.33	3	0.00	0	16.773			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	4.00	1	0.00	0	0.000			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)	0.49%	855,866						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	32.86%	2,267						
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.50%	858,795	0.20%	7,676		0.00081	3.7796	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	4.57%	101,827	0.00%	1		0.20885	0.2188	YES
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	13.24%	21,534	0.00%	82		0.03750	3.5307	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	7.20%	1,084	18.18%	11		0.07831	-1.4029	YES
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	13.24%	21,534	0.00%	1		0.33893	0.3906	YES

BellSouth Monthly State Summary Florida, January 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.50%	858,795	16.41%	262		0.00436	-36.4521	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200	4.59%	109		0.00954	-3.7559	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.50%	858,795						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.50%	858,795	11.25%	240		0.00456	-23.5690	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200	4.95%	1,030		0.00311	-12.7051	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	9.73%	3,597	0.00%	15		0.07668	1.2689	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.50%	858,795	8.00%	25		0.01413	-5.3075	NO
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.49%	855,866	0.00%	1		0.06999	0.0703	YES
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.49%	855,866	0.00%	3,472		0.00119	4.1359	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	13.06%	23,637	2.15%	93		0.03501	3.1169	YES
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7.63%	1,048	71.43%	63		0.03445	-18.5208	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%	21				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			0.77%	389				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			28.23%	124				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			4.80%	125				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			17.47%	292				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.00%	10				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			11.11%	27				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			0.00%	119				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			8.76%	137				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			4.08%	638				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			50.00%	2				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	623				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			13.69%	409				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			37.57%	189				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			134.40	15				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			336.00	2				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			157.40	43				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			134.40	5				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			178.67	27				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			163.29	51				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			576.00	2				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			336.00	2				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			258.67	45				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			192.00	3				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			418.29	35				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			176.00	6				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			272.94	51				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			104.00	3				Diagnostic

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic								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			164.00	12				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			176.31	26				Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			144.00	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			264.86	56				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			262.65	71				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%	15				YES
B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100.00%	2				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			100.00%	43				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			100.00%	27				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			100.00%	51				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.00%	2				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			100.00%	2				YES
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	45				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			100.00%	3				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	35				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			100.00%	51				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%	3				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic								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%	12				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	26				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			100.00%	56				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	71				Diagnostic
<b>Coordinated Customers Conversions</b>											
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min			100.00%	1				YES
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.72%	6,469				YES
<b>% Hot Cuts &gt; 15 minutes Early</b>											
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.00%	721				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	43				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	497				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.34%	293				YES
<b>Hot Cut Timeliness</b>											
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.45%	721				YES

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Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	43				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	497				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99.66%	293				YES
<b>% Hot Cuts &gt; 15 minutes Late</b>											
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.55%	721				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	43				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	497				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	293				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			285.22	20				Diagnostic
<b>% Provisioning Troubles within 7 Days - Hot Cuts</b>											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.37%	1,534				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			1.10%	2,908				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.43%	3,452				YES
<b>% Missed Installation Appointments</b>											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	1.39%	2,159	0.00%	21		0.02567	0.5414	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.60%	95,516	3.72%	779		0.00670	-0.1856	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	758,986	0.28%	11,490		0.00021	-11.1162	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	436,228	0.00%	5,914		0.00002	0.1157	YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.11%	322,758	0.57%	5,576		0.00046	-10.1093	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	4.71%	340	26.32%	19		0.04992	-4.3288	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	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%	27	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%	118						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.59%	98,105	7.20%	125		0.01665	-2.1681	NO
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.59%	98,105						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	4.61%	347						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	4.61%	347						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	1.42%	211		0.01723	3.0065	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.19%	7,536						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	5.74%	383	4.95%	303		0.01789	0.4436	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.15%	698						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	0.00%	7		0.09389	0.7033	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.19%	7,536	0.00%	13		0.01195	0.1554	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	2.75%	364		0.00978	0.8702	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340	0.00%	8		0.07575	0.6213	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.59%	94,811	1.98%	759		0.00678	2.3744	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	0.11%	321,528	0.00%	18		0.00785	0.1414	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	0.00%	12		0.06408	0.7802	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%	12						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	0.00%	1		0.18625	0.1932	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340						
B.2.18.10.2.4	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340						

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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	3.59%	94,811	0.00%	1		0.18592	0.1928	YES
B.2.18.11.1.2	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0.00%	1		0.03330	0.0333	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	0.00%	2		0.15459	0.3234	YES
B.2.18.11.2.2	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	1.93%	363		0.00979	1.7051	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340	0.00%	7		0.08086	0.5820	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340						
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	3.59%	94,811	0.68%	733		0.00689	4.2111	YES
B.2.18.13.1.2	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0.00%	847		0.00115	0.9690	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	2.22%	45		0.03470	0.8005	YES
B.2.18.13.2.2	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12	0.00%	28		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.28%	2,589	0.00%	20		0.04000	0.8208	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.67%	412						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	7						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	97						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.60%	95,516	0.00%	22		0.03971	0.9061	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	758,986	0.00%	5		0.00985	0.0492	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	4.71%	340	0.00%	3		0.12280	0.3832	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	0.00%	2		0.00000		YES
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925	0.00%	1		0.02174	0.0218	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811	0.00%	6		0.07590	0.4723	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925	0.12%	4,076		0.00034	-2.2073	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	6.52%	13,997	3.56%	506		0.01117	2.6540	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.33%	8,705						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.00%	4						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.85%	471	9.89%	273		0.00698	-12.9523	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	273						
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%	97						
<b>% Provisioning Troubles within 30 Days</b>											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.22%	1,945	0.00%	20		0.04516	0.9335	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.12%	96,606	4.73%	824		0.00771	0.5081	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.68%	660,857	2.19%	15,733		0.00152	9.7667	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.73%	365,986	2.35%	7,452		0.00222	6.2134	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.61%	294,880	2.05%	8,281		0.00208	7.5030	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	8.10%	358	10.53%	19		0.06423	-0.3776	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.01%	199	0.00%	6		0.04133	0.2432	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	2.27%	44						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.65%	155	0.00%	6		0.03331	0.1937	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.06%	99,232	9.52%	42		0.03382	-1.3205	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.06%	99,232						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	7.57%	383						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	7.57%	383						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9.34%	14,673	4.52%	199		0.02076	2.3185	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.52%	7,375						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7.69%	13						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								

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B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	4.29%	280	5.86%	222			0.01820	-0.8627	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.95%	317							
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	9.34%	14,673	0.00%	22			0.06208	1.5041	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.52%	7,375	5.71%	70			0.03352	0.8357	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7.69%	13							
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	5.12%	96,606	8.64%	324			0.01227	-2.8662	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606							
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358	0.00%	1			0.27322	0.2965	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358							
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	8.25%	679			0.00852	-3.6322	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	3.62%	293,945	5.56%	18			0.04403	-0.4393	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328	25.00%	4			0.14056	-1.1713	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7.69%	13	0.00%	1			0.27653	0.2782	YES
B.2.19.10.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606							
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606							
B.2.19.10.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358							
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358							
B.2.19.11.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	0.00%	1			0.22111	0.2331	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	3.62%	293,945							
B.2.19.11.2	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328							
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	7.69%	13							
B.2.19.12.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606	7.66%	444			0.01049	-2.4147	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606							
B.2.19.12.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358	0.00%	10			0.08748	0.9260	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358							
B.2.19.13.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	6.85%	861			0.00757	-2.2433	NO
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	3.62%	293,945	3.45%	1,363			0.00507	0.3407	YES
B.2.19.13.2	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328	7.69%	39			0.04733	0.1784	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7.69%	13	7.69%	26			0.09052	0.0000	YES
B.2.19.14.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.58%	2,635	5.13%	39			0.02558	-0.9960	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.10%	362							
B.2.19.14.2	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	25	0.00%	1			0.00000		YES
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	39							
B.2.19.15.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.12%	96,606	1.72%	116			0.02049	1.6601	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.68%	660,857	0.00%	8			0.06652	0.5525	YES
B.2.19.15.2	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	8.10%	358	0.00%	12			0.08007	1.0117	YES
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.01%	199							
B.2.19.16.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983							
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326	0.00%	5			0.08420	0.4371	YES
B.2.19.16.2	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328							
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16							
B.2.19.17.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983	0.00%	21			0.04825	1.0681	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326	0.00%	2,676			0.00365	10.0917	YES
B.2.19.17.2	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328							
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16	0.00%	14			0.12103	1.0328	YES
B.2.19.18.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.97%	15,423	5.31%	414			0.01423	2.5711	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.67%	8,225							
B.2.19.18.2	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	7.69%	13							
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2							
B.2.19.19.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.21%	662	4.40%	409			0.00687	-4.6457	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.45%	222							
B.2.19.19.2	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	19							
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	39							
<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)	3.18	84,213					19.451		
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726					6.659		
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245					30.660		
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12					6.399		

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	88.78	1,720			305.117			
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	3.21	84,801	0.36	640	19.525	0.77469	3.6852	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.36	715,672	0.92	10,201	6.909	0.06890	6.3504	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.72	416,971	0.85	5,049	7.762	0.10989	7.8850	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.85	298,701	0.98	5,152	5.463	0.07676	-1.7438	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6.05	263	0.90	18	30.339	7.39165	0.6974	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.48	138			6.273			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	0.84	26			0.594			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	1.63	112			6.955			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6.62	86,506			82.034			
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	6.01	269			30.029			
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	10.79	11,858			32.659			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.36	6,965			10.599			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18.64	4			36.629			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	46.44	279	9.56	16	77.046	19.80600	1.8620	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	4.51	649			23.107			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.79	11,858	0.28	3	32.659	18.85825	0.5571	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.36	6,965	0.61	6	10.599	4.32899	0.1744	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18.64	4			36.629			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801	30.66	316	19.525	1.10040	-24.9404	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801			6.909			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263	20.11	7	30.339	11.61869	-1.2095	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263			6.273			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213	0.32	625	19.451	0.78093	3.6684	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	0.83	297,536	0.22	13	5.463	1.51508	0.4046	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	5.82	245	0.25	10	30.660	9.89153	0.5633	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	2.59	11			6.955			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801			19.525			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801			6.909			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263			30.339			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263			6.273			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213			19.451			
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	0.83	297,536			5.463			
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	5.82	245			30.660			
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	2.59	11			6.955			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801	25.22	321	19.525	1.09183	-20.1608	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801			6.909			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263	103.91	5	30.339	13.69641	-7.1449	NO
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263			6.273			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213	0.38	668	19.451	0.75557	3.7146	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	0.83	297,536	0.39	787	5.463	0.19498	2.2451	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	5.82	245	0.39	40	30.660	5.22860	1.0402	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	2.59	11	0.36	27	6.955	2.48766	0.8988	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	176.19	1,705			541.582			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	31.13	319			115.401			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	4.20	6			9.791			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	5.14	88			25.541			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.21	84,801	0.02	1	19.525	19.52496	0.1635	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.36	715,672			6.909			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6.05	263			30.339			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.48	138			6.273			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213			19.451			



BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.16.1	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726			6.659			
B.2.21.16.2	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245			30.660			
B.2.21.16.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12			6.399			
B.2.21.17.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213	0.02	1	19.451	19.45139	0.1626	YES
B.2.21.17.1	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726	0.78	3,503	6.659	0.11279	5.0561	YES
B.2.21.17.2	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245			30.660			
B.2.21.17.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12	0.52	2	6.399	4.88756	0.3875	YES
B.2.21.18.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	14.00	12,499	9.56	16	58.490	14.63178	0.3034	YES
B.2.21.18.1	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.63	8,048			12.158			
B.2.21.18.2	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	18.64	4			36.629			
B.2.21.18.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.72	1			0.000			
B.2.21.19.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	141.83	162	36.47	75	283.522	39.59791	2.6608	YES
B.2.21.19.1	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	27.98	219			130.411			
B.2.21.19.2	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.04	2			0.021			
B.2.21.19.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	5.14	88			25.541			
<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			33.63	21				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			28.39	105				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.35	820				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17.70	569				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			16.56	251				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15.23	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			38.00	1				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			38.30	118				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			46.64	196				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			41.35	267				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			33.43	4				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.43	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			33.40	22				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			24.95	104				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			18.68	5				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			146.75	2				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			17.10	1				Diagnostic
B.2.22.10.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.10.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.11.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.50	1				Diagnostic

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B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.68	1				Diagnostic
B.2.22.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.82	2				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			37.15	18				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			19.38	2				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			23.89	37				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			19.68	26				Diagnostic
B.2.22.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			8.40	2				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			15.35	1				Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			189.25	19				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.4	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			21.83	18				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.17	5				Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			31.28	3				Diagnostic
B.2.22.15.2.4	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			46.53	1				Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.4	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			0.32	3				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.31	433				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.17.2.4	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.66	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			43.78	456				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.4	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			91.11	179				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.4	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			3.80	296				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.76	4,022				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.83	6				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.25	8				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

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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			5.99	154				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			7.33	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			4.05	40				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			6.00	2				Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.27	15				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			9.00	1				Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				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			0.69	2,290				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			11.25	8				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.73	22				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			3.45	108				Diagnostic

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B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.51	2,224				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.17	6				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2				Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.80	5				Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.08	53				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			5.00	1				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			4.73	341				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	12				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	2				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.35	153				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			6.18	238				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.09	223				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.75	16				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.25	16				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.84	526				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			5.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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B.2.25.18.2	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.88	8				Diagnostic
B.2.25.19.1	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.19.2	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
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			28.15	13				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			4.72	61				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.31	86				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10.19	84				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			6.49	61				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.99	218				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.47	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			5.82	11				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			6.30	64				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.33	3				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.10.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.11.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10.13	8				Diagnostic
B.2.26.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.00	1				Diagnostic
B.2.26.12.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.56	18				Diagnostic
B.2.26.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	11				Diagnostic
B.2.26.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
B.2.26.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.26.14.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.1	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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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			7.67	3				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.63	400				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								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			4.11	3				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.99	276				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			11.00	83				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			3.81	286				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	3,460				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.83	6				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.14	7				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			5.97	150				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			7.33	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			4.00	38				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			6.00	2				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

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B.2.28.10.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.27	15				Diagnostic
B.2.28.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1				Diagnostic
B.2.28.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2				Diagnostic
B.2.28.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	2,290				Diagnostic
B.2.28.17.2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.14	7				Diagnostic
B.2.28.18.1	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.73	22				Diagnostic
B.2.28.19.1	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2	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			3.20	101				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.46	1,931				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.17	6				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.00	6				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			4.00	2				Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.80	5				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			7.10	52				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			5.00	1				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			4.67	337				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	12				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	2				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.38	149				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			6.08	234				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.10	221				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.40	15				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.25	16				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.82	467				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			5.00	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.00	6				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.88	8				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
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			28.17	12				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic



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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			5.07	49				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.07	72				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10.49	73				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			6.60	57				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			11.13	193				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			6.00	2				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.47	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			5.90	10				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			6.42	60				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.33	3				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.10.1	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	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	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	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	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7				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	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.00	1				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.65	17				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	11				Diagnostic
B.2.30.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.30.14.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.14.2	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	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.15.2	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	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.16.2	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	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.62	365				Diagnostic
B.2.30.17.2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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B.2.30.17.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			11.00	1				Diagnostic
B.2.30.18.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.06	248				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	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	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.91	78				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	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								
<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			58.82%	17				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			19.27%	524				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			69.85%	7,188				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			82.80%	93				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			72.73%	110				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			55.87%	247				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			100.00%	4				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			100.00%	11				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			8.37%	239				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			6.61%	469				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			6.67%	15				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			96.17%	183				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			95.16%	289				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			97.37%	266				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			100.00%	8				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	11				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	6				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100.00%	4,048				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			61.19%	353				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			53.73%	134				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
<b>% Cooperative Test Attempts for xDSL</b>											
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	197				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%	75				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	75				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	13				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%			97.33%	75				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.67%	75				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			98.26%	115				YES

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, January 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.34.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			99.12%	114				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)	8.71%	101,916						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.96%	60,305						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.21%	933	0.00%	2		0.03274	0.0655	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	689	0.00%	10		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	8.79%	103,527	6.27%	1,930		0.00650	3.8683	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.00%	61,499	0.55%	912		0.00331	1.3497	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	8.72%	104,998	5.56%	18		0.06650	0.4757	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	8.72%	104,998	0.00%	18		0.06650	1.3111	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	2.00%	50		0.07117	6.2813	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	20		0.04670	0.9733	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.39%	236	2.65%	113		0.02070	0.3550	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.44%	227	6.82%	44		0.01091	-5.8464	NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	18.18%	11		0.15072	1.8924	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	7.46%	67		0.02568	-1.1361	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	8.79%	103,527	1.93%	983		0.00907	7.5536	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	8.79%	103,527	0.00%	297		0.01645	5.3407	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	8.70%	101,598	12.16%	1,028		0.00884	-3.9120	NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.84%	51,368	4.08%	49		0.01305	-2.4829	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.70%	2,730	0.00%	15		0.04887	0.7570	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.85%	3,652	0.00%	3		0.05299	0.1602	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	8.79%	103,527	2.13%	47		0.04130	1.6120	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.00%	61,499	0.00%	49		0.01419	0.7015	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	8.71%	101,916						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.96%	60,305						
<b>Customer Trouble Report Rate</b>											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.82%	5,608,302						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.08%	5,608,302						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.81%	51,504	0.16%	1,287		0.00380	4.3601	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.34%	51,504	0.78%	1,287		0.00326	1.7180	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.74%	5,963,299	1.12%	172,217		0.00032	19.1083	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.03%	5,963,299	0.53%	172,217		0.00025	20.2131	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.59%	6,594,417	1.35%	1,334		0.00346	0.7030	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.59%	6,594,417	1.35%	1,334		0.00346	0.7030	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.25%	229,359	0.96%	5,230		0.00156	1.8803	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.61%	229,359	0.38%	5,230		0.00178	6.9233	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.95%	24,761	1.82%	6,207		0.00139	-6.2593	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.92%	24,761	0.71%	6,207		0.00136	1.5296	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.25%	229,359	0.84%	1,316		0.00309	1.3399	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.61%	229,359	5.09%	1,316		0.00351	-9.9157	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.74%	5,963,299	1.27%	77,422		0.00048	9.7861	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.74%	5,963,299	0.38%	77,422		0.00048	28.3773	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.81%	5,608,302	1.67%	61,420		0.00055	2.5243	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.92%	5,608,302	0.08%	61,420		0.00039	21.5349	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.31%	892,059	1.16%	1,293		0.00154	-5.5474	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.41%	892,059	0.23%	1,293		0.00178	0.9961	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.74%	5,963,299	7.63%	616		0.00531	-11.1015	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.03%	5,963,299	7.95%	616		0.00409	-16.9195	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.82%	5,608,302						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.08%	5,608,302						
<b>Maintenance Average Duration</b>											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	17.89	101,916			23.839			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5.35	60,305			13.508			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.38	933	1.78	2	2.790	1.97487	0.8085	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.71	689	1.83	10	7.084	2.25632	-0.0526	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	17.87	103,527	13.85	1,930	23.907	0.54923	7.3238	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5.31	61,499	3.34	912	13.422	0.44774	4.4005	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	17.71	104,998	5.14	18	24.522	5.78042	2.1747	YES

<b>BellSouth Monthly State Summary</b>										
<b>Florida, January 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.3.3.4.2	M&R-3 Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	17.71	104,998	2.83	18	12.897	3.04002	4.8941	YES
B.3.3.5.1	M&R-3xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	55.59	2,867	4.62	50	179.680	25.63118	1.9888	YES
B.3.3.5.2	M&R-3xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.27	3,696	1.95	20	32.774	7.34819	0.3150	YES
B.3.3.6.1	M&R-3UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.69	236	6.03	113	10.131	1.15901	0.5704	YES
B.3.3.6.2	M&R-3UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	227	7.27	44	3.630	0.59797	-7.8156	NO
B.3.3.7.1	M&R-3Line Sharing/Dispatch/FL(hours)	ADSL to Retail	55.59	2,867	15.21	11	179.680	54.27932	0.7440	YES
B.3.3.7.2	M&R-3Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.27	3,696	8.67	67	32.774	4.04005	-1.0893	YES
B.3.3.8.1	M&R-32W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	17.87	103,527	4.76	983	23.907	0.76612	17.1173	YES
B.3.3.8.2	M&R-32W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	17.87	103,527	2.53	297	13.422	0.77996	19.6741	YES
B.3.3.9.1	M&R-32W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	17.88	101,598	14.68	1,028	19.778	0.61997	5.1553	YES
B.3.3.9.2	M&R-32W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5.53	51,368	6.22	49	9.904	1.41555	-0.4841	YES
B.3.3.10.1	M&R-3Other Design/Dispatch/FL(hours)	Design	7.46	2,730	3.83	15	14.282	3.69782	0.9812	YES
B.3.3.10.2	M&R-3Other Design/Non-Dispatch/FL(hours)	Design	2.54	3,652	3.11	3	7.270	4.19923	-0.1353	YES
B.3.3.11.1	M&R-3Other Non-Design/Dispatch/FL(hours)	R&B	17.87	103,527	11.17	47	19.784	2.88651	2.3239	YES
B.3.3.11.2	M&R-3Other Non-Design/Non-Dispatch/FL(hours)	R&B	5.31	61,499	3.94	49	9.717	1.38867	0.9871	YES
B.3.3.12.1	M&R-3LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	17.89	101,916			23.839			
B.3.3.12.2	M&R-3LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.35	60,305			13.508			
<b>% Repeat Troubles within 30 Days</b>										
B.3.4.1.1	M&R-4Switch Ports/Dispatch/FL(%)	R&B (POTS)	16.53%	101,916						
B.3.4.1.2	M&R-4Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	13.89%	60,305						
B.3.4.2.1	M&R-4Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	20.15%	933	0.00%	2		0.28394	0.7097	YES
B.3.4.2.2	M&R-4Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	16.26%	689	20.00%	10		0.11752	-0.3186	YES
B.3.4.3.1	M&R-4Loop + Port Combinations/Dispatch/FL(%)	R&B	16.47%	103,527	12.64%	1,930		0.00852	4.4908	YES
B.3.4.3.2	M&R-4Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	13.94%	61,499	12.28%	912		0.01155	1.4348	YES
B.3.4.4.1	M&R-4Combo Other/Dispatch/FL(%)	R&B&D - Disp	16.54%	104,998	11.11%	18		0.08759	0.6203	YES
B.3.4.4.2	M&R-4Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	16.54%	104,998	22.22%	18		0.08759	-0.6483	YES
B.3.4.5.1	M&R-4xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	16.25%	2,867	12.00%	50		0.05263	0.8083	YES
B.3.4.5.2	M&R-4xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	16.23%	3,696	10.00%	20		0.08268	0.7540	YES
B.3.4.6.1	M&R-4UNE ISDN/Dispatch/FL(%)	ISDN - BRI	19.07%	236	9.73%	113		0.04494	2.0769	YES
B.3.4.6.2	M&R-4UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	13.66%	227	22.73%	44		0.05656	-1.6037	YES
B.3.4.7.1	M&R-4Line Sharing/Dispatch/FL(%)	ADSL to Retail	16.25%	2,867	27.27%	11		0.11145	-0.9886	YES
B.3.4.7.2	M&R-4Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	16.23%	3,696	28.36%	67		0.04546	-2.6672	NO
B.3.4.8.1	M&R-42W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	16.47%	103,527	9.87%	983		0.01189	5.5539	YES
B.3.4.8.2	M&R-42W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	16.47%	103,527	12.12%	297		0.02155	2.0173	YES
B.3.4.9.1	M&R-42W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	16.50%	101,598	10.60%	1,028		0.01163	5.0669	YES
B.3.4.9.2	M&R-42W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.54%	51,368	16.33%	49		0.04890	-0.5708	YES
B.3.4.10.1	M&R-4Other Design/Dispatch/FL(%)	Design	23.59%	2,730	0.00%	15		0.10992	2.1461	YES
B.3.4.10.2	M&R-4Other Design/Non-Dispatch/FL(%)	Design	17.52%	3,652	0.00%	3		0.21959	0.7981	YES
B.3.4.11.1	M&R-4Other Non-Design/Dispatch/FL(%)	R&B	16.47%	103,527	12.77%	47		0.05411	0.6843	YES
B.3.4.11.2	M&R-4Other Non-Design/Non-Dispatch/FL(%)	R&B	13.94%	61,499	16.33%	49		0.04950	-0.4825	YES
B.3.4.12.1	M&R-4LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	16.53%	101,916						
B.3.4.12.2	M&R-4LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	13.89%	60,305						
<b>Out of Service &gt; 24 hours</b>										
B.3.5.1.1	M&R-5Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.75%	65,198						
B.3.5.1.2	M&R-5Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	4.07%	17,702						
B.3.5.2.1	M&R-5Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.21%	933	0.00%	2		0.03274	0.0655	YES
B.3.5.2.2	M&R-5Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	689	0.00%	10		0.00000		YES
B.3.5.3.1	M&R-5Loop + Port Combinations/Dispatch/FL(%)	R&B	15.78%	66,317	9.14%	1,324		0.01012	6.5648	YES
B.3.5.3.2	M&R-5Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	4.01%	18,269	1.22%	411		0.00979	2.8561	YES
B.3.5.4.1	M&R-5Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.51%	68,080	5.56%	18		0.08533	1.1662	YES
B.3.5.4.2	M&R-5Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.51%	68,080	0.00%	18		0.08533	1.8173	YES
B.3.5.5.1	M&R-5xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	2.00%	50		0.07117	6.2813	YES
B.3.5.5.2	M&R-5xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	20		0.04670	0.9733	YES
B.3.5.6.1	M&R-5UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.39%	236	2.65%	113		0.02070	0.3550	YES
B.3.5.6.2	M&R-5UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.44%	227	6.82%	44		0.01091	-5.8464	NO
B.3.5.7.1	M&R-5Line Sharing/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	0.00%	0				YES
B.3.5.7.2	M&R-5Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	1		0.20833	0.2182	YES
B.3.5.8.1	M&R-52W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15.78%	66,317	1.93%	983		0.01171	11.8227	YES
B.3.5.8.2	M&R-52W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15.78%	66,317	0.00%	297		0.02120	7.4436	YES
B.3.5.9.1	M&R-52W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15.75%	65,172	17.46%	63		0.04591	-0.3730	YES
B.3.5.9.2	M&R-52W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	4.04%	17,634	25.00%	4		0.09850	-2.1276	NO

<b>BellSouth Monthly State Summary</b>												
<b>Florida, January 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>		
B.3.5.10.1	M&R-5 Other Design/Dispatch/FL(%)		Design	3.70%	2,730	0.00%	15		0.04887	0.7570	YES	
B.3.5.10.2	M&R-5 Other Design/Non-Dispatch/FL(%)		Design	0.85%	3,652	0.00%	3		0.05299	0.1602	YES	
B.3.5.11.1	M&R-5 Other Non-Design/Dispatch/FL(%)		R&B	15.78%	66,317	3.45%	29		0.06771	1.8214	YES	
B.3.5.11.2	M&R-5 Other Non-Design/Non-Dispatch/FL(%)		R&B	4.01%	18,269	5.26%	19		0.04505	-0.2777	YES	
B.3.5.12.1	M&R-5 LNP (Standalone)/Dispatch/FL(%)		R&B (POTS)	15.75%	65,198							
B.3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	4.07%	17,702							
<b>Unbundled Network Elements - Billing</b>												
<b>Invoice Accuracy</b>												
B.4.1	B-1 FL(%)		BST - State	98.37%	\$503,464,778	98.10%	\$9,029,129		0.00004	64.1797	NO	
<b>Mean Time to Deliver Invoices - CRIS</b>												
B.4.2	B-2 Region(business days)		BST - Region	4.87	1	4.14	1,493				YES	
<b>Local Interconnection Trunks - Ordering</b>												
<b>% Rejected Service Requests</b>												
C.1.1	O-7 Local Interconnection Trunks/FL(%)		Diagnostic			43.82%	178				Diagnostic	
<b>Reject Interval</b>												
C.1.2	O-8 Local Interconnection Trunks/FL(%)		>= 85% w in 4 days			98.72%	77				YES	
<b>FOC Timeliness</b>												
C.1.3	O-9 Local Interconnection Trunks/FL(%)		>= 95% w in 10 days			92.45%	159				NO	
<b>FOC &amp; Reject Response Completeness</b>												
C.1.4	O-11 Local Interconnection Trunks/FL(%)		>= 95%			98.75%	160				YES	
<b>FOC &amp; Reject Response Completeness (Multiple Responses)</b>												
C.1.5	O-11 Local Interconnection Trunks/FL(%)		>= 95%									
<b>Local Interconnection Trunks - Provisioning</b>												
<b>Order Completion Interval</b>												
C.2.1	P-4 Local Interconnection Trunks/FL(days)		Parity w Retail	19.70	44	23.17	36	13.250	2.97772	-1.1627	YES	
<b>Held Orders</b>												
C.2.2	P-1 Local Interconnection Trunks/FL(days)		Parity w Retail	0.00	0	0.00	0				YES	
<b>% Jeopardies</b>												
C.2.3	P-2 Local Interconnection Trunks/FL(%)		Parity w Retail	0.00%	48	0.00%	37		0.00000		YES	
<b>Average Jeopardy Notice Interval</b>												
C.2.4	P-2 Local Interconnection Trunks/FL(hours)		95% >= 48 hrs									
<b>% Missed Installation Appointments</b>												
C.2.5	P-3 Local Interconnection Trunks/FL(%)		Parity w Retail	0.00%	46	0.00%	37		0.00000		YES	
<b>% Provisioning Troubles within 30 Days</b>												
C.2.6	P-9 Local Interconnection Trunks/FL(%)		Parity w Retail	0.00%	1,656	0.00%	1,704		0.00000		YES	
<b>Average Completion Notice Interval</b>												
C.2.7	P-5 Local Interconnection Trunks/FL(hours)		Parity w Retail	88.07	37	16.69	35	193.714	45.67634	1.5629	YES	
<b>Total Service Order Cycle Time</b>												
C.2.8	P-10 Local Interconnection Trunks/FL(days)		Diagnostic			25.26	35				Diagnostic	
<b>Total Service Order Cycle Time (offered)</b>												
C.2.9	P-10 Local Interconnection Trunks/FL(days)		Diagnostic	<b>Under development</b>								
<b>% Completions w/o Notice or &lt; 24 hours</b>												
C.2.10.1	P-6 Local Interconnection Trunks/Dispatch/FL(%)		Diagnostic			100.00%	36				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%	29				YES	
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)		>= 95%			100.00%	48				YES	
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)		>= 95%			100.00%	3				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%	3	0.00%	3		0.00000		YES	
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/FL(%)		Parity w Retail	0.00%	110	0.00%	53		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%	417,580	0.00%	142,560		0.00001	-1.6857	NO	

BellSouth Monthly State Summary Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.03%	417,580	0.04%	142,560		0.00005	-2.1763	NO
<b>Maintenance Average Duration</b>											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	8.28	3	1.89	3	3.859	3.15052	2.0279	YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.57	110	1.27	53	1.553	0.25966	-2.6987	NO
<b>% Repeat Troubles within 30 Days</b>											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	3	0.00%	3		0.00000		YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	110	7.55%	53		0.00000		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%	3	0.00%	3		0.00000		YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	110	0.00%	53		0.00000		YES
<b>Local Interconnection Trunks - Billing</b>											
<b>Invoice Accuracy</b>											
C.4.1	B-1	FL(%)	BST - State	98.37%	\$503,464,778	99.67%	\$8,394,813		0.00004	-296.1849	YES
<b>Mean Time to Deliver Invoices - CABS</b>											
C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800				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%			100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.85%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.98%					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%			99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.98%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.99%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.99%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.99%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
<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	2.95	3,160,405	1.19	481,475				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181				YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374				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	2.95	3,160,405	1.35	230,416				YES

<b>BellSouth Monthly State Summary</b>										
<b>Florida, January 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.1.4.1.2	OSS-1RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416				YES
D.1.4.2.1	OSS-1RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384				YES
D.1.4.2.2	OSS-1RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384				YES
D.1.4.3.1	OSS-1ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1ATLAS - DID/Region(seconds)	Diagnostic			1.83	4				Diagnostic
D.1.4.4.2	OSS-1ATLAS - DID/Region(seconds)	Diagnostic			1.83	4				Diagnostic
D.1.4.5.1	OSS-1ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060				YES
D.1.4.5.2	OSS-1ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060				YES
D.1.4.6.1	OSS-1DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940				YES
D.1.4.6.2	OSS-1DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940				YES
D.1.4.7.1	OSS-1HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574				YES
D.1.4.7.2	OSS-1HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574				YES
D.1.4.8.1	OSS-1CRSEINT/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-1CRSEINT/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-1CRSECSRL/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-1CRSECSRL/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-3TAFI/Region(%)	>= 99.5%	100.00%							YES
<b>% Interface Availability - CLEC</b>										
D.2.2.1	OSS-3CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3ECTA/Region(%)	>= 99.5%			100.00%					YES
<b>% Interface Availability - BST &amp; CLEC</b>										
D.2.3.1	OSS-3CRIS/Region(%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3LNP/Region(%)	>= 99.5%			99.96%					YES
D.2.3.4	OSS-3MARCH/Region(%)	>= 99.5%			99.99%					YES
D.2.3.5	OSS-3OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3Predictor/Region(%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3SOCS/Region(%)	>= 99.5%			99.99%					YES
<b>Average Response Interval &lt;= 4 Seconds</b>										
D.2.4.1	OSS-4CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063		0.00075	14.5923	NO
D.2.4.2	OSS-4DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046		0.00530	-3.6316	YES
D.2.4.3	OSS-4DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010		0.00142	10.1611	NO
D.2.4.4	OSS-4LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423		0.00020	-2.6438	YES
D.2.4.5	OSS-4LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667		0.00080	53.3476	NO
D.2.4.6	OSS-4LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945		0.00083	5.2940	NO
D.2.4.7	OSS-4MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.4.8	OSS-4OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79		0.04997	2.4789	NO
D.2.4.9	OSS-4Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.4.10	OSS-4SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969		0.00038	0.9175	YES
D.2.4.11	OSS-4NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775		0.00563	2.4040	NO
<b>Average Response Interval &lt;= 10 Seconds</b>										
D.2.5.1	OSS-4CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063		0.00034	-12.2383	YES
D.2.5.2	OSS-4DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046		0.01304	-5.6341	YES
D.2.5.3	OSS-4DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010		0.00286	-38.0036	YES
D.2.5.4	OSS-4LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423		0.00015	-3.6629	YES
D.2.5.5	OSS-4LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667		0.00048	71.1949	NO
D.2.5.6	OSS-4LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945		0.00045	1.1525	YES
D.2.5.7	OSS-4MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.5.8	OSS-4OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79		0.02025	0.8748	YES
D.2.5.9	OSS-4Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.5.10	OSS-4SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969		0.00012	-0.6496	YES
D.2.5.11	OSS-4NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775		0.00116	-0.7020	YES
<b>Average Response Interval &gt; 10 Seconds</b>										
D.2.6.1	OSS-4CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063		0.00034	12.2383	YES
D.2.6.2	OSS-4DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046		0.01304	5.6341	YES
D.2.6.3	OSS-4DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010		0.00286	38.0036	YES
D.2.6.4	OSS-4LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423		0.00015	3.6629	YES

Final Report as of July 30, 2002

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<b>BellSouth Monthly State Summary</b>											
<b>Florida, January 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>
D.2.6.5	OSS-4	LMOsup/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667		0.00048	-71.1949	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945		0.00045	-1.1525	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553		0.02047	1.7527	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79		0.02025	-0.8748	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022		0.00471	14.5938	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969		0.00012	0.6496	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775		0.00116	0.7020	YES
<b>Collocation - Collocation</b>											
<b>Average Response Time</b>											
E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			8	8				YES
E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			6	38				YES
E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			6	15				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			11	2				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days			43	1				YES
E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days								
E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			8	13				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days								
E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days			70	1				YES
E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			4	22				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days								
<b>% Due Dates Missed</b>											
E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	3				YES
E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	36				YES
<b>General - Flow Through</b>											
<b>% Flow Through Service Requests</b>											
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			87.26%	327,495				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			87.26%	327,495				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			88.56%	212,656				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			74.56%	6,848				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			85.50%	107,991				YES
<b>% Flow Through Service Requests - Achieved</b>											
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			78.28%	365,034				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			78.28%	365,034				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			80.82%	233,001				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			54.31%	9,401				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			75.30%	122,632				Diagnostic
<b>% Flow Through Service Requests - LNP</b>											
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.81%	9,952				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.81%	9,952				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%	6				YES
<b>Loop Makeup Inquiry (Electronic)</b>											
F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			93.08%	1,401				NO
<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%	76				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.00%	5				YES
<b>General - Ordering</b>											
<b>Average Speed of Answer</b>											
F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148				YES



BellSouth Monthly State Summary										
Florida, January 2002		Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>General - Maintenance Center</b>										
<b>Average Answer Time</b>										
F.5.1	M&R-6 Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124				YES
<b>General - Operator Services (Toll)</b>										
<b>Average Speed to Answer</b>										
F.6.1	OS-1 FL(seconds)	PBD			5.31					PBD
<b>% Answered in 30 seconds</b>										
F.6.2	OS-2 FL(%)	PBD			96.30%					PBD
<b>General - Directory Assistance</b>										
<b>Average Speed to Answer</b>										
F.7.1	DA-1 FL(seconds)	PBD			5.89					PBD
<b>% Answered in 20 seconds</b>										
F.7.2	DA-2 FL(%)	PBD			93.70%					PBD
<b>General - E911</b>										
<b>Mean Interval</b>										
F.8.1	E-3 FL(hours)	PBD			1.98	1,221				PBD
<b>% Accuracy</b>										
F.8.2	E-2 FL(%)	PBD			96.93%	678,463				PBD
<b>% Timeliness</b>										
F.8.3	E-1 FL(%)	PBD			100.00%	1,221				PBD
<b>General - Billing</b>										
<b>Usage Data Delivery Accuracy</b>										
F.9.1	B-3 Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904		0.00030	-1.2591	YES
<b>Usage Data Delivery Timeliness</b>										
F.9.2	B-5 Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575		0.00099	-13.6405	YES
<b>Usage Data Delivery Completeness</b>										
F.9.3	B-4 Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575		0.00064	-14.4648	YES
<b>Mean Time to Deliver Usage</b>										
F.9.4	B-6 Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575				YES
<b>Recurring Charge Completeness</b>										
F.9.5.1	B-7 Resale/FL(%)	Parity w Retail	85.32%	\$20,170,734	97.79%	\$1,284,963		0.00084	-148.3688	YES
F.9.5.2	B-7 UNE/FL(%)	>= 90%			96.80%	\$602,118				YES
F.9.5.3	B-7 Interconnection/FL(%)	>= 90%			98.62%	\$12,278				YES
<b>Non-Recurring Charge Completeness</b>										
F.9.6.1	B-8 Resale/FL(%)	Parity w Retail	88.22%	\$26,557,499	91.05%	\$1,016,266		0.00095	-29.7311	YES
F.9.6.2	B-8 UNE/FL(%)	>= 90%			89.43%	\$1,566,982				NO
F.9.6.3	B-8 Interconnection/FL(%)	>= 90%			79.45%	\$1,110,104				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			50.00%	2				NO
<b>Average Software Release Notice Delay Days</b>										
F.10.2	CM-2 FL(average)	>= 25 days prior to release			26	1				YES
<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%	20				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								

BellSouth Monthly State Summary											
Florida, January 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>% Quotes Provided within X Business Days</b>											
F.11.2.1	BFR-2	Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2	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%	92,808				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	379,170				YES
<b>Acknowledgement Message Completeness</b>											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	92,808				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	379,170				NO
<b>General - Database Updates</b>											
<b>Average Database Update Interval</b>											
F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.40	24	3.40	24				PBD
F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.14	27	3.66	27				PBD
<b>% Update Accuracy</b>											
F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	233				YES
F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	74				YES
<b>% NXXs / LRNs Loaded by LERG Effective Date</b>											
F.13.3	D-3	Region(%)	100%			100.00%	32				YES
<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	195	4	180	4				YES