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August 17, 2001

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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

Dear Ms. Bayó:

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

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

Sincerely,
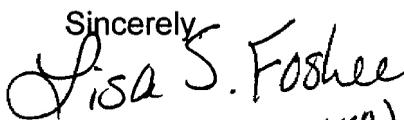
Lisa S. Foshee   (KA)

Enclosures

cc: All Parties of Record
    Marshall M. Criser III
    R. Douglas Lackey
    Nancy B. White

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
DOCKET NO. 960786-TL

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Lisa S. Foshee   (LA)

(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth)
Telecommunications, Inc.'s entry into)   Docket No. 960786-TL
interLATA services pursuant to Section)
271 of the Federal Telecommunications)
Act of 1996.)
_____)   Filed: August 17, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of

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

for the month of May 2001. The Affidavit and the accompanying attachments describe

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

Respectfully submitted this 17th day of August 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.
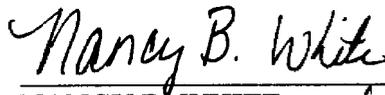
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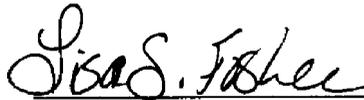
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Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED AUGUST 1, 2001

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

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

PROFESSIONAL AND EDUCATIONAL BACKGROUND

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

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

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

II.   PURPOSE OF AFFIDAVIT

4.   The purpose of my Affidavit is to provide data specific to BellSouth's operations in Florida. This filing reflects performance for the month of May 2001. Exhibit May PM Data and Attachments 1 though 5 that accompany this filing describe the data and explain the conclusions that can be drawn from it.

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DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

1 ## *DISCUSSION OF PERFORMANCE MEASUREMENTS DATA*

2

3 ### I. ANALYSIS OF PERFORMANCE MEASUREMENTS

4

5 **A. Introduction**

6

7 BellSouth is currently producing state level results based on the January 12,

8 2001, Georgia Order from Docket 7892-U. While there are some differences

9 from the interim Service Quality Measurement (SQM) Version 3.0 approved

10 by this Commission on July 3, 2001, they are minor and should not cause any

11 difficulty in determining BellSouth's overall performance level.

12

13 Attachment 1 is the Monthly State Summary (MSS) for Florida for May 2001.

14 The MSS contains 2,251 sub-metrics based on the Georgia Public Service

15 Commission (GPSC) Docket 7892-U. BellSouth met or exceeded the criteria

16 for 499 of these 608 sub-metrics, or 82% for which there were both

17 established benchmarks/retail analogues and CLEC activity. The remainder

18 of the 2,251 sub-metrics were either diagnostic (906), had no CLEC activity

19 (543), were parity by design (10), are still under development (62) or are

20 excluded (122) due to data calculation deficiencies. All measures and sub-

21 metrics are included in these calculations except three measures that are

22 currently under investigation that have known deficiencies in their

23 calculations. They are Average Jeopardy Notice Interval, FOC & Reject

24 Completeness, and LNP Disconnect Timeliness.

1

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

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

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

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

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

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

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

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

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

11   provides to CLECs.

12

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

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

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

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

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

18   inconclusive universe sizes.

19

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

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

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

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

1   quantitative viewpoint. For example, in May 2001, the Customer Trouble

2   Report Rate (CTRR), for Local Interconnect Trunks / Non-Dispatch (C.3.2.2)

3   showed that BellSouth retail had 0.03% troubles reported for 393,351 in

4   service trunks. The CLEC CTRR for the same period is 0.05% troubles

5   reported for 131,583 in service trunks. While there is very little difference in

6   the results, only two one hundredth of a percentage point, the universe is so

7   large that the Z-test becomes overly sensitive to any difference. As a result,

8   the statistical test shows that the sub-metric missed the standard criteria but

9   BellSouth's actual performance is at a very high level for both the CLECs and

10   BellSouth retail, in this case, greater than 99.9%. From a practical point of

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

12   statistical result does not technically meet the retail analogue.

13

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

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

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

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

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

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

20   performance.

21

22   The following paragraphs will address specific performance measurements

23   associated with each checklist item. A matrix that provides a cross reference

4

1 of the measurements included in the MSS to the 14 point checklist is included

2 in Attachment 4.

3

4 **B. CHECKLIST ITEM 1 – INTERCONNECTION**

5

6 **1. Collocation**

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

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

9 Section E in Attachment 1, Items E.1.1.1 through E.1.3.3, provides these

10 results. BellSouth met the approved benchmarks for all 9 of the 9 sub-metrics

11 with CLEC activity in May 2001.

12

13 **2. Local Interconnection Trunking**

14 Trunking Reports

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

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

17 Local Interconnection Trunks.

18

19 In May 2001, BellSouth met 15 of 18 sub-metrics or 83% of the applicable

20 benchmarks/analogues for all local interconnection trunking measures having

21 CLEC activity. The sub-metrics that did not meet the benchmarks/retail

22 analogues for May 2001 are as follows:

23

24 FOC Timeliness / Local Interconnection Trunks / (C.1.3)

1   BellSouth met the standard for 134 of the 144 (93.10%) ASRs received in this

2   sub-metric for May 2001. The 95% benchmark set a requirement of 137

3   based on the quantity of orders for this sub-metric. Although BellSouth is

4   within 2% of the benchmark for this measure, BellSouth continues to focus on

5   this measurement in order to improve results to meet the benchmark.

6

7   Customer Trouble Report Rate / Local Interconnection Trunks / Non Dispatch

8   (C.3.2.2)

9   BellSouth provided over 99.95% trouble free service for both retail and the

10   CLECs for this sub-metric for the month of May. When BellSouth provisions

11   high quality service coupled with very large universe sizes, it can cause an

12   apparent out of equity condition from a quantitative viewpoint.   In these

13   cases, there is very little variation and the universe size is so large that the Z-

14   test becomes overly sensitive to any difference. In other words, the statistical

15   test shows that the measurement does not meet the fixed critical value when

16   compared with the retail analogue, but BellSouth's actual performance for

17   both CLECs and its own retail operations is at a very high level – often 98%

18   or 99%. From a practical point of view, the CLECs' ability to compete has not

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

20   BellSouth failed to meet the benchmark/analogue.

21

22   % Repeat Reports in 30 Days / Local Interconnection Trunks / Non Dispatch

23   (C.3.4.2)

1   BellSouth is currently investigating the data for this sub-metric in May 2001.

2

3   <u>Trunk Blockage</u>

4   BellSouth has developed a trunk blocking report that compares BellSouth

5   retail's trunk blockage rates to those of CLECs. The report, <u>Trunk Group</u>

6   <u>Performance Report</u> (TGP), Attachment 3, displays trunk blocking in a

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

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

9   comparable trunk groups administered by BellSouth that handle CLEC and

10   BellSouth traffic. Time consistent busy hour blocking data for each trunk

11   group is provided to each CLEC for its trunk groups. In order to ensure that

12   all possible trunks in the network were considered for inclusion and exclusion

13   in the trunk blocking comparison process, BellSouth has analyzed all trunks,

14   their roles in the network according to use and their interconnection

15   arrangements.   Additionally, the TGP report provides a direct comparison of

16   hour-by-hour blocking between CLEC and BellSouth trunk groups. The Trunk

17   Group Categories included in the Blocking Comparison are as follows:

18

19   For Traffic Terminating at CLEC End Offices:

20   •   Category 1 (BellSouth End-Office to BellSouth Access Tandem)

21   •   Category 3 (BellSouth End-Office to CLEC Switch)

22   •   Category 4 (BellSouth Local Tandem to CLEC Switch)

23   •   Category 5 (BellSouth Access Tandem to CLEC Switch)

1   •   Category 10 (BellSouth End-Office to BellSouth Local Tandem)

2   •   Category 16 (BellSouth Inter-Tandem Trunk Groups)

3

4   For Traffic Terminating at BellSouth End Offices:

5   •   Category 9 (BellSouth End-Office to BellSouth End-Office)

6

7   BellSouth's approach ensures the inclusion of comparative data that will

8   permit a more complete comparative analysis. The new measurement

9   method provides direct and clear comparison of blocking levels for all relevant

10   trunk groups. The interim SQM for OSS Evaluation Version 3.0, approved by

11   this Commission on July 3, 2001, also describes how BellSouth derives and

12   calculates its performance data, including trunk blockage data. In addition,

13   Section C.5.1, TGP (Attachment 3 to this Exhibit) shows the actual blocking

14   percentages by hour. The Self Effectuating Enforcement Mechanism (SEEM)

15   Analogue/Benchmark for the Trunk Group Performance measure is any two

16   hour period in 24 hours where CLEC blockage exceeds BellSouth blockage

17   by more than 0.5%. Report C.5.1 in Attachment 1 indicates that BellSouth

18   met or exceeded the benchmark for this sub-metric in May 2001.

19

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

21

22   This section addresses the measures associated with UNEs under checklist

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

24   Ordering, Provisioning and Maintenance & Repair operations. The Ordering

1   function is disaggregated into 17 sub-metrics. The Provisioning function has

2   19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair

3   function.   All Ordering measures will be included in this checklist item

4   because of the overall relationship of the mechanized, partially mechanized

5   and manual processing of Local Service Requests (LSRs). The Provisioning

6   and Maintenance & Repair measures for the following products are included

7   in the checklist item as shown below:

8   Product   Checklist Item:

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

10   Combo (Other)   #2 – Unbundled Network Elements

11   Other Design   #2 – Unbundled Network Elements

12   Other Non-Design   #2 – Unbundled Network Elements

13   xDSL Loop   #4 – Unbundled Local Loops

14   UNE ISDN Loop   #4 – Unbundled Local Loops

15   Line Sharing   #4 – Unbundled Local Loops

16   2w Analog Loop Design   #4 – Unbundled Local Loops

17   2w Analog Loop Non Design   #4 – Unbundled Local Loops

18   2w Analog Loop w/INP Design   #4 – Unbundled Local Loops

19   2w Analog Loop w/INP Non Design   #4 – Unbundled Local Loops

20   2w Analog Loop w/LNP Design   #4 – Unbundled Local Loops

21   2w Analog Loop w/LNP Non Design   #4 – Unbundled Local Loops

22   Digital Loop < DS1   #4 – Unbundled Local Loops

23   Digital Loop => DS1   #4 – Unbundled Local Loops

1	Local Interoffice Transport	#5 – Unbundled Local Transport
2	Switch Ports	#6 – Unbundled Local Switching
3	INP Standalone	#11 – Local Number Portability
4	LNP Standalone	#11 – Local Number Portability

5

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

7 Maintenance & Repair and Billing indicates that BellSouth met the

8 benchmark/analogue for 83% of the sub-metrics during the month of May

9 2001.

10

11 **1. UNE Ordering Measures**

12

13 Items B.1.1 – B.1.19 in Attachment 1 show data for Percent Rejected Service

14 Requests, Reject Interval, FOC Timeliness and FOC & Reject Response

15 Completeness.   These reports are disaggregated by interface type

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

17

18 **Percent Rejected Service Requests**

19 Results for individual CLECs in this measure vary. Some CLECs have few

20 rejected service requests, while some CLECs have many. Of the CLECs

21 submitting LSRs, three of the five CLECs that submitted the largest volumes

22 of fully mechanized LSRs had rejection rates ranging from 2% to 5%.

23

1   of partially mechanized rejects being returned to the CLECs within the 18-

2   hour time period.

3

4   For manual orders, the current benchmark is also 85% within 24 hours.

5   BellSouth also exceeded this requirement, with over 96% of the LSRs

6   submitted manually being returned to the CLECs within the 24-hour time

7   period in May 2001.

8

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

10   2001:

11

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

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

14   Reject Interval / 2w Analog Loop w/INP Design / Electronic (B.1.4.10)

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

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

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

18   BellSouth is conducting a detailed root cause analysis of the process for

19   electronic ordering. This analysis addresses the ordering systems (EDI, TAG,

20   and LENS) used by the CLECs and the back-end legacy applications, such

21   as SOCS, that are accessed by the ordering systems.

22

1   Thus far, the analysis has determined that many of the LSRs that did not

2   meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.

3   Between these hours the system is unable to process LSRs because of the

4   back-end legacy systems are out of service. Such hours should be excluded

5   from the measurement. BellSouth is currently reviewing the scheduled down

6   time for all systems and how that down time affects the ordering capability of

7   the CLECs.

8

9   With the implementation of May data BellSouth was directed to change the

10   time stamp identification for the start and complete times of the interval for

11   this measurement from the Local Exchange Ordering (LEO) System to the

12   CLEC ordering interface system (TAG or EDI). With this change BellSouth

13   was unable to identify multiple issues of the same version of the LSRs that

14   may be rejected (fatal rejects), which should be excluded from the

15   measurement. If there are multiple issues of the same version, the measure

16   currently calculates the interval from the initial issue to the final issue of the

17   LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's

18   performance level is inappropriately understated. An initial review indicated

19   41% of all mechanized rejected LSRs that did not meet the one hour

20   benchmark were submitted after 11:00 p.m. BellSouth is currently working to

21   determine a fix for this issue.

22

1   With the May update, the data for the UNE Loop & Port Combination is being

2   included in the UNE Other Non-Design sub-metric. BellSouth is currently

3   changing the programming to remove the UNE Loop & Port Combination from

4   the UNE Other Non-Design sub-metric and expects the update to be

5   complete with the release of August data.

6

7   FOC Timeliness

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

9   returned within 3 hours. For partially mechanized LSRs, the benchmark is

10   85% returned within 18 hours. For LSRs submitted manually, the benchmark

11   is 85% returned within 36 hours. In May 2001, BellSouth met the benchmark

12   for 44,471 of the 45,368 (98%) LSRs that received an FOC. The sub-metrics

13   that did not meet the benchmark in May are as follows:

14

15   FOC Timeliness / xDSL / Electronic (B.1.9.5)

16   BellSouth met the benchmark for 137 of the 153 LSRs that received a FOC

17   for this sub-metric in May 2001. BellSouth is conducting a detailed root cause

18   analysis of the process for electronic ordering. This analysis addresses the

19   ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-

20   end legacy applications, such as SOCS, that are accessed by the ordering

21   systems. For further information see the explanation included with the

22   electronic reject interval measurement, item B.1.4.x.

23

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

2   BellSouth met the benchmark for 456 of the 575 LSRs that received a FOC

3   for this sub-metric in May 2001. BellSouth is conducting a detailed root cause

4   analysis of the process for electronic ordering. This analysis addresses the

5   ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-

6   end legacy applications, such as SOCS, that are accessed by the ordering

7   systems. For further information see the explanation included with the

8   electronic reject interval measurement, item B.1.4.x.

9

10   <u>FOC Timeliness / 2w Analog Loop w/LNP Non Design / Electronic (B.1.9.13)</u>

11   BellSouth met the benchmark for 14 of the 90 LSRs for this sub-metric in May

12   2001. BellSouth is conducting a detailed root cause analysis of the process

13   for electronic ordering. This analysis addresses the ordering systems (EDI,

14   TAG, and LENS) used by the CLECs and the back-end legacy applications,

15   such as SOCS, that are accessed by the ordering systems. For further

16   information see the explanation included with the electronic reject interval

17   measurement, item B.1.4.x.

18

19   <u>FOC Timeliness / xDSL / Partially Electronic (B.1.11.5)</u>

20   There were only nine orders in this sub-metric for May 2001 with BellSouth

21   meeting the benchmark for seven of them. Such a small universe does not

22   produce a statistically conclusive benchmark comparison.

23

1   FOC & Reject Response Completeness

2   This measurement was introduced with the March 2001 data month. The

3   benchmark is 95%. In this sub-metric, BellSouth did not meet the benchmark

4   in May 2001 for the FOC and Reject Response Completeness metrics listed

5   below:

6

7   FOC & Reject Response Completeness / Local Interoffice Transport /

8   Electronic (B.1.14.2)

9   FOC & Reject Response Completeness / xDSL / Electronic (B.1.14.5)

10   FOC & Reject Response Completeness / ISDN Loop / Electronic (B.1.14.6)

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

12   Electronic (B.1.14.9)

13   FOC & Reject Response Completeness / Other Design / Electronic

14   (B.1.14.14)

15   FOC & Reject Response Completeness / xDSL / Partial Electronic (B.1.15.5)

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

17   (B.1.16.3)

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

19   Manual (B.1.16.9)

20   FOC & Reject Response Completeness / 2w Analog Loop w/INP Design /

21   Manual (B.1.16.10)

22   FOC & Reject Response Completeness / Other Non-Design / Manual

23   (B.1.16.15)

1   FOC & Reject Response Completeness (Multiple Responses) / xDSL /

2   Electronic (B.1.17.5)

3   FOC & Reject Response Completeness (Multiple Responses) / Local

4   Interoffice Transport / Partial Electronic (B.1.18.2)

5   FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop

6   & Port) / Partial Electronic (B.1.18.3)

7   FOC & Reject Response Completeness (Multiple Responses) / xDSL / Partial

8   Electronic (B.1.18.5)

9   FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop /

10   Partial Electronic (B.1.18.6)

11   FOC & Reject Response Completeness (Multiple Responses) / 2w Analog

12   Loop Non Design / Partial Electronic (B.1.18.9)

13   FOC & Reject Response Completeness (Multiple Responses) / Other Design

14   / Partial Electronic (B.1.18.14)

15   FOC & Reject Response Completeness (Multiple Responses) / Other Non-

16   Design / Partial Electronic (B.1.18.15)

17   FOC & Reject Response Completeness (Multiple Responses) / Local

18   Interoffice Transport / Manual (B.1.19.2)

19   FOC & Reject Response Completeness (Multiple Responses) / Combo

20   (Loop&Port) / Manual (B.1.19.3)

21   FOC & Reject Response Completeness (Multiple Responses) / xDSL /

22   Manual (B.1.19.5)

1 <u>FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop /</u>

2 <u>Manual (B.1.19.6)</u>

3 <u>FOC & Reject Response Completeness (Multiple Responses) / 2w Analog</u>

4 <u>Loop Design / Manual (B.1.19.8)</u>

5 <u>FOC & Reject Response Completeness (Multiple Responses) / 2w Analog</u>

6 <u>Loop Non Design / Manual (B.1.19.9)</u>

7 <u>FOC & Reject Response Completeness (Multiple Responses) / 2w Analog</u>

8 <u>Loop w/INP Design / Manual (B.1.19.10)</u>

9 <u>FOC & Reject Response Completeness (Multiple Responses) / Other Design</u>

10 <u>/ Manual (B.1.19.14)</u>

11 <u>FOC & Reject Response Completeness (Multiple Responses) / Other Non</u>

12 <u>Design / Manual (B.1.19.15)</u>

13 BellSouth has determined that the coding for the FOC and Reject

14 Completeness measures failed to include rejections that were classified as

15 "auto clarifications." This coding change will impact all FOC and Reject

16 Completeness measures that include auto clarification rejects. The code for

17 this measurement is being rewritten and is projected to be included with the

18 August data, available at the end of September. BellSouth continues to

19 review this measurement in order to improve results to meet the benchmark.

20

21 <u>Flow-Through</u>

22

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

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

3   results for individual CLECs are included in Attachment 2. The following table

4   shows the Regional Flow-Through results for May 2001 as compared with the

5   Interim SQM benchmarks.

6

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

8

Customer Type	May 2001	Benchmark
Residence	90.25%	95%
Business	61.15%	90%
UNE	74.80%	85%
LNP	90.65%	85%

9

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

11   handling.   Business flow-through rate is well below the 90% objective.

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

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

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

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

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

17

1   BellSouth's flow-through rates will continue to improve. BellSouth has formed

2   a joint BellSouth/CLEC Flow-Through Improvement Task Force to specifically

3   address this issue. The Task Force will operate as a subcommittee of the

4   existing Change Control Process. The first meeting was held on February 28,

5   2001. The objective of the Task Force is to work jointly to identify potential

6   enhancements to electronic order flow-through, document those

7   enhancements, and develop an implementation schedule. Fifteen CLECs

8   and BellSouth were represented at the initial meeting.

9

10   On March 19, 2001, the Flow-Through Improvement Task Force met at the

11   BellSouth Conference Center (BSCC). Fourteen CLECs and BellSouth were

12   represented. The Task Force agreed upon a definition for flow-through for

13   purposes of the Task Force. In addition, the Task Force discussed further the

14   role of the Task Force and status of the existing flow-through changes.

15   BellSouth expects the work of the Task Force to improve the process of flow-

16   through.

17

18   The Flow-Through Task Force met on May 24, 2001, with agreement being

19   reached to identify specific areas of concentration for the team. All attendees

20   agreed that the Task Force would be better focused on the areas it was

21   created to examine with this identification. The team prioritized eight items

22   that had previously been identified. Action items were assigned with follow-

23   up meetings to be scheduled based on status of the prioritized items.

1   BellSouth has established a Flow-Through Improvement Program

2   Management process that includes seven different internal organizations.

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

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

5   are targeted for Encore releases. These releases are being implemented in

6   July and August 2001.

7

8   **2. UNE Provisioning Measures**

9   BellSouth met 81% of the overall UNE Provisioning measurements in the

10   month of May 2001.

11

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

13   month of May 2001:

14

15   % Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10

16   Circuits (B.2.10.3)

17   The calculations for this measure have been determined to be incorrect. The

18   coding change in the Service Order Control System (SOCS) is currently

19   scheduled for a September 13, 2001, system load date. Based on this

20   schedule, the October data month will be the first full month that the change

21   will be in effect.

22

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

2   <u>Non Dispatch (B.2.18.3.1.2)</u>

3   BellSouth missed 25 of the 10,487 scheduled appointments in this sub-metric

4   for May 2001. BellSouth met over 99.7% of the scheduled appointments for

5   both retail and the CLECs in this sub-metric for the month of May. When

6   BellSouth provisions high quality service coupled with very large universe

7   sizes, it can cause an apparent out of equity condition from a quantitative

8   viewpoint. In these cases, there is very little variation and the universe size

9   is so large that the Z-test becomes overly sensitive to any difference. In other

10   words, the statistical test shows that the measurement does not meet the

11   fixed critical value when compared with the retail analogue, but BellSouth's

12   actual performance for both CLECs and its own retail operations is at a very

13   high level – often 98% or 99%. From a practical point of view, the CLECs'

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

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

16

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

18   <u>Dispatch (B.2.19.3.2.1)</u>

19   There were four troubles reported for the thirteen orders that completed in the

20   30 days prior to May 2001 for this sub-metric. No systemic problems were

21   identified for this small number of orders in May.

22

1   <u>Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /</u>

2   <u>Dispatch (B.2.21.3.1.1)</u>

3   <u>Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /</u>

4   <u>Non-Dispatch (B.2.21.3.1.2)</u>

5   <u>Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /</u>

6   <u>Dispatch (B.2.21.3.2.1)</u>

7   The root cause analysis of these measures indicated that the only differences

8   between the performance between BellSouth retail and CLECs are the

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

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

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

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

13   provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

20   Work Management Centers have been assigned to resolve any completion

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

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

23   analogue results.

1

2 <u>Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch</u>

3 <u>(B.2.34.2.1.1)</u>

4 BellSouth met the standard for 11 of the 12 orders reviewed in this sub-metric

5 for May 2001. The 95% benchmark set a requirement of 12 based on the

6 quantity of orders for this sub-metric. Although BellSouth is within one order

7 of the benchmark for this measure, BellSouth continues to focus on this

8 measurement in order to improve results to meet the benchmark.

9

10 <u>Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch</u>

11 <u>(B.2.34.2.1.2)</u>

12 BellSouth met the standard for 168 of the 186 orders reviewed in this sub-

13 metric for May 2001. The 95% benchmark set a requirement of 177 based on

14 the quantity of orders for this sub-metric. BellSouth continues to focus on this

15 measurement in order to improve results to meet the benchmark.

16

17 <u>Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch</u>

18 <u>(B.2.34.2.2.1)</u>

19 There were only two observations in this sub-metric for May 2001. Such a

20 small universe does not produce a statistically conclusive benchmark

21 comparison.

22

1   Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch

2   (B.2.34.2.2.2)

3   BellSouth met the standard for 14 of the 20 orders reviewed in this sub-metric

4   for May 2001. The 95% benchmark set a requirement of 19 based on the

5   quantity of orders for this sub-metric. BellSouth continues to focus on this

6   measurement in order to improve results to meet the benchmark.

7

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

9   BellSouth met the applicable performance standard for 79% of the overall

10   UNE M&R measurements. The sub-metric that did not meet the fixed critical

11   value for this checklist item is as follows:

12

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

14   (B.3.1.11.2)

15   BellSouth missed 4 of the 67 repair appointments scheduled for this sub-

16   metric in May 2001. No systemic problems were identified for the four orders

17   missed in May.

18

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

20   The difference between the retail analogue and the CLEC aggregate was less

21   than 2% for this sub-metric in May 2001. Both the CLECs and BellSouth

22   retail had greater than 97% trouble free service for all in service lines in this

23   sub-metric in May.

1

2 <u>Customer Trouble Report Rate / Other Design / Non Dispatch (B.3.2.10.2)</u>

3 The difference between the retail analogue and the CLEC aggregate was less

4 than 1% for this sub-metric in May 2001. Both the CLECs and BellSouth

5 retail had greater than 98% trouble free service for all in service lines in this

6 sub-metric in May.

7

8 <u>Customer Trouble Report Rate / Other Non Design / Dispatch (B.3.2.11.1)</u>

9 There were a total of 48 troubles reported for the 688 in service lines for this

10 sub-metric in May 2001. A preliminary analysis indicated that 17% of the

11 troubles were closed out as found OK. Further analysis is underway to

12 determine any systemic issues with this sub-metric.

13

14 <u>Customer Trouble Report Rate / Other Non Design / Non Dispatch</u>

15 <u>(B.3.2.11.2)</u>

16 There were a total of 67 troubles reported for the 688 in service lines for this

17 sub-metric in May 2001. A preliminary analysis indicated that 48% of the

18 troubles were closed out as found OK or approximately half of the troubles

19 reported had minimal impact on the end-user customer. Further analysis is

20 underway to determine any systemic issues with this sub-metric.

21

22 <u>% Repeat Reports in 30 Days / Combo (Loop&Port) / Non Dispatch</u>

23 <u>(B.3.4.3.2)</u>

1   There were a total of 898 trouble reports of which 379 were repeats in this

2   sub-metric for May 2001. A detailed analysis has identified 268 of the 379

3   repeats to be from the third party test CLEC. Also, 337 of the 379 repeat

4   reports were closed as Test OK / Found OK or approximately 90% of the

5   troubles had minimal impact on the end-user customer. The exclusion of the

6   third party tests reports from this sub-metric would meet or exceed the retail

7   analogue for May.

8

9   **4. Other UNE Measures**

10

11   **Pre-Ordering**

12   Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and

13   Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering

14   measurements. All measures met the established benchmarks for May 2001

15   as shown in Attachment 1.

16

17   The remainder of the UNE measurements for which BellSouth did not meet

18   the applicable analogue or benchmark in May 2001 is as follows:

19

20   **Operations Support Systems**

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

22   benchmark/retail analogue in May 2001 were:

23

1   <u>Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS</u>

2   <u>(D.1.3.5.1)</u>

3   <u>Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS</u>

4   <u>(D.1.3.5.2)</u>

5   BellSouth averaged 12.61 seconds response interval for the CLECs, which is

6   approximately nine seconds longer than the retail analogue. A detailed

7   analysis has identified a problem in the LENS software that deals with

8   response times from HAL/CRIS. This update was implemented on July 28,

9   2001.

10

11   <u>Average Response Interval / CRIS / Region (D.2.4.1.1)</u>

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

13   separate disaggregations. The percentage of queries that are responded to

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

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

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

17   both the less than 10 and greater than 10 seconds responses. The CLEC

18   response interval was 94.25% within 4 seconds as compared with 95.65% for

19   the retail analogue. For the less than 10 second response, the CLECs

20   received 99.03% of their responses and the retail analogue received 98.82%.

21   The one percent difference for both of these intervals indicates equivalent

22   service levels for the CLECs and BellSouth retail.

23

1   Average Response Interval / LMOSupd / Region (D.2.4.5.1, D.2.4.5.2,

2   D.2.4.5.3)

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

4   separate disaggregations. The percentage of queries that are responded to

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

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

7   analogue intervals for all three of these sub-metrics in May 2001. For each of

8   the three sub-metrics, there was less than a 0.25% difference in the

9   responses received by the CLECs and BellSouth retail.   The 0.25 percent

10   difference for all of these intervals indicates equivalent service levels for both

11   the CLECs and BellSouth retail.

12

13   Average Response Interval / LNP/ Region (D.2.4.6.1)

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

15   separate disaggregations. The percentage of queries that are responded to

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

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

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

19   both the less than 10 and greater than 10 seconds responses. The CLEC

20   response interval was 99.28% within 4 seconds as compared with 99.62% for

21   the retail analogue. For the less than 10 second response, the CLECs

22   received 99.84% of their responses and the retail analogue received 99.84%.

1   The less than one-half percent difference for these intervals indicates

2   equivalent service levels for the CLECs and BellSouth retail.

3

4   **General - Change Management**

5   <u>% Software Release Notices sent on time (F.10.1)</u>

6   There were only four releases in this sub-metric for May 2001 with BellSouth

7   meeting the benchmark for three of them. BellSouth missed one release for

8   this sub-metric in May. All personnel with posting responsibility for these

9   notices have been advised of the need to make sure that they meet the 30-

10   day requirement of this measure.

11

12   **General – Billing**

13   <u>Usage Data Delivery Accuracy (F.9.1)</u>

14   This measure compares the rate at which usage data is sent accurately to

15   CLECs with the same measure for the BellSouth retail analogue. In May

16   2001, a software problem caused an error for one CLEC which dropped the

17   results to 99.99% compared to BellSouth's 100%. Out of approximately

18   14,000 packs (or groupings) of usage data sent to CLECs in May, only one of

19   the packs was impacted by the problem. Once the software was fixed, the

20   corrected pack data was resent successfully to the CLEC.

21

22   <u>Mean Time to Deliver Usage (F.9.4)</u>

1   This measure compares the average number of days to deliver usage to

2   CLECs with the BellSouth retail analogue. In May 2001, the CLEC result was

3   3.76 days compared to BellSouth's 3.73 days. While the CLEC measurement

4   is slightly greater than the BellSouth results, the CLECs are provided with

5   substantially the same opportunity to bill end users as is BellSouth.

6

7   **General – New Business Requests**

8   **% Quotes Provided Within 60 Business Days (F.11.2.3)**

9   The MSS for this item indicates that there were a total of 13 requests for this

10   sub-metric in June 2001 and that one of the 13 requests met the 60 day

11   interval. This was a reporting error in that there were a total of thirteen

12   requests for all intervals, 10, 30 and 60 days. Only one of the requests was in

13   the 60 day interval sub-metric and it was returned in 26 days, thus meeting

14   the benchmark. The results should have indicated one quote with 100%

15   returned on time for this sub-metric, not 13 quotes with 1 returned on time.

16   This has been corrected on a going-forward basis.

17

18   **General – Ordering**

19   **% Acknowledgement Message Timeliness / EDI (F.12.1.1)**

20   A root cause analysis has identified 8,856 of 10,010 (88%) failed EDI

21   acknowledgements were submitted by the Florida Third Party Test (3PT)

22   CLEC and are not being filtered out of the acknowledgement calculations.

23   During the setup for the 3PT volume tests, a problem was encountered in the

1   EDI system. Since the setup had to be redone, all of the acknowledgements

2   that had been generated for the test were eliminated. With the removal of

3   these test messages the results would have been 98.8%, well above the 90%

4   benchmark for this sub-metric in May 2001.

5

6   % Acknowledgement Message Completeness / EDI (F.12.2.1)

7   BellSouth experienced EDI outages in May that caused 723 of the over

8   96,000 acknowledgement messages to not be returned. A Stability Plan to

9   improve EDI availability has been put into effect. This plan includes

10   implementing both a manual application monitoring schedule (24 / 7) and

11   increased mechanized application alarms to more adequately monitor and

12   react to application outages. The database parameters have also been

13   adjusted to allow for maximum processing in the EDI system.

14

15   % Acknowledgement Message Completeness / TAG (F.12.2.2)

16   BellSouth failed to deliver 16 of the 183,966 messages in May 2001 for this

17   sub-metric. Analysis continues to identify any issues in this process.

18   However, such a small number of failed records have not revealed any

19   systemic process problems

20

1   **D. <u>CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS</u>**

2   As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1

3   provide data for provisioning and maintenance & repair measures for

4   unbundled local loops.

5

6   For purposes of discussion in this checklist item, the local loop sub-metrics

7   have been separated into two mode-of-entry groups, xDSL and

8   SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN

9   and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design

10   and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital

11   loop sub-metrics.

12

13   **<u>xDSL Group</u>**

14

15   **1. <u>Provisioning Measures</u>**

16   The xDSL group sub-metrics that did not meet the fixed critical value

17   comparison requirements for May 2001 are as follows:

18

19   <u>OCI / xDSL w/o conditioning / < 6 Circuits / Dispatch (B.2.2.2)</u>

20   There wee a total of 239 orders completed for this sub-metric in May 2001

21   that averaged 7.18 days. The benchmark is 7.0 days. A detailed analysis

22   revealed that the CLECs requested extended intervals on 18 orders that

23   should have been excluded from the measure. Also, there were 8 orders that

1   were extended due to customer missed appointments and should have been

2   excluded. The exclusion of these 26 orders would have resulted in a 6.90

3   day average, thus meeting the 7.0 day benchmark.

4

5   % Missed Installation Appointments / ISDN Loops / < 10 Circuits / Dispatch

6   (B.2.18.6.1.1)

7   There were a total of 58 missed appointments for the 527 scheduled in this

8   sub-metric in May 2001. Thirty-three of the missed appointments were due to

9   a lack of cable facilities. The Work Management Center has implemented a

10 new monitoring system that will allow for a more proactive approach to

11 resolving facility issues.

12

13 2. **Maintenance & Repair Measures**

14 The xDSL group sub-metrics that did not meet the fixed critical value

15 comparison requirements for May 2001 are as follows:

16

17 % Missed Repair Appointments / xDSL / Non Dispatch (B.3.1.5.2)

18 BellSouth missed one of the twelve scheduled appointments for this sub-

19 metric in May 2001. There was no systemic problem found for the missed

20 appointment.

21

22 % Missed Repair Appointments / ISDN Loops / Non Dispatch (B.3.1.6.2)

34

1   BellSouth missed one of the twenty-six scheduled appointments for this sub-

2   metric in May 2001. There was no systemic problem found for the missed

3   appointment.

4

5   % Missed Repair Appointments / Line Sharing / Non Dispatch (B.3.1.7.2)

6   BellSouth missed one of the twelve scheduled appointments for this sub-

7   metric in May 2001. There was no systemic problem found for the missed

8   appointment.

9

10   Customer Trouble Report Rate / xDSL Loops / Dispatch (B.3.2.5.1)

11   A total of 62 troubles were reported for the 5,870 in service lines for this sub-

12   metric in May 2001. Both the CLECs and BellSouth retail had 99% trouble

13   free service for all in service lines in this sub-metric in May.

14

15   Customer Trouble Report Rate / ISDN Loops / Dispatch (B.3.2.6.1)

16   There were a total of 32 troubles reported for the 2,803 in service lines for this

17   sub-metric in May 2001. Both the CLECs and BellSouth retail had 99%

18   trouble free service for all in service lines in this sub-metric in May.

19

20   Customer Trouble Report Rate / ISDN Loops / Non Dispatch (B.3.2.6.2)

21   There were a total of 26 troubles reported for the 2,803 in service lines for this

22   sub-metric in May 2001. Both the CLECs and BellSouth retail had greater

23   than 99% trouble free service for all in service lines in this sub-metric in May.

1

2   Customer Trouble Report Rate / Line Sharing / Non Dispatch (B.3.2.7.2)

3   There were a total of 12 troubles reported for the 747 in service lines for this

4   sub-metric in May 2001. Both the CLECs and BellSouth retail had greater

5   than 98 % trouble free service for all in service lines in this sub-metric in May.

6

7   Maintenance Average Duration / ISDN Loops / Non Dispatch (B.3.3.6.2)

8   There were a total of 26 troubles reported for this sub-metric in May 2001.

9   BellSouth is currently investigating the duration for these reports to determine

10 if any systemic problem exists.

11

12 % Repeat Reports in 30 Days / ISDN Loops / Non Dispatch (B.3.4.6.2)

13 Six of the twenty-six reports filed in this sub-metric in May 2001 were repeat

14 reports in the past 30 days. No systemic problems were identified in any of

15 these issues.

16

17 % Out of Service > 24 hours / xDSL / Non dispatch (B.3.5.5.2)

18 There was only one trouble report of the twelve reports issued in this sub-

19 metric for May 2001 that was out of service greater than 24 hours. This small

20 universe does not provide a statistically conclusive comparison with the retail

21 analogue.

22

23 % Out of Service > 24 hours / ISDN Loops / Non dispatch (B.3.5.6.2)

1   There was only one trouble report of the twenty-six reports issued in this sub-

2   metric for May 2001 that was out of service greater than 24 hours. This small

3   universe does not provide a statistically conclusive comparison with the retail

4   analogue.

5

6   **SL1/SL2/Digital Loop Group**

7   **1. Provisioning Measures**

8   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

9   critical value comparison requirements for May 2001 are as follows:

10

11   **Order Completion Interval (OCI)**

12   A root cause analysis for OCI for Non-Dispatch orders revealed that

13   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

14   orders, but the wholesale non-dispatched orders were receiving the same

15   interval as "dispatched" orders. On June 2, 2001, a release was added to the

16   due date calculator software to correct this error. However, due to problems

17   with the software load, it had to be removed. A temporary fix was installed at

18   the end of July, until the final update can be added. In addition to the

19   appointment interval issue, OCI is adversely affected by LSRs for which

20   CLECs request intervals beyond the offered interval. When a CLEC requests

21   an interval beyond the available interval offered by BellSouth, an "L" code is

22   entered on the Service Order generated by BellSouth. "L" coded orders are

23   excluded from the OCI metrics.

1

2   Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch

3   (B.2.1.8.1.1)

4   There were a total of 453 completed orders in this sub-metric in May 2001. A

5   detailed analysis indicated that 211 of the 453 orders had intervals that were

6   longer than the due date calculator system would have assigned and should

7   have been given an "L Code" for extended interval.   When an LSR is

8   received, the due date calculator determines what the current available

9   interval for that product is, based on the available resources from Network. If

10   the CLEC requests a longer interval ("extended interval"), the order is given

11   an "L Code" and excluded from the OCI measurement.   Exclusion of the

12   extended orders from this sub-metric would have met or exceeded the retail

13   analogue.

14

15   Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /

16   Dispatch (B.2.1.12.1.1)

17   There were a total of 370 orders that completed for this sub-metric in May

18   2001. A detailed analysis indicated that 40 orders with extended intervals

19   were not "L coded" and should have been excluded. An additional 14 orders

20   that were extended due to customer misses and should have been "L coded"

21   were not. The exclusion of these orders from this sub-metric would have met

22   or exceeded the retail analogue.

23

1   <u>Order Completion Interval / 2w Analog Loop w/LNP Non Design / < 10</u>

2   <u>Circuits / Dispatch (B.2.1.13.1.1)</u>

3   There were a total of 103 orders that completed for this sub-metric in May

4   2001. Six of the orders were extended due to customer misses and should

5   have been "L coded." No other systemic problems have been identified for

6   this sub-metric.

7

8   The remainder of the provisioning measures that did not meet the retail

9   analogue for provisioning are as follows:

10

11   <u>% Jeopardies / 2w Analog Loop Design (B.2.5.8)</u>

12   There were a total of 209 jeopardies issued for the 279 orders that were

13   scheduled for this sub-metric in May 2001. While the data indicates that

14   BellSouth placed a higher percentage of CLEC orders in jeopardy status, all

15   but 29 of the orders which were placed in jeopardy were actually worked on

16   time as indicated by the fact that there were only 29 missed installation

17   appointments for this sub-metric in May 2001. Of the 29 missed

18   appointments, only 5 resulted in held orders. All of the five orders were

19   completed within an average of less than 14 days.

20

21   <u>% Jeopardies / 2w Analog Loop w/INP Non Design (B.2.5.11)</u>

22   There was only one trouble reported out of the twenty-six reports issued in

23   this sub-metric for May 2001 that was out of service greater than 24 hours.

1   This small universe does not provide a statistically conclusive comparison

2   with the retail analogue.

3

4   **% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Non**

5   **Design (B.2.10.11)**

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

7   The calculations for this measure have been determined to be incorrect. The

8   coding change in the Service Order Control System (SOCS) is currently

9   scheduled for a September 13, 2001, system load date. Based on this

10   schedule, the October data month will be the first full month that the change

11   will be in effect.

12

13   **% Provisioning Troubles w/l 30 Days / 2w Analog Loop w/INP Design / < 10**

14   **Circuits / Dispatch (B.2.19.10.1.1)**

15   There was only one trouble reported for the five orders that completed in the

16   previous 30 days to May 2001 for this sub-metric. This small universe does

17   not provide a statistically conclusive comparison with the retail analogue.

18

19   **% Provisioning Troubles w/l 30 Days / 2w Analog Loop w/LNP Design / < 10**

20   **Circuits / Dispatch (B.2.19.12.1.1)**

21   There were a total of 176 trouble reports for the 1,776 orders that completed

22   in the 30 days prior to May 2001. A detailed analysis indicated that 78 of the

1   reports were closed with no trouble found. Further investigation continues for

2   possible systemic issues in this sub-metric.

3

4   % Provisioning Troubles w/l 30 Days / 2w Analog Loop w/LNP Design / >= 10

5   Circuits / Dispatch (B.2.19.12.2.1)

6   There were a total of 8 trouble reports for the 22 orders that completed in the

7   30 days prior to May 2001. No systemic issues have been found for the 8

8   reports in this sub-metric.

9

10   Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /

11   Dispatch (B.2.21.81.1)

12   Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10

13   Circuits / Dispatch (B.2.21.12.1.1)

14   The root cause analysis of these measures indicated that the only differences

15   between the performance between BellSouth retail and CLECs are the

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

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

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

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

20   provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

4   Work Management Centers have been assigned to resolve any completion

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

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

7   analogue results.

8

9   **2. Maintenance & Repair Measures**

10   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

11   critical value comparison requirements for May 2001 are as follows:

12

13   <u>% Missed Repair Appointments / 2W Analog Loop Non Design / Dispatch</u>

14   <u>(B.3.1.9.1)</u>

15   There were a total of 72 missed appointments out of the 534 scheduled for

16   this sub-metric in May 2001. Twenty of the appointments were missed due to

17   a damaged cable facility. Removal of these twenty reports would have met or

18   exceeded the retail analogue for this sub-metric in May 2001.

19

20   <u>% Repeat Reports w/I 30 Days / 2W Analog Loop Non Design / Non Dispatch</u>

21   <u>(B.3.4.9.2)</u>

22   There were a total of 63 trouble reports of which 37 were repeats in this sub-

23   metric for May 2001. A detailed analysis has identified 34 of the 37 repeats to

1   be from the third party test CLEC. Also, 36 of the 37 repeat reports were

2   closed as Test OK / Found OK. The exclusion of the third party tests reports

3   from this sub-metric would meet or exceed the retail analogue for May.

4

5   **E. <u>CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT</u>**

6

7   The   data   in   these   measures   indicate   that   BellSouth   met   the

8   benchmark/analogue requirements for all measurements in Checklist Item 5

9   for May 2001.

10

11   **F. <u>CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING</u>**

12

13   The   data   in   these   measures   indicate   that   BellSouth   met   the

14   benchmark/analogue requirements for all measurements in Checklist Item 6

15   for May 2001.

16

17   **G. <u>CHECKLIST ITEM 7a – 911 AND E911 SERVICES</u>**

18   **H. <u>CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR</u>**

19   **<u>SERVICES</u>**

20

21   As indicated in Attachment 1, Sections F.6, F.7 and F.8, BellSouth met the

22   benchmark/analogue requirements of Checklist Items 7a and 7b in May 2001.

23   Even though BellSouth tracks and reports these measures, the processes

24   used in providing these services are designed to provide parity for all users.

1

2   **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**

3   **SIGNALING**

4   BellSouth made three of the four sub-metrics associated with this checklist

5   item in May 2001. See items F.13.3.1 through F.13.3 in Attachment 1 for

6   further details. The one item that did not meet the appropriate benchmark in

7   May 2001 is as follows:

8

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

10   The measure indicates that only 21 of the 33 NXXs were loaded by their

11   effective date for the entire BellSouth region.   Florida met three of the

12   thirteen NXXs that could have loaded for this sub-metric in May 2001. Initially

13   the CLECs in Florida requested 34 NXXs to be loaded for May. Twenty-one

14   of these were rescheduled due to the CLEC requests. Of the ten items that

15   were missed, eight were worked within two days of the due date. BellSouth

16   will re-focus its effort to verify all due dates ahead of time and make sure that

17   the loads are done in a timely manner.

18

19   **I.   CHECKLIST ITEM 11 – NUMBER PORTABILITY**

20

21   All the measurements in this Checklist Item were met or exceeded for May

22   2001 except for the following:

23

1   Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Dispatch

2   (B.2.1.17.1.1)

3   The unadjusted order completion interval, as shown in Attachment 1, was

4   13.79 days compared to the retail analogue of 4.16 days.   BellSouth is

5   currently investigating this data, as there should not be dispatched LNP

6   standalone orders. This is a change within the switching system only and

7   therefore classified as non-dispatched.

8

9   Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Non Dispatch

10   (B.2.1.17.1.2)

11   The unadjusted order completion interval, as shown in Attachment 1, was

12   1.84 days compared to the retail analogue of 1.01 days. A root cause analysis

13   for OCI for non-dispatched orders revealed that BellSouth was offering the

14   same interval as "dispatched" orders. The solution for this problem, a

15   modification to the due date calculation process is currently being evaluated.

16   In addition to the appointment interval issue, OCI is adversely affected by

17   LSRs for which CLECs request intervals beyond the offered interval. When a

18   CLEC requests an interval beyond the available interval offered by BellSouth,

19   an "L" code is entered on the Service Order generated by BellSouth. "L"

20   coded orders are excluded from the OCI metrics.

21

22   Order Completion Interval / LNP (Standalone)) / >=10 Circuits / Non Dispatch

23   (B.2.1.17.2.2)

1   The unadjusted order completion interval, as shown in Attachment 1, was

2   9.00 days compared to the retail analogue of 3.33 days. Three of the eighteen

3   orders included in this sub-metric were "trigger" orders for disconnecting

4   service with extended intervals and should have been excluded. The trigger

5   orders are completed at the request of the CLEC and should have been

6   excluded from this sub-metric.

7

8   Average Completion Notice Interval / LNP(Standalone) / < 10 Circuits / Non-

9   Dispatch (B.2.21.17.1.2)

10 The root cause analysis of these measures indicated that the only differences

11 between the performance between BellSouth retail and CLECs are the

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

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

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

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

16 provisioning process will generate inconsistencies with the original LSRs that

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

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

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

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

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

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

23 Work Management Centers have been assigned to resolve any completion

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

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

3   analogue results.

4

5   <u>Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1)</u>

6   The Disconnect Timeliness measure is supposed to track the time it takes to

7   disconnect a number in the central office switch after the message has been

8   received from the Local Number Portability (LNP) Gateway that it is ready.

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

10   function.

11

12   On a great majority of LNP orders, BellSouth creates what is referred to as a

13   "trigger" in conjunction with the order. This trigger gives the end user

14   customer the ability to make and receive calls from other customers who are

15   served by the customer's host switch at the time of the LNP activation. This

16   ability is not dependent upon BellSouth working a disconnect order in the

17   central office switch. In other words, when a trigger is involved, an end user

18   customer can receive calls from other customers served by the same host

19   switch before the disconnect order is ever worked.

20

21   As it currently exists, Performance Measure P-11 does not recognize the

22   importance of triggers and their effect on the LNP process. Rather, the

23   current measure calculates the end time of the LNP activity as the processing

1   of the actual disconnect order in the host switch, even though, from a

2   customer's perspective, this activity is totally meaningless on most LNP

3   orders. It is the activation of the LNP and the routing function accomplished

4   by the LSMS that ultimately determines whether the end user is back in full

5   service and is able to make and receive calls when a trigger is used in porting

6   a telephone number. So, while BellSouth may be missing this measure, the

7   actual impact on CLECs and their end users, for a great majority of the orders

8   is minimal, or nonexistent.

9

10   This measure needs to be changed to more accurately reflect the LNP

11   process and its impacts on end users.

12

13   ## K. CHECKLIST ITEM 14 – RESALE

14   BellSouth has met or exceeded the benchmarks/analogues for 79% of the

15   resale metrics for the month of May 2001. The details are delineated in

16   Attachment 1, Items A.1.1.1.1 through A.4.2.

17

18   **1. Resale Ordering Measures**

19   **FOC Timeliness**

20   For the month of May 2001, BellSouth processed approximately 61,393

21   Resale LSRs in Florida and met the relevant benchmark on 98% of all FOCs.

22   Of the 61,393 LSRs, 49,356 were fully mechanized with 98% meeting the 3-

1   hour benchmark, clearly exceeding the 95% target. See Attachment 1,

2   Sections A.1.9 through A.1.13 for further details.

3

4   **Reject Interval**

5   During the month of May 2001, there were 13,427 rejected LSRs, either

6   mechanically or manually processed, with 96% meeting the benchmark. The

7   benchmark for electronic rejects is 97% within 1 hour. 65% of all orders were

8   processed electronically, and 95% met the 1-hour benchmark. See

9   Attachment 1, Items A.1.4 through A.1.8 for further details.

10

11   The Ordering sub-metrics for which BellSouth did not meet the

12   benchmarks/analogues for May 2001 were:

13

14   Reject Interval / Residence / Electronic (A.1.4.1)

15   The current benchmark for this sub-metric is >= 97% within one hour. There

16   were 8,905 LSRs rejected in this sub-metric in May 2001 with 7662 or 95%

17   meeting the one hour benchmark. BellSouth is conducting a detailed root

18   cause analysis of the process for electronic ordering. This analysis

19   addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs

20   and the back-end legacy applications, such as SOCS, that are accessed by

21   the ordering systems.

22

1   Thus far, the analysis has determined that many of the LSRs that did not

2   meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.

3   Between these hours the system is unable to process LSRs because some of

4   the back-end legacy systems are out of service.   Such hours should be

5   excluded from the measurement.   BellSouth is currently reviewing the

6   scheduled down time for all systems and how that down time affects the

7   ordering capability of the CLECs.

8

9   With the implementation of May data BellSouth was directed to change the

10   time stamp identification for the start and complete times of the interval for

11   this measurement from the Local Exchange Ordering (LEO) System to the

12   CLEC ordering interface system (TAG or EDI).   With this change BellSouth

13   was unable to identify multiple issues of the same version of the LSRs that

14   may be rejected (fatal rejects), which should be excluded from the

15   measurement. If there are multiple issues of the same version, the measure

16   currently calculates the interval from the initial issue to the final issue of the

17   LSR returned to the CLEC, Reject or FOC.   Consequently, BellSouth's

18   performance level is inappropriately understated.   BellSouth is currently

19   working to determine a fix for this issue.

20

21   Reject Interval / Business / Electronic (A.1.4.2)

22   The current benchmark for this sub-metric is >= 97% within one hour. There

23   were 696 LSRs rejected in this sub-metric in May 2001 with 672 or 96.6%

1   meeting the one hour benchmark. BellSouth is conducting a detailed root

2   cause analysis of the process for electronic ordering. This analysis

3   addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs

4   and the back-end legacy applications, such as SOCS, that are accessed by

5   the ordering systems. For further information see the explanation included

6   with the electronic reject interval measurement, item A.1.4.1.

7

8   Reject Interval / ISDN / Partially Electronic (A.1.6.6)

9   There were only nine orders in this sub-metric for May 2001 with BellSouth

10   meeting the benchmark for seven of them. Such a small universe does not

11   produce a statistically conclusive benchmark comparison.

12

13   FOC Timeliness / Centrex / Manual (A.1.13.5)

14   There was only one order in this sub-metric for May 2001. Such a small

15   universe does not produce a statistically conclusive benchmark comparison.

16

17   FOC Reject & Response Completeness / Business / Electronic (A.1.14.2)

18   FOC Reject & Response Completeness / ISDN / Electronic (A.1.14.6)

19   FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

20   FOC Reject & Response Completeness / Design (Specials) / Manual

21   (A.1.16.3)

22   FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)

1   <u>FOC Reject & Response Completeness (Multiple Responses) / Residence /</u>

2   <u>Partially Electronic (A.1.18.1)</u>

3   <u>FOC Reject & Response Completeness (Multiple Responses) / Business /</u>

4   <u>Partially Electronic (A.1.18.2)</u>

5   <u>FOC Reject & Response Completeness (Multiple Responses) / ISDN /</u>

6   <u>Partially Electronic (A.1.18.6)</u>

7   <u>FOC Reject & Response Completeness (Multiple Responses) / Residence /</u>

8   <u>Manual (A.1.19.1)</u>

9   <u>FOC Reject & Response Completeness (Multiple Responses) / Business /</u>

10 <u>Manual (A.1.19.2)</u>

11 As indicated in Checklist Item 2, BellSouth has determined that the coding for

12 the FOC and Reject Completeness measures failed to include rejections that

13 were classified as "auto clarifications." This coding change will impact all

14 FOC and Reject Completeness measures that include auto clarification

15 rejects. The code for this measurement is being rewritten and is projected to

16 be included with the August data, available at the end of September.

17 BellSouth continues to review this measurement in order to improve results to

18 meet the benchmark.

19

20 **2. Resale Provisioning Measures**

21

22 For the month of May 2001, BellSouth met or exceeded the benchmark or

23 retail analogue for 73% of all resale provisioning measures. The details

1   supporting this percentage are delineated in Items A.2.1.1.1 through

2   A.2.25.3.2.2 of Attachment 1.

3

4   **Order Completion Interval**

5   As discussed in Checklist Item 4, the failure to properly "L" code appropriate

6   orders and the missed appointments for customer reasons negatively impacts

7   the OCI measurements. The following are the measures for which BellSouth

8   did not meet the retail analogue in May 2001:

9   A root cause analysis for OCI for Non-Dispatch orders revealed that

10   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

11   orders, but the wholesale non-dispatched orders were receiving the same

12   interval as "dispatched" orders. On June 2, 2001, a release was added to the

13   due date calculator software to correct this error. However, due to problems

14   with the software load, it had to be removed. A temporary fix was installed at

15   the end of July, until the final update can be added. In addition to the

16   appointment interval issue, OCI is adversely affected by LSRs for which

17   CLECs request intervals beyond the offered interval. When a CLEC requests

18   an interval beyond the available interval offered by BellSouth, an "L" code is

19   entered on the Service Order generated by BellSouth. "L" coded orders are

20   excluded from the OCI metrics.

21

22   <u>Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch</u>

23   <u>(A.2.1.1.1.2)</u>

1   The unadjusted order completion interval, as shown in Attachment 1, was

2   2.17 days compared to the retail analogue of 0.97 days. As explained in the

3   Order Completion Interval section for Checklist Item 4, BellSouth has

4   determined that non-dispatched orders were given the dispatched interval in

5   error.

6

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

8   The unadjusted order completion interval, as shown in Attachment 1, was

9   4.03 days compared to the retail analogue of 3.32 days. OCI is adversely

10   affected by LSRs for which CLECs request intervals beyond the offered

11   interval and do not enter an "L" code on the order. When a CLEC requests an

12   interval beyond the available interval offered by BellSouth, an "L" code is

13   entered on the Service Order generated by BellSouth. "L" coded orders are

14   excluded from the OCI metrics.

15

16   Order Completion Interval / Business / < 10 Circuits / Non Dispatch

17   (A.2.1.2.1.2)

18   The unadjusted order completion interval, as shown in Attachment 1, was

19   1.77 days compared to the retail analogue of 1.51 days. As explained in the

20   Order Completion Interval section for Checklist Item 4, BellSouth has

21   determined that non-dispatched orders were given the dispatched interval in

22   error.

23

1 <u>Order Completion Interval / PBX / >= 10 Circuits / Dispatch (A.2.1.4.2.1)</u>

2 There were only six orders in this sub-metric for May 2001. The small

3 universe for this measurement does not provide a statistically conclusive

4 comparison to the retail analogue.

5

6 <u>Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch</u>

7 <u>(A.2.1.5.1.2)</u>

8 The unadjusted order completion interval, as shown in Attachment 1, was

9 5.91 days compared to the retail analogue of 1.87 days. As explained in the

10 Order Completion Interval section for Checklist Item 4, BellSouth has

11 determined that non-dispatched orders were given the dispatched interval in

12 error.

13

14 <u>Order Completion Interval / Centrex / >= 10 Circuits / Non-Dispatch</u>

15 <u>(A.2.1.5.2.2)</u>

16 There were only eight orders in this sub-metric for May 2001. The small

17 universe for this measurement does not provide a statistically conclusive

18 comparison to the retail analogue.

19

20 Other resale provisioning sub-metrics for which BellSouth did not meet the

21 benchmark/retail analogue were:

22

23 <u>% Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1)</u>

1   <u>% Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2)</u>

2   The calculations for this measure have been determined to be incorrect. The

3   coding change in the Service Order Control System (SOCS) is currently

4   scheduled for a September 13, 2001, system load date. Based on this

5   schedule, the October data month will be the first full month that the change

6   will be in effect.

7

8   <u>% Missed Installation Appointments / Residence / < 10 Circuits / Non</u>

9   <u>Dispatch (A.2.11.1.1.2)</u>

10   BellSouth missed 39 of the 48,383 scheduled appointments for this sub-

11   metric in May 2001. Both the CLECs and BellSouth retail had over 99.9% of

12   all orders completed as scheduled.

13

14   <u>% Missed Installation Appointments / Business / < 10 Circuits / Dispatch</u>

15   <u>(A.2.11.2.1.1)</u>

16   There were a total of 26 missed appointments out of the 569 scheduled for

17   this sub-metric in May 2001. Both BellSouth retail and the CLECs had 95%

18   of all scheduled appointments completed on time in May.

19

20   <u>% Missed Installation Appointments / Design (Specials) / < 10 Circuits / Non</u>

21   <u>Dispatch (A.2.11.3.1.2)</u>

1   There was only one order in this sub-metric for May 2001. The small

2   universe for this measurement does not provide a statistically conclusive

3   comparison with the retail analogue.

4

5   % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Dispatch

6   (A.2.12.1.1.1)

7   There were a total of 168 troubles reported for the 2002 orders that

8   completed in the 30 days prior to May 2001 for this sub-metric. A detailed

9   analysis indicated that 50 of the reports were closed as found OK. The

10   exclusion of these reports for this sub-metric would have met or exceeded the

11   retail analogue in May.

12

13   % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non

14   Dispatch (A.2.12.1.1.2)

15   There were 1,356 troubles reported for the 27,342 orders that completed in

16   the 30 days prior to May 2001 for this sub-metric. 307 of the 1,356 were

17   closed as test OK / found OK ("TOK/FOK"), which means that the end-user

18   customer experienced minimal trouble levels for these reports. There were

19   also 448 closed to facilities issues.

20

21   % Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch

22   (A.2.12.2.1.1)

1   There were 47 troubles reported for the 758 orders that completed in the 30

2   days prior to May 2001 for this sub-metric. 20 of the 47 were closed as

3   TOK/FOK or the end-user experienced minimal trouble levels for these

4   reports. There were also 17 closed to facilities issues.

5

6   <u>% Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Dispatch</u>

7   <u>(A.2.12.4.1.1)</u>

8   There was only one trouble reported for the 10 orders that completed in the

9   30 days prior to May 2001 for this sub-metric. The small universe for this

10   measurement does not provide a statistically conclusive comparison with the

11   retail analogue.

12

13   <u>Average Completion Notice Interval / Residence / < 10 Circuits / Dispatch /</u>

14   <u>Electronic (A.2.14.1.1.1)</u>

15   <u>Average Completion Notice Interval / Residence / < 10 Circuits / Non</u>

16   <u>Dispatch / Electronic (A.2.14.1.1.2)</u>

17   <u>Average Completion Notice Interval / Residence / >= 10 Circuits / Dispatch /</u>

18   <u>Electronic (A.2.14.1.2.1)</u>

19   <u>Average Completion Notice Interval / Business / < 10 Circuits / Dispatch /</u>

20   <u>Electronic (A.2.14.2.1.1)</u>

21   <u>Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch /</u>

22   <u>Electronic (A.2.14.2.1.2)</u>

1   <u>Average Completion Notice Interval / Business / >= 10 Circuits / Non Dispatch</u>

2   <u>/ Electronic (A.2.14.2.2.2)</u>

3   The root cause analysis of this measure indicated that the only differences

4   between the BellSouth retail and CLEC data are the mismatches found when

5   the orders are compared with the original LSRs. Any change to a name,

6   number of items, etc., occurring during the provisioning process will generate

7   inconsistencies with the original LSRs that must be resolved before a final

8   completion notice can be sent. The start of the interval is the point at which

9   the technician completes the order and the interval ends when the completion

10   notice is sent. Any time to resolve these inconsistencies with the original

11   LSRs is included in the average. Because of numerous CLEC changes and

12   order updates, mismatches on CLEC orders exceed those for BellSouth retail

13   orders. Combining this with the smaller base for the CLECs' measurement

14   raises the average, which results in a miss. Specific Service Representatives

15   within the Work Management Centers have been assigned to resolve any

16   completion issues that are required.   Providing specific training and

17   dedicating personnel to this task should reduce the difference between the

18   CLEC and retail analogue results.

19

20   <u>Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch</u>

21   <u>(A.2.25.3.1.1)</u>

22   BellSouth met the standard for 12 of the 17 orders reviewed in this sub-metric

23   for May 2001. The 95% benchmark set a requirement of 16 based on the

1 quantity of orders for this sub-metric. BellSouth continues to focus on this

2 measurement in order to improve results to meet the benchmark.

3

4 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non Dispatch

5 (A.2.25.3.1.2)

6 BellSouth met the standard for 3 of the 4 orders reviewed in this sub-metric

7 for May 2001. The 95% benchmark set a requirement of all 4 based on the

8 quantity of orders for this sub-metric. BellSouth continues to focus on this

9 measurement in order to improve results to meet the benchmark.

10

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

12 (A.2.25.3.2.2)

13 There was only one order in this sub-metric for May 2001. The small

14 universe for this measurement does not provide a statistically conclusive

15 comparison with the retail analogue.

16

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

18

19 BellSouth met the relevant retail analogues for 85% of all the Resale

20 Maintenance & Repair measurements in May 2001. The sub-metrics for

21 which BellSouth did not meet the retail analogues were:

22

23 Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

1 There were 2,635 troubles reported for the approximately 125,000 in service

2 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

3 had 98% of the in service lines trouble free in May. There was less than a

4 quarter of one percent difference in the report rates between retail and resale

5 results for this sub-metric in May.

6

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

8 There were 1,073 troubles reported for the approximately 65,000 in service

9 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

10 had 98% of the in service lines trouble free in May. There was less than a

11 quarter of one percent difference in the report rates between retail and resale

12 results for this sub-metric in May.

13

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

15 There were 790 troubles reported for the approximately 65,000 in service

16 lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail

17 had 98% of the in service lines trouble free in May. There was less than a

18 third of one percent difference in the report rates between retail and resale

19 results for this sub-metric in May.

20

21 Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1)

22 There were only 41 trouble reports for the 4,561 in service lines for this sub-

23 metric in May 2001. BellSouth provided over 99% trouble free service for both

1   retail and the CLECs for this sub-metric for the month of May. When

2   BellSouth provisions high quality service coupled with very large universe

3   sizes, it can cause an apparent out of equity condition from a quantitative

4   viewpoint. In these cases, there is very little variation and the universe size

5   is so large that the Z-test becomes overly sensitive to any difference. In other

6   words, the statistical test shows that the measurement does not meet the

7   fixed critical value when compared with the retail analogue, but BellSouth's

8   actual performance for both CLECs and its own retail operations is at a very

9   high level – often 98% or 99%. From a practical point of view, the CLECs'

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

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

12

13   <u>Customer Trouble Report Rate / PBX / Non Dispatch (A.3.2.4.2)</u>

14   There were only 12 trouble reports for the 4,561 in service lines for this sub-

15   metric in May 2001. BellSouth provided over 99.7% trouble free service for

16   both retail and the CLECs for this sub-metric for the month of May. When

17   BellSouth provisions high quality service coupled with very large universe

18   sizes, it can cause an apparent out of equity condition from a quantitative

19   viewpoint. In these cases, there is very little variation and the universe size

20   is so large that the Z-test becomes overly sensitive to any difference. In other

21   words, the statistical test shows that the measurement does not meet the

22   fixed critical value when compared with the retail analogue, but BellSouth's

23   actual performance for both CLECs and its own retail operations is at a very

1   high level – often 98% or 99%. From a practical point of view, the CLECs'

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

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

4

5   <u>Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1)</u>

6   There were only 33 trouble reports for the 4,167 in service lines for this sub-

7   metric in May 2001. BellSouth provided over 99.2% trouble free service for

8   both retail and the CLECs for this sub-metric for the month of May. When

9   BellSouth provisions high quality service coupled with very large universe

10   sizes, it can cause an apparent out of equity condition from a quantitative

11   viewpoint. In these cases, there is very little variation and the universe size

12   is so large that the Z-test becomes overly sensitive to any difference. In other

13   words, the statistical test shows that the measurement does not meet the

14   fixed critical value when compared with the retail analogue, but BellSouth's

15   actual performance for both CLECs and its own retail operations is at a very

16   high level – often 98% or 99%. From a practical point of view, the CLECs'

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

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

19

20   <u>% Repeat Troubles in 30 Days / Residence / Non Dispatch (A.3.4.1.2)</u>

21   There were a total of 1,431 trouble reports of which 296 were repeats in this

22   sub-metric for May 2001. A detailed analysis has identified 80 of the 296

23   repeats to be from the third party test CLEC. Also, 258 of the 296 repeat

1   reports were closed as Test OK / Found OK with the end-user customer

2   experiencing minimal trouble levels for these reports. The exclusion of the

3   third party tests reports from this sub-metric would meet or exceed the retail

4   analogue for May.

5

6   % Repeat Troubles in 30 Days / Business / Non Dispatch (A.3.4.2.2)

7   There were a total of 792 trouble reports of which 245 were repeats in this

8   sub-metric for May 2001. A detailed analysis has identified 135 of the 245

9   repeats to be from the third party test CLEC. Also, 206 of the 245 repeat

10   reports were closed as Test OK / Found OK with the end user customer

11   experiencing minimal trouble levels for these reports. The exclusion of the

12   third party tests reports from this sub-metric would meet or exceed the retail

13   analogue for May.

14

15   II.   Summary

16

17   As stated in the Introduction to the Analysis of Performance Measurements

18   section, BellSouth met or exceeded the criteria for 499 of the 608 sub-metrics

19   (82%) for which there was CLEC activity in May 2001.

20

BellSouth Monthly State Summary
Florida, May 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity

Resale - Ordering

% Rejected Service Requests - Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.1.1	O-7 Residence/FL (%)	Diagnostic	14.22%	56,944	Diagnostic
A.1.1.2	O-7 Business/FL (%)	Diagnostic	21.61%	3,221	Diagnostic
A.1.1.3	O-7 Design (Specials)/FL (%)	Diagnostic			Diagnostic
A.1.1.4	O-7 PBX/FL (%)	Diagnostic			Diagnostic
A.1.1.5	O-7 Centrex/FL (%)	Diagnostic			Diagnostic
A.1.1.6	O-7 ISDN/FL (%)	Diagnostic	0.00%	1	Diagnostic

% Rejected Service Requests - Partially Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.2.1	O-7 Residence/FL (%)	Diagnostic	27.70%	12,023	Diagnostic
A.1.2.2	O-7 Business/FL (%)	Diagnostic	34.95%	2,438	Diagnostic
A.1.2.3	O-7 Design (Specials)/FL (%)	Diagnostic	0.00%	5	Diagnostic
A.1.2.4	O-7 PBX/FL (%)	Diagnostic	50.00%	4	Diagnostic
A.1.2.5	O-7 Centrex/FL (%)	Diagnostic			Diagnostic
A.1.2.6	O-7 ISDN/FL (%)	Diagnostic	50.00%	18	Diagnostic

% Rejected Service Requests - Non-Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.3.1	O-7 Residence/FL (%)	Diagnostic	36.75%	400	Diagnostic
A.1.3.2	O-7 Business/FL (%)	Diagnostic	35.67%	614	Diagnostic
A.1.3.3	O-7 Design (Specials)/FL (%)	Diagnostic	42.57%	101	Diagnostic
A.1.3.4	O-7 PBX/FL (%)	Diagnostic	40.54%	37	Diagnostic
A.1.3.5	O-7 Centrex/FL (%)	Diagnostic	16.67%	6	Diagnostic
A.1.3.6	O-7 ISDN/FL (%)	Diagnostic	42.86%	42	Diagnostic

Reject Interval - Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.4.1	O-8 Residence/FL (%)	>= 97% w in 1 hr	94.65%	8,095	NO
A.1.4.2	O-8 Business/FL (%)	>= 97% w in 1 hr	96.55%	696	NO
A.1.4.3	O-8 Design (Specials)/FL (%)	>= 97% w in 1 hr			
A.1.4.4	O-8 PBX/FL (%)	>= 97% w in 1 hr			
A.1.4.5	O-8 Centrex/FL (%)	>= 97% w in 1 hr			
A.1.4.6	O-8 ISDN/FL (%)	>= 97% w in 1 hr			

Reject Interval - Partially Mechanized - 24 hours

		Benchmark/Analog	CLEC Measure
A.1.5.1	O-8 Residence/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below
A.1.5.2	O-8 Business/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below
A.1.5.3	O-8 Design (Specials)/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below
A.1.5.4	O-8 PBX/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below
A.1.5.5	O-8 Centrex/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below
A.1.5.6	O-8 ISDN/FL (%)	>= 85% w in 24 hrs	This data not applicable after 5-1-2001, see below

Reject Interval - Partially Mechanized - 18 hours

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.6.1	O-8 Residence/FL (%)	>= 85% w in 18 hrs	97.54%	3,330	YES
A.1.6.2	O-8 Business/FL (%)	>= 85% w in 18 hrs	98.71%	852	YES
A.1.6.3	O-8 Design (Specials)/FL (%)	>= 85% w in 18 hrs			YES
A.1.6.4	O-8 PBX/FL (%)	>= 85% w in 18 hrs	100.00%	2	YES
A.1.6.5	O-8 Centrex/FL (%)	>= 85% w in 18 hrs			
A.1.6.6	O-8 ISDN/FL (%)	>= 85% w in 18 hrs	77.78%	9	NO

Reject Interval - Non-Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.8.1	O-8 Residence/FL (%)	>= 85% w in 24 hrs	97.28%	147	YES
A.1.8.2	O-8 Business/FL (%)	>= 85% w in 24 hrs	97.26%	219	YES
A.1.8.3	O-8 Design (Specials)/FL (%)	>= 85% w in 24 hrs	93.02%	43	YES
A.1.8.4	O-8 PBX/FL (%)	>= 85% w in 24 hrs	100.00%	15	YES
A.1.8.5	O-8 Centrex/FL (%)	>= 85% w in 24 hrs	100.00%	1	YES
A.1.8.6	O-8 ISDN/FL (%)	>= 85% w in 24 hrs	100.00%	18	YES

FOC Timeliness - Mechanized

		Benchmark/Analog	CLEC Measure	CLEC Volume	Equity
A.1.9.1	O-9 Residence/FL (%)	>= 95% w in 3 hrs	98.05%	47,223	YES
A.1.9.2	O-9 Business/FL (%)	>= 95% w in 3 hrs	99.02%	2,133	YES

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BellSouth Monthly State Summary

Florida, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			>= 95% w in 3 hrs								

FOC Timeliness - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.10.1	O-9	Residence/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see					
A.1.10.2	O-9	Business/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see					
A.1.10.3	O-9	Design (Specials)/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					
A.1.10.4	O-9	PBX/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see bel					
A.1.10.5	O-9	Centrex/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see bel					
A.1.10.6	O-9	ISDN/FL (%)	>= 85% w in 36 hrs			This data not applicable after 5-1-2001, see below					

FOC Timeliness - Partially Mechanized - 18 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.11.1	O-9	Residence/FL (%)	>= 85% w in 18 hrs			98.11%	9,570				YES
A.1.11.2	O-9	Business/FL (%)	>= 85% w in 18 hrs			97.41%	1,773				YES
A.1.11.3	O-9	Design (Specials)/FL (%)	>= 85% w in 18 hrs			100.00%	5				YES
A.1.11.4	O-9	PBX/FL (%)	>= 85% w in 18 hrs			100.00%	2				YES
A.1.11.5	O-9	Centrex/FL (%)	>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/FL (%)	>= 85% w in 18 hrs			100.00%	9				YES

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.13.1	O-9	Residence/FL (%)	>= 85% w in 36 hrs			98.41%	252				YES
A.1.13.2	O-9	Business/FL (%)	>= 85% w in 36 hrs			97.94%	339				YES
A.1.13.3	O-9	Design (Specials)/FL (%)	>= 85% w in 36 hrs			98.00%	50				YES
A.1.13.4	O-9	PBX/FL (%)	>= 85% w in 36 hrs			100.00%	21				YES
A.1.13.5	O-9	Centrex/FL (%)	>= 85% w in 36 hrs			0.00%	1				NO
A.1.13.6	O-9	ISDN/FL (%)	>= 85% w in 36 hrs			100.00%	15				YES

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.14.1	O-11	Residence/FL (%)	>= 95%			97.11%	56,944				YES
A.14.2	O-11	Business/FL (%)	>= 95%			87.80%	3,221				NO
A.14.3	O-11	Design (Specials)/FL (%)	>= 95%								
A.14.4	O-11	PBX/FL (%)	>= 95%								
A.14.5	O-11	Centrex/FL (%)	>= 95%								
A.14.6	O-11	ISDN/FL (%)	>= 95%			0.00%	1				NO

Reject

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.15.1	O-11	Residence/FL (%)	>= 95%			100.00%	12,023				YES
A.1.15.2	O-11	Business/FL (%)	>= 95%			100.00%	2,438				YES
A.1.15.3	O-11	Design (Specials)/FL (%)	>= 95%			100.00%	5				YES
A.1.15.4	O-11	PBX/FL (%)	>= 95%			100.00%	4				YES
A.1.15.5	O-11	Centrex/FL (%)	>= 95%								
A.1.15.6	O-11	ISDN/FL (%)	>= 95%			100.00%	18				YES

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.16.1	O-11	Residence/FL (%)	>= 95%			96.30%	486				YES
A.1.16.2	O-11	Business/FL (%)	>= 95%			93.75%	720				NO
A.1.16.3	O-11	Design (Specials)/FL (%)	>= 95%			92.93%	99				NO
A.1.16.4	O-11	PBX/FL (%)	>= 95%			93.18%	44				NO
A.1.16.5	O-11	Centrex/FL (%)	>= 95%			100.00%	2				YES
A.1.16.6	O-11	ISDN/FL (%)	>= 95%			97.67%	43				YES

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.17.1	O-11	Residence/FL (%)	>= 95%			100.00%	55,299				YES
A.1.17.2	O-11	Business/FL (%)	>= 95%			100.00%	2,828				YES
A.1.17.3	O-11	Design (Specials)/FL (%)	>= 95%								
A.1.17.4	O-11	PBX/FL (%)	>= 95%								
A.1.17.5	O-11	Centrex/FL (%)	>= 95%								
A.1.17.6	O-11	ISDN/FL (%)	>= 95%								

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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1	O-11	Residence/FL (%)	>= 95%			94.68%	12,023				NO
A.1.18.2	O-11	Business/FL (%)	>= 95%			92.62%	2,438				NO

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Florida, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 1 18.3	O-11	Design (Specials)/FL (%)	>= 95%			100 00%	5				YES
A 1 18.4	O-11	PBX/FL (%)	>= 95%			100 00%	4				YES
A 1 18.5	O-11	Centrex/FL (%)	>= 95%								
A 18 6	O-11	ISDN/FL (%)	>= 95%			94 44%	18				NO
A 19.1	O-11	Residence/FL (%)	>= 95%			92 31%	468				NO
A 19 2	O-11	Business/FL (%)	>= 95%			91.70%	675				NO
A 19 3	O-11	Design (Specials)/FL (%)	>= 95%			97 83%	92				YES
A 19 4	O-11	PBX/FL (%)	>= 95%			97 56%	41				YES
A 19 5	O-11	Centrex/FL (%)	>= 95%			100.00%	2				YES
A 19 6	O-11	ISDN/FL (%)	>= 95%			97 62%	42				YES

Resale - Provisioning

Order Completion Interval

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL (days)	Res	4 93	38,223	4 35	2,866	5.456	0.10566	5.4202	YES
A.2.1.1 1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	Res	0.97	636,195	2.14	44,616	2.011	0.00985	-119 2551	NO
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	Res	5.26	77	3.50	2	3.842	2.75205	0 6410	YES
A 2.1.1 2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res	1.17	2			0.964			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL (days)	Bus	3.32	35,277	4.03	430	8.221	0.39887	-1 7781	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	Bus	1 51	45,975	1 77	2,930	3.192	0.06082	-4 2227	NO
A.2.1 2 2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	Bus	13.77	310	9 60	5	26.086	11.75958	0.3543	YES
A.2.1 2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus	4 06	6	5 67	3	7 452	5.26957	-0.3058	YES
A.2.1.3.1 1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design	24.92	3,992	9 00	6	30.459	12 44434	1 2797	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design	25 32	121	7.00	1	29 693	29.81545	0 6144	YES
A.2 1 3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design	13.00	5			8.138			
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	11.70	92	6.43	7	13 644	5 34966	0 9859	YES
A.2.1.4 1 2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX	5.65	318	2.79	25	20 499	4 25791	0 6728	YES
A 2 1.4 2 1	P-4	PBX/>=10 circuits/Dispatch/FL (days)	PBX	6.00	1	7.83	6	0.000	0 00000		NO
A 2 1 4 2 2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX	4.79	69	0.67	2	25 944	18.60879	0.2217	YES
A 2 1 5 1 1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	Centrex	9.78	690	3.87	5	18 826	8 44960	0.7000	YES
A.2.1 5 1 2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex	1 87	1,326	5 91	89	3.763	0 41204	-9.8027	NO
A.2.1.5.2 1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex	18.04	46	7 00	1	18 335	18 53322	0 5959	YES
A 2 1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex	1.99	299	17.00	8	4.883	1 74927	-8 5792	NO
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	ISDN	35.40	949	9 96	15	47 461	12 35090	2 0604	YES
A.2.1.6 1 2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN	3.53	943	1 19	12	10 385	3 01691	0 7760	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN								

Held Orders

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2 2 1 1 1	P-1	Residence/<10 circuits/Facility/FL (days)	Res	7.80	410	9 29	7	6.268	2.38926	-0.6208	YES
A.2 2 1 1 2	P-1	Residence/<10 circuits/Equipment/FL (days)	Res								
A.2.2 1.1 3	P-1	Residence/<10 circuits/Other/FL (days)	Res	15 19	32	2 00	2	19.396	14 13743	0 9328	YES
A.2.2.1.2 1	P-1	Residence/>=10 circuits/Facility/FL (days)	Res								
A.2.2 1 2.2	P-1	Residence/>=10 circuits/Equipment/FL (days)	Res								
A.2.2 1 2.3	P-1	Residence/>=10 circuits/Other/FL (days)	Res								
A.2.2 2 1 1	P-1	Business/<10 circuits/Facility/FL (days)	Bus	14 46	145	9 33	3	27 926	16 28914	0.3144	YES
A.2.2 2 1 2	P-1	Business/<10 circuits/Equipment/FL (days)	Bus								
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL (days)	Bus	22 46	13			22 849			
A 2.2 2 2.1	P-1	Business/>=10 circuits/Facility/FL (days)	Bus	10.50	2			4 950			
A 2 2 2 2 2	P-1	Business/>=10 circuits/Equipment/FL (days)	Bus								
A 2 2 2 2 3	P-1	Business/>=10 circuits/Other/FL (days)	Bus								
A 2 2 3 1 1	P-1	Design (Specials)/<10 circuits/Facility/FL (days)	Design	24 30	10			65 337			
A.2 2 3 1 2	P-1	Design (Specials)/<10 circuits/Equipment/FL (days)	Design								
A.2.2 3 1.3	P-1	Design (Specials)/<10 circuits/Other/FL (days)	Design	38 85	48			62 862			
A 2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL (days)	Design								
A 2 2.3 2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL (days)	Design								
A 2 2 3 2 3	P-1	Design (Specials)/>=10 circuits/Other/FL (days)	Design								
A.2 2 4 1 1	P-1	PBX/<10 circuits/Facility/FL (days)	PBX								

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		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2.2 4 1.2	P-1	PBX/<10 circuits/Equipment/FL (days)	PBX								
A 2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL (days)	PBX								
A.2.2 4.2 1	P-1	PBX/>=10 circuits/Facility/FL (days)	PBX								
A 2 2 4 2 2	P-1	PBX/>=10 circuits/Equipment/FL (days)	PBX								
A.2 2 4 2 3	P-1	PBX/>=10 circuits/Other/FL (days)	PBX	51.00				0.000			
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL (days)	Centrex	5.83	6			4.834			
A.2.2 5.1 2	P-1	Centrex/<10 circuits/Equipment/FL (days)	Centrex								
A.2.2 5.1 3	P-1	Centrex/<10 circuits/Other/FL (days)	Centrex	3 00	1			0.000			
A 2 2 5.2 1	P-1	Centrex/>=10 circuits/Facility/FL (days)	Centrex								
A 2 2 5.2 2	P-1	Centrex/>=10 circuits/Equipment/FL (days)	Centrex								
A 2 2 5.2 3	P-1	Centrex/>=10 circuits/Other/FL (days)	Centrex								
A.2 2 6.1 1	P-1	ISDN/<10 circuits/Facility/FL (days)	ISDN	65.60	5			108.678			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL (days)	ISDN								
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL (days)	ISDN	140.00	1			0.000			
A.2 2.6.2 1	P-1	ISDN/>=10 circuits/Facility/FL (days)	ISDN								
A.2 2.6.2 2	P-1	ISDN/>=10 circuits/Equipment/FL (days)	ISDN								
A 2.2 6.2 3	P-1	ISDN/>=10 circuits/Other/FL (days)	ISDN								
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/FL (%)	Res	0 63%	755,202	0 23%	51,219		0.00036	10 8984	YES
A.2.4.2	P-2	Business/FL (%)	Bus	1 89%	84,158	0 83%	3,866		0.00224	4.7366	YES
A.2.4.3	P-2	Design (Specials)/FL (%)	Design	33.75%	5,455	0 00%	3		0.27308	1.2359	YES
A.2 4.4	P-2	PBX/FL (%)	PBX	4 19%	549	3 13%	32		0 03643	0 2922	YES
A.2 4.5	P-2	Centrex/FL (%)	Centrex	5 14%	2,492	0 00%	59		0.02908	1 7666	YES
A.2 4 6	P-2	ISDN/FL (%)	ISDN	13.30%	2,647	3 70%	27		0 06568	1.4608	YES
		% Jeopardies - Non-Mechanized									
A.2 5 1	P-2	Residence/FL (%)	Diagnostic			2 20%	364				Diagnostic
A.2 5.2	P-2	Business/FL (%)	Diagnostic			2.63%	304				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL (%)	Diagnostic			0.00%	7				Diagnostic
A.2.5.4	P-2	PBX/FL (%)	Diagnostic			0 00%	29				Diagnostic
A.2.5.5	P-2	Centrex/FL (%)	Diagnostic			2.27%	44				Diagnostic
A.2.5.6	P-2	ISDN/FL (%)	Diagnostic			21 05%	19				Diagnostic
A 2 7.1	P-2	Residence/FL (hours)	>= 48 hrs			181.60	120				YES
A 2 7.2	P-2	Business/FL (hours)	>= 48 hrs			207 00	32				YES
A 2 7.3	P-2	Design (Specials)/FL (hours)	>= 48 hrs								
A 2.7 4	P-2	PBX/FL (hours)	>= 48 hrs			336.00	1				YES
A 2.7.5	P-2	Centrex/FL (hours)	>= 48 hrs								
A 2 7.6	P-2	ISDN/FL (hours)	>= 48 hrs			312 00	1				YES
A 2.8.1			Diagnostic			156 00	8				Diagnostic
A.2.8.2			Diagnostic			159 00	8				Diagnostic
A 2 8.3			Diagnostic								Diagnostic
A 2.8.4	P-2	PBX/FL (hours)	Diagnostic								Diagnostic
A 2 8.5			Diagnostic			96.00	1				Diagnostic
A 2.8.6			Diagnostic			318 00	4				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9 1	P-2	Residence/FL (%)	95% >= 48 hrs			89 09%	110				NO
A 2.9.2	P-2	Business/FL (%)	95% >= 48 hrs			92.86%	28				NO
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			100 00%	1				YES
		hours									
A 2 10.1			Diagnostic			71 43%	7				Diagnostic
A 2 10.2			Diagnostic			75 00%	8				Diagnostic
A 2 10.3			Diagnostic								Diagnostic
A.2 10.4			Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.10.5	P-2	Centrex/FL (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/FL (%)	Diagnostic			100 00%	2				Diagnostic

% Missed Installation Appointments

A.2.11.1 1 1	P-3	Residence/<10 circuits/Dispatch/FL (%)	Res	5.66%	48,560	2.46%	3,090		0 00429	7.4599	YES
A.2.11.1 1 2	P-3	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	0.04%	702,968	0.08%	48,383		0 00010	-3 6267	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL (%)	Res	2.94%	102	0.00%	2		0 12064	0.2438	YES
A.2.11 1 2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res	50 00%	2						
A.2.11 2 1 1	P-3	Business/<10 circuits/Dispatch/FL (%)	Bus	2.01%	36,009	4.57%	569		0 00593	-4 3222	NO
A.2.11 2 1 2	P-3	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	0 20%	46,498	0.20%	3,585		0.00078	0.0886	YES
A.2.11 2 2 1	P-3	Business/>=10 circuits/Dispatch/FL (%)	Bus	8 16%	343	20.00%	10		0 08784	-1 3476	YES
A.2.11 2 2 2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0 00%	11	0.00%	3		0 00000		YES
A.2.11 3.1 1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	5.79%	4,061	0.00%	8		0 08263	0.7003	YES
A.2.11.3 1 2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	7.44%	121	100.00%	1		0.26347	-3.5132	NO
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0 00%	5						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design								
A.2 11.4 1 1	P-3	PBX/<10 circuits/Dispatch/FL (%)	PBX	5 88%	102	11.11%	9		0 08182	-0 6391	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	0.30%	337	0 00%	34		0 00979	0.3032	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0 00%	1	0 00%	8		0 00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	0 00%	70	0 00%	20		0 00000		YES
A.2.11.5 1.1	P-3	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	7 57%	740	0 00%	6		0.10841	0 6981	YES
A.2.11 5 1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0.07%	1,340	0 00%	92		0 00294	0 2536	YES
A.2 11 5 2.1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	12 73%	55	0.00%	1		0 33629	0 3785	YES
A.2 11 5 2 2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0 00%	306	0 00%	13		0.00000		YES
A.2 11.6.1 1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	5.57%	970	5 00%	20		0 05180	0 1095	YES
A.2 11.6.1 2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	2.42%	952	0 00%	28		0 02944	0 8206	YES
A.2.11 6 2.1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN								
A.2 11 6 2 2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN								

% Provisioning Troubles within 30 Days

A.2.12.1 1.1	P-9	Residence/<10 circuits/Dispatch/FL (%)	Res	6 22%	63,185	8 39%	2,002		0 00548	-3.9579	NO
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	3.40%	705,660	4 96%	27,342		0 00112	-13 9345	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	Res	9.00%	100	16 67%	6		0.12029	-0.6374	YES
A.2 12 1.2 2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res								
A.2.12 2.1.1	P-9	Business/<10 circuits/Dispatch/FL (%)	Bus	2.30%	50,081	6 20%	758		0.00548	-7.1227	NO
A.2.12 2 1.2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	4.16%	54,755	3.29%	4,561		0.00308	2 8269	YES
A.2.12 2 2.1	P-9	Business/>=10 circuits/Dispatch/FL (%)	Bus	9.71%	381	7 14%	14		0.08058	0.3187	YES
A.2.12.2 2 2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0.00%	79	0 00%	5		0 00000		YES
A.2.12 3 1 1	P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	2.08%	7,506	0 00%	75		0 01655	1 2554	YES
A.2 12 3 1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	0 00%	361	0 00%	60		0 00000		YES
A.2.12 3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design			0 00%	1				
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design			0 00%	7				
A.2 12 4 1 1	P-9	PBX/<10 circuits/Dispatch/FL (%)	PBX	1 79%	112	10 00%	10		0 04371	-1.8793	NO
A.2.12 4 1 2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	0.89%	450	2.22%	45		0 01467	-0.9086	YES
A.2.12 4 2 1	P-9	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0 00%	4						
A.2.12 4 2 2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	3 03%	66	0.00%	7		0 06814	0.4447	YES
A.2 12 5 1 1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	1 56%	640						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	1 34%	1,421	0.00%	39		0 01864	0 7172	YES
A.2.12.5 2 1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	0.00%	21						
A.2 12.5 2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	1.16%	86	0.00%	7		0 04214	0.2760	YES
A.2 12.6 1.1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	0 00%	6						
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0 00%	19	0 00%	3		0 00000		YES
A.2 12.6 2.1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN								
A.2 12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN								

Average Completion Notice Interval - Mechanized

A.2.14 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Res	3.84	34,226	10.33	2,897	20 555	0.39772	-16.3188	NO
A.2 14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Res	1 46	529,991	7 59	47,348	7 580	0.03636	-168.5124	NO
A.2 14 1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Res	1 04	62	8 03	2	3 133	2.25074	-3 1020	NO
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Res	48 24	2			54.658			
A.2 14 2 1 1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Bus	6 15	9,959	10 36	525	26.020	1 16517	-3 6172	NO
A.2 14 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Bus	2.60	33,803	13 06	2,828	17.406	0 34073	-30 6901	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Bus	18.62	228	2.97	5	54.223	24.51362	0.6383	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Bus	0.59	9	21.35	6	4.106	2.16384	-9.5956	NO
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Design	173.62	2,825			676.706			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Design	228.49	56			388.917			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Design	19.64	4			0.908			
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	37.32	51	1.56	3	90.041	53.49215	0.6685	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	PBX	8.85	227	2.65	6	58.697	24.27753	0.2556	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	PBX	0.69	58			0.296			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Centrex	14.95	568			53.791			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Centrex	4.90	988			28.290			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Centrex	1.85	38			5.864			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Centrex	1.19	268			4.581			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	ISDN	246.79	521	0.02	1	833.255	834.05389	0.2959	YES
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN	11.80	760	1.61	5	71.499	32.08024	0.3178	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN								

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Diagnostic			27.05	60				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			19.81	156				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Diagnostic			24.33	48				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			32.03	376				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			38.00	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Diagnostic			42.28	5				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	Diagnostic			82.89	4				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			90.30	21				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	Diagnostic			34.05	3				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Diagnostic			45.25	7				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			40.12	34				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			62.00	2				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic			103.66	9				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			34.13	13				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4.50	2,027				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.38	36,680				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.50	2				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			4.26	213				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.19	1,148				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.50	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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2 17.4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17.5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17 5 2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17.6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17 6 1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.6 2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 17.6 2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2 18.1 1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			5 07	612				Diagnostic
A 2 18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3 28	6,722				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			5.34	136				Diagnostic
A.2 18.2 1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.18	985				Diagnostic
A 2 18.2.2 1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			11.00	2				Diagnostic
A 2 18 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			27.00	1				Diagnostic
A.2.18 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18 3.2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			13 00	2				Diagnostic
A 2 18 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.50	2				Diagnostic
A 2.18 4.2 1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18 4.2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 18 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 18 5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18 5.2 1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 18.6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.67	3				Diagnostic
A 2 18.6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6 2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2 19 1 1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			6 98	48				Diagnostic
A.2 19 1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 29	146				Diagnostic
A.2 19 1 2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 19 1.2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.2.1 1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			8 89	36				Diagnostic
A.2 19.2.1 2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.93	319				Diagnostic
A.2 19 2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 19 2 2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.00	1				Diagnostic
A.2 19.3 1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			8.75	4				Diagnostic
A 2 19 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			16 00	1				Diagnostic
A 2 19 3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 19 3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19 4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			16 00	4				Diagnostic
A.2.19 4.1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 81	16				Diagnostic
A 2.19 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic			9 00	1				Diagnostic
A.2.19 4.2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			9 00	1				Diagnostic
A.2.19 5 1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic			11 00	4				Diagnostic
A 2.19 5.1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 27	79				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			5.50	2				Diagnostic
A 2 19 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			19 00	14				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6 67	3				Diagnostic
A 2 19 6.2 1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2.19.6.2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Total Service Order Cycle Time (offered) - Mechanized											
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4.45	1,895				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.30	24,404				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.50	2				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			4.25	211				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.60	858				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.50	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
Total Service Order Cycle Time (offered) - Partially Mechanized											
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4.95	584				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.44	5,392				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			5.05	119				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.43	709				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			11.00	2				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			13.00	2				Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6.00	1				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanized											
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			7.07	45				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.85	118				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			6.57	28				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.35	256				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.3 1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			8.75	4				Diagnostic
A.2 23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			16.00	1				Diagnostic
A.2 23.3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 23 3.2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.4 1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			22 50	2				Diagnostic
A.2 23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			12 86	7				Diagnostic
A.2 23 4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic			9 00	1				Diagnostic
A.2 23 4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 23 5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic			5 00	2				Diagnostic
A.2 23 5 1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 30	30				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			5 50	2				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			13 67	3				Diagnostic
A.2 23 6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 50	2				Diagnostic
A.2.23 6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2 23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

% Completions w/o Notice or < 24 hours

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.24.1 1	P-6	Residence/Dispatch/FL (%)	Diagnostic			100.00%	2,868				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL (%)	Diagnostic			100 00%	44,616				Diagnostic
A.2 24.2.1	P-6	Business/Dispatch/FL (%)	Diagnostic			100 00%	435				Diagnostic
A.2 24.2 2	P-6	Business/Non-Dispatch/FL (%)	Diagnostic			100 00%	2,933				Diagnostic
A.2 24.3.1	P-6	Design (Specials)/Dispatch/FL (%)	Diagnostic			100 00%	6				Diagnostic
A.2.24.3 2	P-6	Design (Specials)/Non-Dispatch/FL (%)	Diagnostic			100 00%	1				Diagnostic
A.2 24.4 1	P-6	PBX/Dispatch/FL (%)	Diagnostic			100 00%	13				Diagnostic
A.2 24.4.2	P-6	PBX/Non-Dispatch/FL (%)	Diagnostic			100 00%	27				Diagnostic
A.2 24.5.1	P-6	Centrex/Dispatch/FL (%)	Diagnostic			100 00%	6				Diagnostic
A.2 24.5.2	P-6	Centrex/Non-Dispatch/FL (%)	Diagnostic			100 00%	97				Diagnostic
A.2.24.6 1	P-6	ISDN/Dispatch/FL (%)	Diagnostic			100 00%	15				Diagnostic
A.2 24.6.2	P-6	ISDN/Non-Dispatch/FL (%)	Diagnostic			100 00%	12				Diagnostic

Service Order Accuracy

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.25 1 1 1	P-11	Residence/<10 circuits/Dispatch/FL (%)	>= 95%			100 00%	1				YES
A.2 25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL (%)	>= 95%			97.44%	156				YES
A.2.25 1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL (%)	>= 95%								
A.2.25 1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)	>= 95%								
A.2 25 2 1 1	P-11	Business/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	8				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL (%)	>= 95%			97.51%	201				YES
A.2 25 2.2 1	P-11	Business/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	2				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	5				YES
A.2.25 3.1 1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			70 59%	17				NO
A.2.25 3.1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%			75.00%	4				NO
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%			0 00%	1				NO

Resale - Maintenance and Repair

Missed Repair Appointments

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.1.1	M&R-1	Residence/Dispatch/FL (%)	Res	10 06%	87,467	6 88%	2,629		0 00595	5 3294	YES
A 3.1 1.2	M&R-1	Residence/Non-Dispatch/FL (%)	Res	1 36%	53,257	0.84%	1,431		0 00310	1 6693	YES
A.3 1.2.1	M&R-1	Business/Dispatch/FL (%)	Bus	12.86%	18,469	9 42%	1,072		0 01052	3 2689	YES
A.3.1.2 2	M&R-1	Business/Non-Dispatch/FL (%)	Bus	2 82%	11,710	1 77%	792		0.00608	1 7288	YES
A 3.1 3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	Design	4 37%	2,700	0 00%	25		0.04108	1.0640	YES
A 3.1 3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	Design	0 83%	2,757	0 00%	25		0.01827	0.4565	YES
A 3 1 4 1	M&R-1	PBX/Dispatch/FL (%)	PBX	28.73%	355	14 63%	41		0.07464	1.8888	YES
A 3 1 4 2	M&R-1	PBX/Non-Dispatch/FL (%)	PBX	8.17%	208	8.33%	12		0.08133	-0.0197	YES
A 3 1 5 1	M&R-1	Centrex/Dispatch/FL (%)	Centrex	15 79%	1,298	3.03%	33		0 06428	1 9854	YES
A 3.1.5 2	M&R-1	Centrex/Non-Dispatch/FL (%)	Centrex	4 64%	926	0.00%	5		0 09436	0 4921	YES
A 3 1.6.1	M&R-1	ISDN/Dispatch/FL (%)	ISDN	100 00%	1						
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	ISDN	0.00%	4						

Customer Trouble Report Rate

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	Res	1.93%	4,543,471	2.12%	124,297		0.00040	-4.7627	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	Res	1.17%	4,543,471	1.15%	124,297		0.00031	0.6712	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	Bus	1.42%	1,300,092	1.63%	65,832		0.00048	-4.3641	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	Bus	0.90%	1,300,092	1.20%	65,832		0.00038	-7.9748	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	Design	0.35%	781,057	0.16%	16,081		0.00047	4.0612	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	Design	0.35%	781,057	0.16%	16,081		0.00047	4.1732	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	PBX	0.25%	143,906	0.90%	4,561		0.00075	-8.7314	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	PBX	0.14%	143,906	0.26%	4,561		0.00057	-2.0735	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	Centrex	0.55%	237,204	0.79%	4,167		0.00116	-2.1171	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	Centrex	0.39%	237,204	0.12%	4,167		0.00098	2.7693	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	ISDN	0.00%	37,039	0.00%	763		0.00019	0.1421	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	ISDN	0.01%	37,039	0.00%	763		0.00038	0.2841	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	Res	21.24	87,467	19.55	2,629	24.968	0.49421	3.4173	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	Res	6.34	53,257	4.63	1,431	10.498	0.28122	6.0588	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	Bus	15.95	18,469	15.61	1,072	21.241	0.66732	0.5128	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL (hours)	Bus	5.17	11,710	2.65	792	11.149	0.40933	6.1348	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL (hours)	Design	7.33	2,700	4.14	25	36.865	7.40708	0.4296	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	Design	2.89	2,757	3.41	25	22.114	4.44285	-0.1172	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL (hours)	PBX	16.79	355	12.41	41	21.168	3.49149	1.2541	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL (hours)	PBX	9.66	208	8.79	12	15.473	4.59362	0.1892	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL (hours)	Centrex	17.94	1,298	11.25	33	20.984	3.69897	1.8083	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL (hours)	Centrex	3.75	926	3.76	5	9.225	4.13685	-0.0021	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL (hours)	ISDN	96.22	1			0.000			
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL (hours)	ISDN	7.86	4			11.386			

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/FL (%)	Res	18.78%	87,467	15.41%	2,629		0.00773	4.3611	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL (%)	Res	17.43%	53,257	20.68%	1,431		0.01016	-3.2002	NO
A.3.4.2.1	M&R-4	Business/Dispatch/FL (%)	Bus	16.12%	18,469	17.44%	1,072		0.01155	-1.1423	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL (%)	Bus	15.47%	11,710	30.93%	792		0.01328	-11.6524	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL (%)	Design	38.85%	2,700	36.00%	25		0.09793	0.2912	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	Design	38.34%	2,757	48.00%	25		0.09768	-0.9890	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL (%)	PBX	20.85%	355	14.63%	41		0.06700	0.9270	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL (%)	PBX	21.63%	208	25.00%	12		0.12224	-0.2753	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL (%)	Centrex	14.18%	1,298	12.12%	33		0.06149	0.3341	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL (%)	Centrex	14.47%	926	0.00%	5		0.15776	0.9173	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL (%)	ISDN	100.00%	1						
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL (%)	ISDN	0.00%	4						

Out of Service > 24 hours

A.3.5.1.1	M&R-5	Residence/Dispatch/FL (%)	Res	21.31%	60,445	19.41%	1,875		0.00960	1.9771	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL (%)	Res	4.30%	14,572	2.51%	359		0.01083	1.6515	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL (%)	Bus	15.74%	11,956	11.52%	712		0.01405	3.0068	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL (%)	Bus	2.94%	4,526	0.73%	274		0.01051	2.1021	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL (%)	Design	4.37%	2,700	0.00%	25		0.04108	1.0640	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	Design	0.83%	2,757	0.00%	25		0.01827	0.4585	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL (%)	PBX	22.31%	242	3.45%	29		0.08182	2.3059	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL (%)	PBX	4.30%	93	0.00%	9		0.07082	0.6073	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL (%)	Centrex	17.37%	881	4.76%	21		0.08365	1.5069	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL (%)	Centrex	0.69%	288	0.00%	3		0.04819	0.1441	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL (%)	ISDN								
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL (%)	ISDN	33.33%	3						

Resale - Billing

Invoice Accuracy

A.4.1	B-1	FL (%)	BST - State	99.02%	$488,490,233	99.89%	$10,728,959		0.00003	-284.6433	YES

Mean Time to Deliver Invoices - CRIS

A.4.2	B-2	Region (business days)	BST - Region	3.66	1	3.33	1,772				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B.1.1.1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic			13.33%	90				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			12.47%	12,887				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			22.34%	188				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			0.00%	4				Diagnostic
B.1.1.7	O-7	Line Sharing/FL (%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			1.83%	3,231				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			55.13%	78				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic			100.00%	1				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			21.94%	515				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			100.00%	24				Diagnostic
B.1.1.14	O-7	Other Design/FL (%)	Diagnostic			12.77%	94				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL (%)	Diagnostic			12.47%	12,887				Diagnostic
B.1.1.16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP (Standalone)/FL (%)	Diagnostic			5.73%	5,448				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B.1.2.1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic			34.21%	76				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			31.49%	4,243				Diagnostic
B.1.2.4	O-7	Combo Other/FL (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			0.00%	7				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			33.33%	6				Diagnostic
B.1.2.7	O-7	Line Sharing/FL (%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			13.79%	660				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			44.44%	18				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic			100.00%	3				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			32.10%	1,464				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			40.00%	490				Diagnostic
B.1.2.14	O-7	Other Design/FL (%)	Diagnostic			34.15%	82				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL (%)	Diagnostic			31.49%	4,243				Diagnostic
B.1.2.16	O-7	INP Standalone/FL (%)	Diagnostic			100.00%	1				Diagnostic
B.1.2.17	O-13	LNP (Standalone)/FL (%)	Diagnostic			52.04%	2,529				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B.1.3.1	O-7	Switch Ports/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic			10.00%	160				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			58.22%	383				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			15.94%	709				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			1.44%	139				Diagnostic
B.1.3.7	O-7	Line Sharing/FL (%)	Diagnostic			24.34%	152				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			9.68%	93				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			41.12%	1,904				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic			20.00%	20				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			*Data included in B.1.3.10*					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			42.98%	342				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			*Data included in B.1.3.20*					
B.1.3.14	O-7	Other Design/FL (%)	Diagnostic			6.02%	299				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL (%)	Diagnostic			58.07%	384				Diagnostic
B.1.3.16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/FL (%)	Diagnostic			30.00%	1,090				Diagnostic
B.1.3.18	O-7	Loops Non-Design/FL (%)	Diagnostic			39.89%	1,241				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1.3.19	O-7	Loops Non-Design w/INP/FL (%)	Diagnostic			19 48%	349				Diagnostic
B 1.3.20	O-13	Loops Non-Design w/LNP/FL (%)	Diagnostic			23.99%	1,505				Diagnostic

Reject Interval - Mechanized

B 1.4.1	O-8	Switch Ports/FL (%)	>= 97% w in hr								
B 1.4.2	O-8	Local Interoffice Transport/FL (%)	>= 97% w in hr			100 00%	12				YES
B 1.4.3	O-8	Loop + Port Combinations/FL (%)	>= 97% w in hr			69.88%	1,607				NO
B 1.4.4	O-8	Combo Other/FL (%)	>= 97% w in hr								
B 1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 97% w in hr			97 62%	42				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 97% w in hr								
B.1.4.7	O-8	Line Sharing/FL (%)	>= 97% w in hr								
B 1.4.8	O-8	2W Analog Loop Design/FL (%)	>= 97% w in hr			86 44%	59				NO
B 1.4.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 97% w in hr			100.00%	43				YES
B 1.4.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 97% w in hr			0.00%	1				NO
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 97% w in hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 97% w in hr			97 35%	113				YES
B 1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 97% w in hr			100 00%	24				YES
B 1.4.14	O-8	Other Design/FL (%)	>= 97% w in hr			100.00%	12				YES
B.1.4.15	O-8	Other Non-Design/FL (%)	>= 97% w in hr			69 88%	1,607				NO
B 1.4.16	O-8	INP Standalone/FL (%)	>= 97% w in hr								
B.1.4.17	O-14	LNP (Standalone)/FL (%)	>= 97% w in hr			89.10%	312				NO

Reject Interval - Partially Mechanized - 24 hours

B 1.5.1	O-8	Switch Ports/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.4	O-8	Combo Other/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.7	O-8	Line Sharing/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.14	O-8	Other Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.15	O-8	Other Non-Design/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B.1.5.16	O-8	INP Standalone/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*
B 1.5.17	O-14	LNP (Standalone)/FL (%)	>= 85% w in 24 hrs		*This data not applicable after 5-1-2001, see below*

Reject Interval - Partially Mechanized - 18 hours

B 1.6.1	O-8	Switch Ports/FL (%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 18 hrs			96 15%	26				YES
B 1.6.3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 18 hrs			98 73%	1,336				YES
B 1.6.4	O-8	Combo Other/FL (%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 18 hrs								
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 18 hrs			100.00%	2				YES
B 1.6.7	O-8	Line Sharing/FL (%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 18 hrs			94.51%	91				YES
B 1.6.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 18 hrs			87 50%	8				YES
B 1.6.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 18 hrs			100.00%	3				YES
B 1.6.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 18 hrs			96.17%	470				YES
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 18 hrs			96 43%	196				YES
B 1.6.14	O-8	Other Design/FL (%)	>= 85% w in 18 hrs			96.43%	28				YES
B.1.6.15	O-8	Other Non-Design/FL (%)	>= 85% w in 18 hrs			98.73%	1,336				YES
B 1.6.16	O-8	INP Standalone/FL (%)	>= 85% w in 18 hrs			100 00%	1				YES
B 1.6.17	O-14	LNP (Standalone)/FL (%)	>= 85% w in 18 hrs			98.71%	1,316				YES

Reject Interval - Non-Mechanized

B.1.8.1	O-8	Switch Ports/FL (%)	>= 85% w in 24 hrs	

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.8.2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 24 hrs			97.76%	223				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			89.38%	113				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.7	O-8	Line Sharing/FL (%)	>= 85% w in 24 hrs			89.19%	37				YES
B.1.8.8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 24 hrs			93.36%	783				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 24 hrs			*Data Included in B.1.8.19*					
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 24 hrs			96.60%	147				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs			*Data Included in B.1.8.20*					
B.1.8.14	O-8	Other Design/FL (%)	>= 85% w in 24 hrs			100.00%	18				YES
B.1.8.15	O-8	Other Non-Design/FL (%)	>= 85% w in 24 hrs			97.76%	223				YES
B.1.8.16	O-8	INP Standalone/FL (%)	>= 85% w in 24 hrs								
B.1.8.17	O-14	LNP (Standalone)/FL (%)	>= 85% w in 24 hrs			97.86%	327				YES
B.1.8.18	O-8	Loops Non-Design/FL (%)	>= 85% w in 24 hrs			98.18%	495				YES
B.1.8.19	O-8	Loops Non-Design w/INP/FL (%)	>= 85% w in 24 hrs			95.59%	68				YES
B.1.8.20	O-14	Loops Non-Design w/LNP/FL (%)	>= 85% w in 24 hrs			96.95%	361				YES

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/FL (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/FL (%)	>= 95% w in 3 hrs			100.00%	63				YES
B.1.9.3	O-9	Loop + Port Combinations/FL (%)	>= 95% w in 3 hrs			99.36%	10,763				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			89.54%	153				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 95% w in 3 hrs			100.00%	3				YES
B.1.9.7	O-9	Line Sharing/FL (%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/FL (%)	>= 95% w in 3 hrs			99.90%	3,062				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 95% w in 3 hrs			100.00%	23				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 95% w in 3 hrs			79.30%	575				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95% w in 3 hrs			15.56%	90				NO
B.1.9.14	O-9	Other Design/FL (%)	>= 95% w in 3 hrs			100.00%	66				YES
B.1.9.15	O-9	Other Non-Design/FL (%)	>= 95% w in 3 hrs			99.36%	10,763				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			95.08%	5,646				YES

FOC Timeliness - Partially Mechanized

B.1.10.1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.4	O-9	Combo Other/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.7	O-9	Line Sharing/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*
B.1.10.17	O-15	LNP Standalone/FL (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*

FOC Timeliness - Partially Mechanized - 18 hours

B.1.11.1	O-9	Switch Ports/FL (%)	>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 18 hrs			98.11%	53				YES
B.1.11.3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 18 hrs			97.66%	3,165				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 11.4	O-9	Combo Other/FL (%)	>= 85% w in 18 hrs								
B 1 11.5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 18 hrs			77 78%	9				NO
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 18 hrs			100.00%	5				YES
B.1.11.7	O-9	Line Sharing/FL (%)	>= 85% w in 18 hrs								
B 1.11.8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 18 hrs			98.19%	607				YES
B 1.11 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 18 hrs			91 67%	12				YES
B 1.11 10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 18 hrs								
B 1.11 11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 18 hrs								
B 1.11.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 18 hrs			96.86%	891				YES
B 1.11 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 18 hrs			94.19%	310				YES
B 1.11.14	O-9	Other Design/FL (%)	>= 85% w in 18 hrs			98.28%	58				YES
B 1.11 15	O-9	Other Non-Design/FL (%)	>= 85% w in 18 hrs			97.66%	3,165				YES
B.1.11 16	O-9	INP Standalone/FL (%)	>= 85% w in 18 hrs								
B.1.11 17	O-15	LNP Standalone/FL (%)	>= 85% w in 18 hrs			96.34%	410				YES

FOC Timeliness - Non-Mechanized

B.1 13.1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs			99 31%	145				YES
B.1.13.3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs			98.92%	186				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			98.07%	776				YES
B.1.13 6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 36 hrs			100.00%	143				YES
B.1.13 7	O-9	Line Sharing/FL (%)	>= 85% w in 36 hrs			100 00%	116				YES
B.1.13 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs			100.00%	70				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs			99 26%	1,351				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs			93 33%	45				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs			99 52%	210				YES
B.1.13 12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs			100 00%	223				YES
B.1 13.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs			99.63%	1,095				YES
B.1 13.14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs			99.65%	288				YES
B 1.13.15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs			98.93%	187				YES
B.1 13.16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs								
B.1 13 17	O-15	LNP Standalone/FL (%)	>= 85% w in 36 hrs			99 53%	640				YES

FOC & Reject Response Completeness - Mechanized

B.1 14 1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			83 33%	90				NO
B 1 14.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			95.97%	12,887				YES
B 1 14.4	O-11	Combo Other/FL (%)	>= 95%								
B 1 14.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			70 21%	188				NO
B 1 14 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			75 00%	4				NO
B 1 14 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 14 8	O-11	2W Analog Loop Design/FL (%)	>= 95%			96.60%	3,231				YES
B.1 14.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			84.62%	78				NO
B.1.14 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 14 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 14 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	372				YES
B 1 14 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	112				YES
B.1 14 14	O-11	Other Design/FL (%)	>= 95%			82 98%	94				NO
B 1 14.15	O-11	Other Non-Design/FL (%)	>= 95%			95.97%	12,887				YES
B 1 14 16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	748				YES

FOC & Reject Response Completeness - Partially Mechanized

B 1 15.1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 15.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			100.00%	76				YES
B.1 15.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			100 00%	4,243				YES
B.1.15 4	O-11	Combo Other/FL (%)	>= 95%								
B.1.15 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			42.86%	7				NO
B 1 15 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	6				YES
B.1.15 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 15.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			100 00%	660				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100.00%	18				YES
B.1.15.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	1,482				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	305				YES
B.1.15.14	O-11	Other Design/FL (%)	>= 95%			100.00%	82				YES
B.1.15.15	O-11	Other Non-Design/FL (%)	>= 95%			100.00%	4,243				YES
B.1.15.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.15.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	6,419				YES

FOC & Reject Response Completeness - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.16.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			96.91%	162				YES
B.1.16.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			94.30%	509				NO
B.1.16.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			95.83%	24				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	137				YES
B.1.16.7	O-11	Line Sharing/FL (%)	>= 95%			96.47%	170				YES
B.1.16.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			98.84%	86				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			94.58%	2,601				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%			93.33%	15				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			99.75%	396				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			99.94%	1,560				YES
B.1.16.14	O-11	Other Design/FL (%)	>= 95%			98.33%	299				YES
B.1.16.15	O-11	Other Non-Design/FL (%)	>= 95%			94.30%	509				NO
B.1.16.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	1,275				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.17.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			100.00%	75				YES
B.1.17.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			100.00%	12,368				YES
B.1.17.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			91.67%	132				NO
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			100.00%	3				YES
B.1.17.7	O-11	Line Sharing/FL (%)	>= 95%								
B.1.17.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			100.00%	3,121				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100.00%	66				YES
B.1.17.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	372				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	112				YES
B.1.17.14	O-11	Other Design/FL (%)	>= 95%			100.00%	78				YES
B.1.17.15	O-11	Other Non-Design/FL (%)	>= 95%			100.00%	12,368				YES
B.1.17.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.17.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	748				YES

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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1	O-11	Switch Ports/FL (%)	>= 95%			94.74%	76				NO
B.1.18.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			94.32%	4,243				NO
B.1.18.3	O-11	Loop + Port Combinations/FL (%)	>= 95%								
B.1.18.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			66.67%	3				NO
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			83.33%	6				NO
B.1.18.7	O-11	Line Sharing/FL (%)	>= 95%								
B.1.18.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			96.21%	660				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			88.89%	18				NO
B.1.18.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100.00%	1,482				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	305				

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.14	O-11	Other Design/FL (%)	>= 95%			93.90%	82		▓▓		NO
B.1.18.15	O-11	Other Non-Design/FL (%)	>= 95%			94.32%	4,243				NO
B.1.18.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	6,419				YES

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

B.1.19.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			82.17%	157				NO
B.1.19.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			94.79%	480				NO
B.1.19.4	O-11	Combo Other/FL (%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			91.30%	23				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			91.24%	137				NO
B.1.19.7	O-11	Line Sharing/FL (%)	>= 95%			95.12%	164				YES
B.1.19.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			89.41%	85				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			91.99%	2,460				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%			64.29%	14				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			99.75%	395				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	1,559				YES
B.1.19.14	O-11	Other Design/FL (%)	>= 95%			86.39%	294				NO
B.1.19.15	O-11	Other Non-Design/FL (%)	>= 95%			94.79%	480				NO
B.1.19.16	O-11	INP Standalone/FL (%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/FL (%)	>= 95%			100.00%	1,275				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.16	73,500			6.969			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.01	682,170			2.116			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	12.07	387			23.651			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	3.33	8			6.526			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	DS1/DS3			19.67	6				
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	R&B	4.19	74,184	3.39	205	7.078	0.49502	1.6199	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	R&B	1.01	684,569	0.87	5,358	2.133	0.02926	4.8000	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (days)	R&B	*June data available with July Run*							
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL (days)	R&B	*June data available with July run*							
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	R&B	12.69	434	3.83	4	23.184	11.64510	0.7609	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	R&B	2.53	376	0.33	1	11.990	12.00633	0.1836	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (days)	R&B	*June data available with July Run*							
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (days)	R&B	*June data available with July run*							
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL (days)	R&B&D - Disp	5.63	79,223			12.396			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL (days)	R&B&D - Disp	*June data available with July run*							
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL (days)	R&B&D - Disp	12.70	439			23.066			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL (days)	R&B&D - Disp	*June data available with July run*							
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/FL (days)	ADSL to Retail	12.06	2,206	7.18	242	30.381	2.05728	2.3721	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/FL (days)	ADSL to Retail	3.80	947			3.084			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/FL (days)	ADSL to Retail	3.50	2			2.121			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/FL (days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL (days)	ISDN - BRI	20.03	599	12.70	381	17.657	1.15704	6.3352	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL (days)	ISDN - BRI	2.67	904			5.383			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL (days)	ISDN - BRI								
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	12.06	2,206			30.381			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL (days)	ADSL to Retail	3.80	947			3.084			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL (days)	ADSL to Retail	3.50	2			2.121			
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								
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	4.19	74,184	7.82	453	7.078	0.33356	-10.8796	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.19	74,184			7.078			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	12.69	434	9.92	13	23.184	6.52556	0.4250	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	12.69	434			23.184			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.16	73,500	5.34	38	6.969	1.13076	-1.0490	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	12.07	387	6.50	2	23.651	16.76680	0.3325	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	*June data available with July run*							
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4.19	74,184	7.00	1	7.078	7.07795	0.3969	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.19	74,184			7.078			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	12.69	434			23.184			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	12.69	434			23.184			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.16	73,500			6.969			
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	*June data available with July run*							
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	12.07	387			23.651			
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								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4.19	74,184	7.58	370	7.078	0.36888	-9.1903	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.19	74,184			7.078			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	12.69	434	10.00	12	23.184	6.78442	0.3970	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	12.69	434			23.184			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.16	73,500	5.82	103	6.969	0.68713	-2.4153	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	*June data available with July run*							
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	12.07	387	4.50	2	23.651	16.76680	0.4518	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	*June data available with July run*							
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL (days)	Design	26.89	5,039	12.12	26	34.584	6.79992	2.1722	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL (days)	Design	19.68	309			30.008			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL (days)	Design	13.00	5			8.138			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL (days)	R&B	4.19	74,184	6.00	1	7.078	7.07795	-0.2556	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B	1.01	684,569	0.33	1	2.133	2.13260	0.3185	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL (days)	R&B	12.69	434			23.184			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B	2.53	376			11.990			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.16	73,500			6.969			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.01	682,170	0.33	1	2.116	2.11570	0.3196	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	12.07	387			23.651			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	3.33	8			6.526			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.16	73,500	13.79	33	6.969	1.21337	-7.9400	NO
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.01	682,170	1.84	2,290	2.116	0.04429	-18.8297	NO
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	12.07	387			23.651			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	3.33	8	9.00	18	6.526	2.77285	-2.0439	NO
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Digital Loop < DS1	23.87	577	12.70	381	22.720	1.49983	7.4476	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1	20.50	6			15.424			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Digital Loop >= DS1	31.76	78	7.34	304	42.999	5.45760	4.4748	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1	34.00	17			57.256			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1								

Order Completion Interval within X days

B.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL (days)	14 days			6.67	3				YES
B.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL (days)	7 days			7.18	239				NO

Held Orders

B.2.3.1.1	P-1	Switch Ports/<10 circuits/Facility/FL (days)	R&B (POTS)	9.54	555			15.740			
B.2.3.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.1.3	P-1	Switch Ports/<10 circuits/Other/FL (days)	R&B (POTS)	17.29	45			20.553			

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Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL (days)	R&B (POTS)	10.50	2			4.950			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL (days)	R&B (POTS)								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL (days)	R&B	9.50	561			15.666			
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL (days)	R&B								
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL (days)	R&B	16.98	46	1.00	1	20.433	20.65340	0.7736	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL (days)	R&B	10.50	2			4.950			
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL (days)	R&B								
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL (days)	R&B								
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL (days)	R&B&D - Disp	10.24	576			19.071			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL (days)	R&B&D - Disp								
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL (days)	R&B&D - Disp	29.33	95			48.604			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL (days)	R&B&D - Disp	10.50	2			4.950			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL (days)	R&B&D - Disp								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL (days)	R&B&D - Disp	51.00	1			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL (days)	ADSL to Retail	44.34	894	73.00	1	42.852	42.87596	-0.6685	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL (days)	ADSL to Retail								
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL (days)	ADSL to Retail	21.22	37			32.640			
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL (days)	ISDN - BRI	65.60	5	10.00	4	108.676	72.90308	0.7627	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL (days)	ISDN - BRI								
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL (days)	ISDN - BRI	140.00	1	1.00	1	0.000	0.00000		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	44.34	894			42.852			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL (days)	ADSL to Retail								
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL (days)	ADSL to Retail	21.22	37			32.640			
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL (days)	R&B - Disp	9.50	561	13.80	5	15.666	7.03738	-0.6109	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL (days)	R&B - Disp	16.98	46			20.433			
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL (days)	R&B - Disp	10.50	2			4.950			
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL (days)	R&B - Disp								
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	9.54	555			15.740			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or								
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	17.29	45			20.553			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	10.50	2			4.950			
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or								
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL (days)	R&B (POTS) excl SB Or								
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL (days)	R&B - Disp	9.50	561			15.666			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL (days)	R&B - Disp	16.98	46			20.433			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL (days)	R&B - Disp	10.50	2			4.950			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL (days)	R&B - Disp								
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	9.54	555			15.740			
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								
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	17.29	45	9.00	1	20.553	20.78042	0.3989	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	10.50	2			4.950			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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								
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								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL (days)	R&B - Disp	9.50	561	13.50	4	15.666	7.86108	-0.5087	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL (days)	R&B - Disp	16.98	46			20.433			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL (days)	R&B - Disp	10.50	2			4.950			
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL (days)	R&B - Disp								
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL (days)	R&B - Disp								
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	9.54	555			15.740			
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								
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	17.29	45			20.553			
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	10.50	2			4.950			
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								
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								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL (days)	Design	38.07	15			65.337			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL (days)	Design								
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL (days)	Design	40.92	49			62.862			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL (days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL (days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL (days)	Design	51.00	1			0.000			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL (days)	R&B	9.50	561			15.666			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL (days)	R&B								
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL (days)	R&B	16.98	46			20.433			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL (days)	R&B	10.50	2			4.950			
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL (days)	R&B								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL (days)	R&B								
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	9.54	555			15.740			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	17.29	45			20.553			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL (days)	R&B (POTS)	10.50	2			4.950			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL (days)	R&B (POTS)								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	9.54	555			15.740			
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	17.29	45			20.553			
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL (days)	R&B (POTS)	10.50	2			4.950			
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL (days)	R&B (POTS)								
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL (days)	R&B (POTS)								
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL (days)	Digital Loop < DS1	14.40	5	10.00	4	8.649	5.80172	0.7584	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL (days)	Digital Loop < DS1								
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL (days)	Digital Loop < DS1	30.50	2	1.00	1	41.719	51.09550	0.5774	YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL (days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL (days)	Digital Loop >= DS1			41.25	4				
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL (days)	Digital Loop >= DS1								
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL (days)	Digital Loop >= DS1	51.00	1			0.000			
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL (days)	Digital Loop >= DS1								
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL (days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL (days)	Digital Loop >= DS1								

% Jeopardies - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.5.1	P-2	Switch Ports/FL (%)	R&B (POTS)	0.75%	839,360						
B.2.5.2	P-2	Local Interoffice Transport/FL (%)	DS1/ DS3 - Interoffice			0.00%	1	■			
B.2.5.3	P-2	Loop + Port Combinations/FL (%)	R&B	0.76%	843,012	0.27%	10,417		0.00086	5.7676	YES
B.2.5.4	P-2	Combo Other/FL (%)	R&B&D - Disp	1.02%	850,503						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	ADSL to Retail	23.77%	20,140	6.13%	163		0.03348	5.2688	YES
B.2.5.6	P-2	UNE ISDN/FL (%)	ISDN - BRI	16.56%	1,630	16.84%	95		0.03924	-0.0708	YES
B.2.5.7	P-2	Line Sharing/FL (%)	ADSL to Retail	23.77%	20,140			■			
B.2.5.8	P-2	2W Analog Loop Design/FL (%)	R&B - Disp	0.76%	843,012	74.91%	279		0.00521	-142.2302	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL (%)	R&B (POTS) excl SB Or	1.31%	483,628	0.00%	25	■	0.02271	0.5753	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.5 10	P-2	2W Analog Loop w/INP Design/FL (%)	R&B - Disp	0 76%	843,012	0 00%	1		0.08706	0.0877	YES
B 2 5 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	R&B (POTS) excl SB Or	1.31%	483,628	100.00%	1		0.11356	-8.6911	NO
B 25.12	P-2	2W Analog Loop w/LNP Design/FL (%)	R&B - Disp	0 76%	843,012	0.00%	1,101		0.00263	2.9092	YES
B.2 5.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	R&B (POTS) excl SB Or	1 31%	483,628	0.00%	66		0 01398	0.9347	YES
B.2.5.14	P-2	Other Design/FL (%)	Design	29 77%	7,491	11.11%	9		0 15251	1.2234	YES
B.2.5.15	P-2	Other Non-Design/FL (%)	R&B	0.76%	843,012						
B.2 5 16	P-2	INP (Standalone)/FL (%)	R&B (POTS)	0.75%	839,360						
B 2 5 17	P-2	LNP (Standalone)/FL (%)	R&B (POTS)	0.75%	839,360	0.00%	1,793		0.00204	3 6857	YES
B 2.5 18	P-2	Digital Loop < DS1/FL (%)	Digital Loop < DS1	31.72%	766	16 84%	95		0.05062	2 9396	YES
B 2 5 19	P-2	Digital Loop >= DS1/FL (%)	Digital Loop >= DS1	47.69%	130	14 85%	202		0.05616	5.8477	YES

% Jeopardies - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.6 1	P-2	Switch Ports/FL (%)	Diagnostic								Diagnostic
B 2.6 2	P-2	Local Interoffice Transport/FL (%)	Diagnostic			0 00%	11				Diagnostic
B 2 6 3	P-2	Loop + Port Combinations/FL (%)	Diagnostic			0.95%	315				Diagnostic
B 2.6.4	P-2	Combo Other/FL (%)	Diagnostic								Diagnostic
B 2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			8.11%	493				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL (%)	Diagnostic			36 69%	477				Diagnostic
B 2 6 7	P-2	Line Sharing/FL (%)	Diagnostic								Diagnostic
B 2.6 8	P-2	2W Analog Loop Design/FL (%)	Diagnostic								Diagnostic
B 2 6 9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic			12 15%	107				Diagnostic
B 2.6 10	P-2	2W Analog Loop w/INP Design/FL (%)	Diagnostic			0 00%	3				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			0 00%	6				Diagnostic
B 2 6.12	P-2	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			29.00%	234				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			8.00%	840				Diagnostic
B.2.6 14	P-2	Other Design/FL (%)	Diagnostic			17 86%	28				Diagnostic
B 2 6.15	P-2	Other Non-Design/FL (%)	Diagnostic			0.00%	3				Diagnostic
B 2.6.16	P-2	INP (Standalone)/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL (%)	Diagnostic			0 00%	272				Diagnostic
B.2 6 18	P-2	Digital Loop < DS1/FL (%)	Diagnostic			36 69%	477				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			24.02%	612				Diagnostic

Average Jeopardy Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 8.1	P-2	Switch Ports/FL (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL (hours)	>= 48 hrs			221.14	28				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			172.80	10				YES
B 2 8.6	P-2	UNE ISDN/FL (hours)	>= 48 hrs			297.00	16				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			191.77	209				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL (hours)	>= 48 hrs								
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			48 00	1				YES
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL (hours)	>= 48 hrs								
B.2.8 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	>= 48 hrs			816 00	1				YES
B.2.8 14	P-2	Other Design/FL (hours)	>= 48 hrs								
B.2.8 15	P-2	Other Non-Design/FL (hours)	>= 48 hrs								
B.2.8 16	P-2	INP (Standalone)/FL (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL (hours)	>= 48 hrs			297 00	16				YES
B 2.8 19	P-2	Digital Loop >= DS1/FL (hours)	>= 48 hrs			229 60	30				YES

Average Jeopardy Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9 1	P-2	Switch Ports/FL (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL (hours)	Diagnostic			88 00	3				Diagnostic
B.2.9 4	P-2	Combo Other/FL (hours)	Diagnostic								Diagnostic
B.2.9 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (hours)	Diagnostic			175 20	40				Diagnostic
B.2 9 6	P-2	UNE ISDN/FL (hours)	Diagnostic			209.83	175				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								Diagnostic

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			Benchmark / Analog	BST Measure	BST 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			223 38	13				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			55 92	69				Diagnostic
B.2 9 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	Diagnostic			50.93	68				Diagnostic
B.2 9.14	P-2	Other Design/FL (hours)	Diagnostic			398.40	5				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			209 83	175				Diagnostic
B.2 9.19	P-2	Digital Loop >= DS1/FL (hours)	Diagnostic			203 43	147				Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.10.1	P-2	Switch Ports/FL (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL (%)	95% >= 48 hrs			87 50%	24				NO
B.2.10 4	P-2	Combo Other/FL (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	95% >= 48 hrs			100.00%	10				YES
B.2.10.6	P-2	UNE ISDN/FL (%)	95% >= 48 hrs								
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								
B.2.10 9	P-2	2W Analog Loop Non-Design/FL (%)	95% >= 48 hrs								
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			0 00%	1				NO
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL (%)	95% >= 48 hrs			100 00%	90				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	95% >= 48 hrs			100 00%	10				YES
B.2.10.14	P-2	Other Design/FL (%)	95% >= 48 hrs			100 00%	1				YES
B.2.10.15	P-2	Other Non-Design/FL (%)	95% >= 48 hrs								
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			93.33%	15				NO
B.2.10.19	P-2	Digital Loop >= DS1/FL (%)	95% >= 48 hrs			96.00%	25				YES

% Jeopardy Notice >= 48 hours - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			66.67%	3				Diagnostic
B.2.11.4	P-2	Combo Other/FL (%)	Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			70.27%	37				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/FL (%)	Diagnostic								Diagnostic
B.2.11 8	P-2	2W Analog Loop Design/FL (%)	Diagnostic								Diagnostic
B.2.11 9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic			90.91%	11				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			72 00%	69				Diagnostic
B.2 11.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			74 00%	68				Diagnostic
B.2 11.14	P-2	Other Design/FL (%)	Diagnostic			60.00%	5				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			63.19%	163				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			71.22%	139				Diagnostic

Coordinated Customers Conversions

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 12 1	P-7	Loops with INP/FL (%)	>= 95% w in 15 min								
B.2 12.2	P-7	Loops with LNP/FL (%)	>= 95% w in 15 min			99.71%	8,287				YES

% Hot Cuts > 15 minutes Early

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 13 1	P-7A	Time-Specific SL1/FL (%)	<= 5%			0 00%	612				YES
B.2 13 2	P-7A	Time-Specific SL2/FL (%)	<= 5%			0 20%	490				YES
B.2 13.3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%			0 00%	21				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.13.4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0 00%	1,459				YES
Hot Cut Timeliness											
B.2.14.1	P-7A	Time-Specific SL1/FL (%)	>= 95% w in 15 min			98.53%	612				YES
B.2.14 2	P-7A	Time-Specific SL2/FL (%)	>= 95% w in 15 min			97 76%	490				YES
B.2.14 3	P-7A	Non-Time Specific SL1/FL (%)	>= 95% w in 15 min			100 00%	21				YES
B.2 14 4	P-7A	Non-Time Specific SL2/FL (%)	>= 95% w in 15 min			99 86%	1,459				YES
% Hot Cuts > 15 minutes Late											
B 2.15.1	P-7A	Time-Specific SL1/FL (%)	<= 5%			1.47%	612				YES
B.2.15 2	P-7A	Time-Specific SL2/FL (%)	<= 5%			2 04%	490				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL (%)	<- 5%			0 00%	21				YES
B.2 15.4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0.14%	1,459				YES
Average Recovery Time - CCC											
B 2 16 1	P-7B	Loops with INP/FL (time units)	Diagnostic								Diagnostic
B 2 16.2	P-7B	Loops with LNP/FL (time units)	Diagnostic			926 10	7				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL (%)	<= 5%			2 44%	4,668				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%			1.39%	862				YES
B 2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL (%)	<= 5%			0 61%	1,154				YES
% Missed Installation Appointments											
B 2.18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4.10%	84,569						
B.2.18.1 1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.05%	749,466						
B 2.18 1.2 1	P-3	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	6.97%	445						
B 2 18.1 2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	7.69%	13						
B 2 18.2.1 1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3			0 00%	13				
B 2 18.2.1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B 2 18.2.2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)	DS1/DS3								
B 2 18.2.2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)	R&B	4.14%	85,305	4.05%	321		0 01114	0 0782	YES
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	0.05%	751,896	0 24%	10,487		0 00023	-8 2325	NO
B.2.18.3 1 3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)	R&B			*June data available with July Run*					
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)	R&B			*June data available with July run*					
B.2.18 3 2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	7.58%	501	0.00%	10		0 08455	0 8970	YES
B.2.18.3.2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	0.26%	389	0.00%	1		0 05070	0.0507	YES
B.2.18.3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)	R&B			*June data available with July Run*					
B.2.18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)	R&B			*June data available with July run*					
B.2 18 4 1.1	P-3	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	4 22%	90,442						
B 2 18 4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL (%)	R&B&D - Disp			*June data available with July run*					
B 2 18 4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	7 51%	506						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL (%)	R&B&D - Disp			*June data available with July run*					
B.2 18 5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	8.59%	19,087	3.83%	626		0 01138	4 1802	YES
B.2.18 5 1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0.00%	1,351						
B.2.18 5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	5.26%	19						
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	7.21%	610	11 01%	527		0 01539	-2.4650	NO
B.2 18 6 1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	1.88%	906						
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	8 59%	19,087						
B.2.18 7.1 2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0 00%	1,351						
B.2 18.7.2 1	P-3	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	5 26%	19						
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	4.14%	85,305	1.46%	1,921		0.00459	5 8264	YES
B 2 18.8.1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4 14%	85,305						
B 2.18.8 2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	7.58%	501	5 26%	19		0 06188	0 3757	YES
B.2.18.8 2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	7 58%	501						
B 2.18.9.1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 10%	84,569	3 19%	94		0 02047	0 4453	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			*June data available with July run*					

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 18.9 2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	6 97%	445	0.00%	3		0 14748	0 4724	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			*June data available with July run*					
B 2 18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.14%	85,305	0.00%	4		0.09957	0.4155	YES
B 2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4 14%	85,305						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	7.58%	501						
B.2.18.10 2 2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	7.58%	501						
B 2.18.11 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 10%	84,569	0 00%	3		0 11453	0.3583	YES
B 2.18.11 1 4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or			*June data available with July run*					
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	6.97%	445						
B.2 18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or			*June data available with July run*					
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.14%	85,305	1.36%	1,548		0 00511	6 4439	YES
B 2 18.12 1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.14%	85,305						
B 2.18.12 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	7.58%	501	6.25%	16		0 06724	0 1985	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	7.58%	501						
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	4.10%	84,569	1 34%	374		0.01028	2 6910	YES
B 2.18.13 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or			*June data available with July run*					
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	6.97%	445	4 17%	24		0 05335	0 5248	YES
B.2.18 13.2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or			*June data available with July run*					
B.2.18 14.1 1	P-3	Other Design/<10 circuits/Dispatch/FL (%)	Design	5.68%	5,137	2.94%	34		0.03984	0.6885	YES
B.2.18.14.1 2	P-3	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	7.81%	320						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0.00%	5						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design								
B.2 18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	4.14%	85,305	0.00%	2		0 14082	0 2938	YES
B.2.18 15.1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	0.05%	751,896	0 00%	1		0 02294	0 0230	YES
B 2 18 15.2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	7 58%	501						
B.2.18 15 2 2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	0 26%	389						
B.2.18 16 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4 10%	84,569						
B.2.18 16.1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 05%	749,466	0 00%	1		0.02272	0.0227	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	6 97%	445						
B 2 18 16.2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	7 69%	13						
B.2.18 17.1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4.10%	84,569	0 00%	72		0.02339	1.7544	YES
B.2.18.17 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.05%	749,466	0 04%	10,033		0.00023	0.5097	YES
B 2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	6.97%	445						
B.2.18.17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	7.69%	13	0 00%	23		0.09246	0 8319	YES
B.2.18.18 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1	12 19%	648	11 01%	527		0.01919	0 6178	YES
B 2 18.18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	16.67%	6						
B 2 18.18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1								
B 2 18.18 2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B 2 18.19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	16 87%	83	6 36%	770		0.04326	2.4280	YES
B 2 18 19 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	5.88%	17						
B 2 18 19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1								
B 2 18 19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.19 1 1 1	P-9	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4.49%	113,266						
B.2 19 1 1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	3.46%	760,415						
B 2 19 1.2 1	P-9	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	9.56%	481						
B.2.19.1.2 2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	79						
B.2 19.2.1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3	3.99%	3,737	8.00%	25		0.03928	-1.0210	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	4.47%	113,843	6 35%	315		0.01166	-1 6098	YES
B 2 19 3 1 2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	3.45%	762,089	3 64%	8,512		0.00199	-0.9533	YES
B 2 19.3 1 3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)	R&B			*June data available with July Run*					
B 2 19.3 1 4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)	R&B			*June data available with July run*					
B.2 19.3 2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	9 11%	505	30 77%	13		0 08082	-2 6799	NO
B.2 19.3 2 2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	1.30%	231	0 00%	14		0.03116	0 4168	YES
B.2 19.3 2 3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)	R&B			*June data available with July Run*					
B.2 19 3 2 4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)	R&B			*June data available with July run*					
B.2 19.4 1 1	P-9	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	4.32%	121,530						

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ID	P-9	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL (%)	R&B&D - Disp	\June data available with July run							
B 2 19 4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	9.09%	606						
B 2 19 4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL (%)	R&B&D - Disp	June data available with July run							
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	3.40%	17,245	3.87%	852		0.00636	-0.7390	YES
B 2 19 5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	14.26%	1,003						
B 2 19 5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	12						
B 2 19 5.2 2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail								
B 2.19 6.1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL (%)	ISDN - BRI	9.48%	517	8.55%	737		0.01681	0.5534	YES
B 2.19 6 1 2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	3.32%	633						
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	3.40%	17,245						
B 2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	14.26%	1,003						
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	12						
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	4.47%	113,843	0.91%	3,306		0.00365	9.7681	YES
B 2 19.8.1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.47%	113,843						
B 2 19.8 2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	9.11%	505	0.00%	38		0.04840	1.8820	YES
B 2 19.8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	9.11%	505						
B.2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4.49%	113,266	0.00%	488		0.00939	4.7771	YES
B.2 19 9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	June data available with July run							
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	9.56%	481	0.00%	28		0.05717	1.6727	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	June data available with July run							
B 2 19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.47%	113,843	20.00%	5		0.09244	-1.6799	NO
B.2 19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.47%	113,843						
B.2 19.10 2 1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	9.11%	505						
B.2 19.10.2 2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	9.11%	505						
B.2 19.11.1 1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4.49%	113,266	0.00%	1		0.20700	0.2167	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	June data available with July run							
B 2 19 11 2 1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	9.56%	481	0.00%	1		0.29439	0.3249	YES
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	June data available with July run							
B 2 19 12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.47%	113,843	9.91%	1,776		0.00494	-11.0025	NO
B 2 19 12.1 2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.47%	113,843						
B 2 19 12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	9.11%	505	36.36%	22		0.06267	-4.3485	NO
B 2 19 12 2 2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	9.11%	505						
B 2 19 13 1 1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4.49%	113,266	0.00%	305		0.01187	3.7797	YES
B.2.19 13.1 4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	June data available with July run							
B.2.19 13.2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	9.56%	481	0.00%	14		0.07973	1.1994	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	June data available with July run							
B.2.19.14.1 1	P-9	Other Design/<10 circuits/Dispatch/FL (%)	Design	2.06%	7,687	0.00%	320		0.00810	2.5391	YES
B.2 19 14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	0.00%	577						
B 2 19 14.2 1	P-9	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0.00%	1						
B.2.19 14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design								
B.2 19.15 1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	4.47%	113,843	0.00%	9		0.06890	0.6491	YES
B.2.19.15 1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	3.45%	762,089	0.00%	56		0.02440	1.4150	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	9.11%	505						
B.2.19.15 2 2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	1.30%	231						
B 2.19 16.1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4.49%	113,266						
B 2 19 16 1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	3.46%	760,415						
B.2 19 16 2 1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	9.56%	481						
B 2 19.16 2 2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	79						
B 2.19.17.1 1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4.49%	113,266						
B.2.19 17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	3.46%	760,415						
B.2 19 17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	9.56%	481						
B.2 19 17.2 2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	79						
B.2 19 18.1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1			4.24%	165				
B 2 19 18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B 2 19 18 2 1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1								
B 2 19 18 2 2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B 2 19 19 1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	11.88%	101	5.09%	864		0.03402	1.9956	YES
B 2 19.19 1 2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	31.82%	22						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 19 19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1					████			
B.2 19 19.2 2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1								
Average Completion Notice Interval - Mechanized											
B.2 21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.36	44,185			21.847			
B.2.21 1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.53	563,794			8.472			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	14.86	290			52.100			
B 2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	9.25	11			27.948			
B 2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2.21.2.2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B.2.21 2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL (hours)	R&B	4.43	44,741	15.03	254	21.987	1.38350	-7.6616	NO
B.2.21.3.1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	R&B	1.54	565,648	3.81	8,551	8.543	0.09308	-24.4160	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	R&B	*June data available with July Run*							
B.2.21.3.1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	R&B	*June data available with July run*							
B.2.21 3.2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	R&B	13.35	328	83.51	33	49.201	8.86530	-7.8078	NO
B.2.21 3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1.37	337			6.573			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	R&B	*June data available with July Run*							
B 2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	R&B	*June data available with July run*							
B.2.21 4.1 1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	R&B&D - Disp	17.08	48,150			186.986			
B.2.21 4.1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	*June data available with July run*							
B 2.21.4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	R&B&D - Disp	13.43	332			48.908			
B.2.21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	*June data available with July run*							
B 2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	ADSL to Retail	8.54	15,281			27.751			
B.2.21 5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	1.97	1,118			15.290			
B.2.21.5.2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	1.93	16			5.425			
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	38.04	383	0.00	1	51.733	51.80089	0.7344	YES
B.2 21.6 1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI	11.17	744			71.251			
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	8.54	15,281			27.751			
B.2.21 7 1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	1.97	1,118			15.290			
B.2.21 7 2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	1.93	16			5.425			
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	4.43	44,741	17.84	298	21.987	1 27791	-10.4927	NO
B.2.21 8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4.43	44,741			21.987			
B 2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13.35	328			49.201			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13.35	328			49.201			
B 2 21 9.1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.36	44,185	0.01	4	21.847	10.92409	0.3989	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	*June data available with July run*							
B.2 21 9.2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	14.86	290			52.100			
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	*June data available with July run*							
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	4.43	44,741			21.987			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4.43	44,741			21.987			
B.2.21 10.2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13.35	328			49.201			
B.2.21 10.2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13.35	328			49.201			
B 2.21.11.1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.36	44,185			21.847			
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	*June data available with July run*							
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	14.86	290			52.100			
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	*June data available with July run*							
B 2 21.12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	4.43	44,741	17.45	1,286	21.987	0.62187	-20 9347	NO
B.2.21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4.43	44,741			21.987			
B.2.21.12.2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13.35	328	30.28	13	49.201	13 91367	-1.2165	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13.35	328			49.201			
B 2.21 13 1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.36	44,185	3.24	41	21.847	3.41354	0.3287	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	*June data available with July run*							
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	14.86	290	1.00	2	52.100	36.96694	0.3750	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	*June data available with July run*							
B 2.21 14 1.1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Design	183.02	3,409			676.706			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Design	129.70	177			388.917			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Design	19.64	4			0.908			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	R&B	4.43	44,741			21.987			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B	1.54	565,648			8.543			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B	13.35	328			49.201			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1.37	337			6.573			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.36	44,185			21.847			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.53	563,794			8.472			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	14.86	290			52.100			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	9.25	11			27.948			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.36	44,185	16.20	9	21.847	7.28314	-1.6254	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.53	563,794	70.13	7,377	8.472	0.09928	-690.9626	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	14.86	290			52.100			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	9.25	11			27.948			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop < DS1	102.02	422	0.00	1	283.320	283.65539	0.3597	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1	96.13	2			4.172			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop < DS1								
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1	360.19	52	17.42	39	944.078	199.98376	1.7139	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1	43.47	9			52.167			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1								

Average Completion Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	Diagnostic			47.05	7				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			43.24	31				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			21.48	171				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	Diagnostic			June data available with July Run					
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	Diagnostic			June data available with July run					
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	Diagnostic			June data available with July Run					
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	Diagnostic			June data available with July run					
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL (hours)	Diagnostic			June data available with July run					
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			June data available with July run					
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	Diagnostic			54.59	343				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			48.22	368				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								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								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								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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 22.9 1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic	25.00	79						Diagnostic
B.2 22.9 1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2.22.9 2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic	43.18	1						Diagnostic
B.2.22.9 2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2 22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic	33.52	3						Diagnostic
B.2 22.10.1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22.10.2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.10.2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2.22 11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22 11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2.22.12.1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic	32.06	333						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	39.95	7						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	20.35	409						Diagnostic
B.2 22 13.1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2.22.13 2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic	22.87	21						Diagnostic
B.2 22.13 2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic	*June data available with July run*							
B.2.22 14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Diagnostic	35.68	17						Diagnostic
B.2.22.14 1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.14 2.1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 14 2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15 1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic	13.83	1						Diagnostic
B.2 22 15 1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15 2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15 2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22 16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 16 2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic	18.60	37						Diagnostic
B.2 22.17 1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic	21.16	817						Diagnostic
B.2 22 17 2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic	21.43	7						Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic	48.22	368						Diagnostic
B.2.22 18.1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.18.2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic	48.20	451						Diagnostic
B.2 22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 19.2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2 22 19.2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.1.1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 1.2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2 1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 3.1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.67	54				Diagnostic
B.2.24 3.1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.65	3,486				Diagnostic
B.2.24.3.2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic								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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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								Diagnostic
B.2.24 6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.6 2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 6 2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24.7.1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			10 73	11				Diagnostic
B.2.24 8.1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.24.8.2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.9 2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24 10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
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 62	47				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			9.50	2				Diagnostic
B 2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24.13.1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24.13.1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								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	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			38 57	7				Diagnostic
B.2.24.17 1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8.38	4,434				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								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								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

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Total Service Order Cycle Time - Partially Mechanized

Item	Metric	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			4.46	71				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.47	1,184				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			5.25	4				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10.00	1				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			9.00	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.90	31				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								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			8.20	315				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			8.63	8				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			7.00	5				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8.00	5				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			14.00	1				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			25 75	24				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			13.50	2,089				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			3 50	8				Diagnostic
B 2 25 18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			9.00	1				Diagnostic
B.2.25 18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.25 19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			8.00	5				Diagnostic
B 2.25 19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.25 19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			27.60	5				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 90	26				Diagnostic
B.2.26 3 1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.12	168				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								Diagnostic
B 2.26.4 1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.26.4 2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 26.4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			10 61	184				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			13.48	360				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								Diagnostic
B.2 26 7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								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			12 23	79				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			13 17	6				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			8.21	33				Diagnostic
B 2 26 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.86	14				Diagnostic
B 2 26 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			9.00	1				Diagnostic
B 2.26 9.2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26 10 1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			11.00	1				Diagnostic
B 2.26 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.26 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.26 10 2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.26 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.26 11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			12.00	1				Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			9.33	115				Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			11.00	6				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6.94	117				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6.49	264				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			7.67	3				Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.00	1				Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic			15.09	23				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.00	1				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			36.00	31				Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic			10.31	761				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.33	6				Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			13.48	360				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10.48	235				Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.44	44				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.70	1,694				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	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								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

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ID	P-code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			10.73	11				Diagnostic
B.2.28 8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.9 1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.9 1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.10.1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.10.2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.12.1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6 62	47				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			9.50	2				Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.13 2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 14 2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 14.2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28 15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28 16 1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28.16 2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.16 2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.17.1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic			38 57	7				Diagnostic
B.2.28.17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 38	4,434				Diagnostic
B.2.28.17.2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18 2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18 2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28 19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 19.1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 28 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

ID	P-code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29 1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29 1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29 1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29.2.2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 29 2.2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.86	54				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.47	927				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.50	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10.00	1				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			9.00	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			9.10	29				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								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			8.20	297				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			8.63	8				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			7.00	5				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.75	4				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			14.00	1				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								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			31.60	15				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			13.32	1,892				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			9.00	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			8 00	5				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic			27.60	5				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			4 92	21				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 44	123				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								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			10.67	178				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			13 62	349				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								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								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			12 75	59				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			13 17	6				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			8 62	29				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 58	12				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			9 00	1				Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			11.00	1				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			12.00	1				Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			9 26	88				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			11.00	6				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6 92	115				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6 37	262				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			7 67	3				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 30 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic			15 09	23				Diagnostic
B.2.30.14 1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 30 14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 30 15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.00	1				Diagnostic
B 2 30 15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.30 15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 30 16.1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 16.2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 16.2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic			36.00	6				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 30	551				Diagnostic
B 2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 00	1				Diagnostic
B 2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			13.62	349				Diagnostic
B 2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.18.2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			10.64	222				Diagnostic
B.2.30 19.1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Disconnect Timeliness

B 2.31 1	P-13	LNP/FL (%)	>= 95% w in 15 min			1.45%	15,474				NO

% Completions w/o Notice or < 24 hours

B.2.32.1.1	P-6	Switch Ports/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL (%)	Diagnostic			100 00%	6				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.3 1	P-6	Loop + Port Combinations/Dispatch/FL (%)	Diagnostic			100.00%	209				Diagnostic
B.2.32.3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL (%)	Diagnostic			100.00%	5,359				Diagnostic
B.2.32 4 1	P-6	Combo Other/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32 4 2	P-6	Combo Other/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	Diagnostic			100 00%	242				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL (%)	Diagnostic			100 00%	381				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								Diagnostic
B.2.32.7 2	P-6	Line Sharing/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B 2 32.8.1	P-6	2W Analog Loop Design/Dispatch/FL (%)	Diagnostic			100.00%	64				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			100 00%	40				Diagnostic
B 2 32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	Diagnostic			100 00%	16				Diagnostic
B.2 32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL (%)	Diagnostic			100.00%	1				Diagnostic
B.2 32.10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B 2 32.11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2 32.11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL (%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL (%)	Diagnostic			100 00%	382				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			100.00%	105				Diagnostic
B 2 32 13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL (%)	Diagnostic			100.00%	227				Diagnostic
B.2 32 14.1	P-6	Other Design/Dispatch/FL (%)	Diagnostic			100.00%	26				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%	1				Diagnostic
B 2 32 15.2	P-6	Other Non-Design/Non-Dispatch/FL (%)	Diagnostic			100.00%	1				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL (%)	Diagnostic			100.00%	381				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			100.00%	304				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.33.1			>= 95% of requests			99.60%	496				YES
B.2.33.2			>= 95% of requests								

Service Order Accuracy

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			97.37%	38				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%			96.97%	33				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	1				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	6				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL (%)	>= 95%			91.67%	12				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)	>= 95%			90.32%	186				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL (%)	>= 95%			50.00%	2				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			70.00%	20				NO

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL (%)	R&B (POTS)	10.55%	105,936						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1.62%	64,967						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	1.22%	818	0.00%	12	0.03195	0.3826		YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0.00%	548	0.00%	9	0.00000			YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL (%)	R&B	10.67%	107,590	9.62%	1,092	0.00939	1.1233		YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1.68%	66,101	1.56%	898	0.00432	0.2853		YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL (%)	R&B&D - Disp	10.52%	110,290						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	10.52%	110,290						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	18.25%	1,233	4.76%	63	0.04989	2.7032		YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	0.79%	379	8.33%	12	0.02598	-2.9026		NO
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	100.00%	1	9.38%	32	0.00000			YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.00%	2	3.85%	26	0.00000			NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL (%)	ADSL to Retail	18.25%	1,233	33.33%	3	0.22327	-0.6757		YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	0.79%	379	8.33%	12	0.02598	-2.9026		NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	10.67%	107,590	7.81%	1,165	0.00909	3.1438		YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	10.67%	107,590	1.20%	249	0.01959	4.8323		YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	10.52%	105,560	13.48%	534	0.01331	-2.2237		NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	1.36%	52,801	1.59%	63	0.01459	-0.1572		YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL (%)	Design	4.37%	2,700	6.70%	224	0.01421	-1.6364		YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL (%)	Design	0.83%	2,761	0.00%	111	0.00880	0.9468		YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL (%)	R&B	10.67%	107,590	4.17%	48	0.04457	1.4591		YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL (%)	R&B	1.68%	66,101	5.97%	67	0.01572	-2.7277		NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	10.55%	105,936						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1.62%	64,967						

Customer Trouble Report Rate

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL (%)	R&B (POTS)	1.81%	5,843,563	0.00%	2	0.09521	0.1904		YES
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1.11%	5,843,563	0.00%	2	0.07456	0.1491		YES
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	1.66%	49,202	1.08%	1,106	0.00392	1.4732		YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	1.11%	49,202	0.81%	1,106	0.00321	0.9350		YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL (%)	R&B	1.73%	6,224,673	1.22%	89,337	0.00044	11.4245		YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1.06%	6,224,673	1.01%	89,337	0.00035	1.6340		YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL (%)	R&B&D - Disp	1.57%	7,042,769						
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	1.57%	7,042,769						
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	0.76%	161,814	1.07%	5,870	0.00116	-2.7044		NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	0.23%	161,814	0.20%	5,870	0.00064	0.4013		YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	0.00%	25,440	1.14%	2,803	0.00012	-91.1805		NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.01%	25,440	0.93%	2,803	0.00018	-52.1209		NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.7 1	M&R-2 Line Sharing/Dispatch/FL (%)	ADSL to Retail	0 76%	161,814	0 40%	747		0.00320	1 1210	YES
B.3.2.7 2	M&R-2 Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	0 23%	161,814	1 61%	747		0 00176	-7.8262	NO
B.3.2.8.1	M&R-2 2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	1.73%	6,224,673	1 64%	70,967		0 00050	1 7496	YES
B 3 2.8 2	M&R-2 2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	1 73%	6,224,673	0 35%	70,967		0 00050	27 7559	YES
B.3.2.9 1	M&R-2 2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	1.81%	5,843,563	1.71%	31,254		0 00076	1 2837	YES
B.3.2 9.2	M&R-2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	0.90%	5,843,563	0 20%	31,254		0 00054	13.0212	YES
B 3.2.10.1	M&R-2 Other Design/Dispatch/FL (%)	Design	0.33%	818,096	2 34%	9,555		0.00059	-34.0750	NO
B.3.2.10.2	M&R-2 Other Design/Non-Dispatch/FL (%)	Design	0.34%	818,096	1.16%	9,555		0.00060	-13.7879	NO
B 3.2 11.1	M&R-2 Other Non-Design/Dispatch/FL (%)	R&B	1.73%	6,224,673	6.98%	688		0.00501	-10.4703	NO
B.3.2 11.2	M&R-2 Other Non-Design/Non-Dispatch/FL (%)	R&B	1.06%	6,224,673	9.74%	688		0.00393	-22 0834	NO
B 3.2 12.1	M&R-2 LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	1.81%	5,843,563						
B 3.2.12.2	M&R-2 LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1.11%	5,843,563						

Maintenance Average Duration

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.3 1.1	M&R-3 Switch Ports/Dispatch/FL (hours)	R&B (POTS)	20.32	105,936			24.447			
B 3.3 1.2	M&R-3 Switch Ports/Non-Dispatch/FL (hours)	R&B (POTS)	6 13	64,967			10 638			
B.3.3.2.1	M&R-3 Local Interoffice Transport/Dispatch/FL (hours)	DS1/DS3	4 41	818	1 92	12	5.182	1.50676	1.6546	YES
B.3.3.2.2	M&R-3 Local Interoffice Transport/Non-Dispatch/FL (hours)	DS1/DS3	2.22	548	3.33	9	2 930	0.98455	-1.1267	YES
B.3.3.3.1	M&R-3 Loop + Port Combinations/Dispatch/FL (hours)	R&B	20.28	107,590	14 25	1,092	24.403	0.74221	8.1188	YES
B 3.3.3.2	M&R-3 Loop + Port Combinations/Non-Dispatch/FL (hours)	R&B	6 10	66,101	2 46	898	10.640	0.35748	10.2103	YES
B 3.3.4.1	M&R-3 Combo Other/Dispatch/FL (hours)	R&B&D - Disp	19.96	110,290			24.897			
B 3.3 4.2	M&R-3 Combo Other/Non-Dispatch/FL (hours)	R&B&D - Disp	19.96	110,290			24.897			
B 3.3.5.1	M&R-3 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)	ADSL to Retail	53.82	1,233	8 46	63	43 209	5.58115	8 1262	YES
B 3.3 5.2	M&R-3 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)	ADSL to Retail	12 38	379	3.99	12	22 248	6.52318	1 2862	YES
B 3 3 6 1	M&R-3 UNE ISDN/Dispatch/FL (hours)	ISDN - BRI	96 22	1	9.59	32	0.000	0.00000		YES
B.3.3.6.2	ISDN - BRI	0.88	2	7 90	26	0.035	0.02598	-270.4121	NO
B.3.3.7.1	M&R-3 Line Sharing/Dispatch/FL (hours)	ADSL to Retail	53 82	1,233	25.37	3	43.209	24.97700	1.1389	YES
B.3.3.7.2	M&R-3 Line Sharing/Non-Dispatch/FL (hours)	ADSL to Retail	12.38	379	11 97	12	22.248	6 52318	0 0632	YES
B.3.3.8.1	M&R-3 2W Analog Loop Design/Dispatch/FL (hours)	R&B - Disp	20.28	107,590	10 38	1,165	24.403	0 71882	13.7634	YES
B 3.3.8.2	M&R-3 2W Analog Loop Design/Non-Dispatch/FL (hours)	R&B - Disp	20 28	107,590	3 54	249	24.403	1 54827	10 8077	YES
B 3 3.9.1	M&R-3 2W Analog Loop Non-Design/Dispatch/FL (hours)	R&B (POTS) excl SB FT	20.30	105,560	17 36	534	24.448	1 06065	2.7729	YES
B 3 3 9.2	M&R-3 2W Analog Loop Non-Design/Non-Dispatch/FL (hours)	R&B (POTS) excl SB FT	6 03	52,801	2 01	63	10.580	1 33377	3.0164	YES
B 3 3.3.10 1	M&R-3 Other Design/Dispatch/FL (hours)	Design	7 33	2,700	8.48	224	36.865	2 56329	-0 4511	YES
B.3.3.10.2	M&R-3 Other Design/Non-Dispatch/FL (hours)	Design	2.89	2,761	3.80	111	22.108	2 14016	-0 4250	YES
B.3.3.11 1	M&R-3 Other Non-Design/Dispatch/FL (hours)	R&B	20 28	107,590	21.61	48	24.403	3 52307	-0 3800	YES
B.3.3.11.2	M&R-3 Other Non-Design/Non-Dispatch/FL (hours)	R&B	6 10	66,101	5.63	67	10.640	1.30059	0 3657	YES
B.3.3.12.1	M&R-3 LNP (Standalone)/Dispatch/FL (hours)	R&B (POTS)	20 32	105,936			24.447			
B.3 3.12.2	M&R-3 LNP (Standalone)/Non-Dispatch/FL (hours)	R&B (POTS)	6 13	64,967			10.638			

% Repeat Troubles within 30 Days

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3.4.1.1	M&R-4 Switch Ports/Dispatch/FL (%)	R&B (POTS)	18.31%	105,936						
B 3.4.1 2	M&R-4 Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	17.08%	64,967						
B 3.4.2.1	M&R-4 Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	31.78%	818	8 33%	12		0.13540	1 7320	YES
B 3.4.2 2	M&R-4 Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	30.11%	548	22 22%	9		0.15416	0 5116	YES
B 3.4.3 1	M&R-4 Loop + Port Combinations/Dispatch/FL (%)	R&B	18.27%	107,590	16.76%	1,092		0.01175	1 2888	YES
B.3.4.3.2	M&R-4 Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	17.06%	66,101	42 20%	898		0.01264	-19 9023	NO
B.3.4.4 1	M&R-4 Combo Other/Dispatch/FL (%)	R&B&D - Disp	18.78%	110,290						
B.3.4.4 2	M&R-4 Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	18.78%	110,290						
B.3.4.5 1	M&R-4 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	23 60%	1,233	15 87%	63		0.05485	1 4090	YES
B 3.4.5.2	M&R-4 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	51 19%	379	16.67%	12		0.14656	2 3553	YES
B.3.4.6 1	M&R-4 UNE ISDN/Dispatch/FL (%)	ISDN - BRI	100.00%	1	18 75%	32		0.00000		YES
B 3 4 6 2	M&R-4 UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.00%	2	23.08%	26		0.00000		NO
B 3.4 7.1	M&R-4 Line Sharing/Dispatch/FL (%)	ADSL to Retail	23 60%	1,233	33 33%	3		0 24546	-0 3965	YES
B 3 4 7.2	M&R-4 Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	51.19%	379	33 33%	12		0.14656	1 2182	YES
B.3.4.8.1	M&R-4 2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	19 27%	107,590	17.08%	1,165		0.01138	1 0467	YES
B.3 4 8.2	M&R-4 2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	18.27%	107,590	10 44%	249		0.02452	3 1941	YES
B.3 4.9.1	M&R-4 2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	18.25%	105,560	16.10%	534		0.01676	1 2798	YES
B.3.4.9.2	M&R-4 2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	16 50%	52,801	58.73%	63		0.04679	-9 0268	NO
B.3.4 10.1	M&R-4 Other Design/Dispatch/FL (%)	Design	38 85%	2,700	27.23%	224		0 03389	3.4286	YES
B.3.4.10 2	M&R-4 Other Design/Non-Dispatch/FL (%)	Design	38.28%	2,761	20 72%	111		0 04705	3 7324	YES
B.3.4 11.1	M&R-4 Other Non-Design/Dispatch/FL (%)	R&B	18.27%	107,590	10.42%	48		0 05579	1 4082	YES

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Code		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)	R&B	17.06%	66,101	7.46%	67		0.04597	2.0866	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	18.31%	105,936						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	17.08%	64,967						

Out of Service > 24 hours

Code			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL (%)	R&B (POTS)	20.39%	72,401						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	3.97%	19,098						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	1.22%	818	0.00%	12		0.03195	0.3826	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0.00%	548	0.00%	9		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)	R&B	20.36%	73,524	11.02%	699		0.01530	6.1074	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	3.93%	19,479	2.45%	245		0.01249	1.1838	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL (%)	R&B&D - Disp	19.80%	76,224						
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	19.80%	76,224						
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	77.78%	9	4.76%	63		0.14815	4.9286	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	0.00%	1	8.33%	12		0.00000		NO
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL (%)	ISDN - BRI			9.38%	32				
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.00%	1	3.85%	26		0.00000		NO
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL (%)	ADSL to Retail	77.78%	9	0.00%	1		0.43823	1.7748	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	0.00%	1						
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	20.36%	73,524	7.81%	1,165		0.01189	10.5549	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	20.36%	73,524	1.20%	249		0.02556	7.4942	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	20.40%	72,348	22.33%	412		0.01991	-0.9702	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	3.92%	18,987	0.00%	17		0.04708	0.8323	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL (%)	Design	4.37%	2,700	6.70%	224		0.01421	-1.6364	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL (%)	Design	0.87%	2,760	0.00%	111		0.00899	0.9675	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL (%)	R&B	20.36%	73,524	25.00%	20		0.09006	-0.5150	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)	R&B	3.93%	19,479	4.00%	25		0.03887	-0.0187	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	20.39%	72,401						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	3.97%	19,098						

Unbundled Network Elements - Billing

Invoice Accuracy

Code			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.4.1	B-1	FL (%)	BST - State	99.02%	$488,490,233	99.80%	$3,740,471		0.00005	-152.9671	YES

Mean Time to Deliver Invoices - CRIS

Code			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.4.2	B-2	Region (business days)	BST - Region	3.66	1	3.43	1,204				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
% Rejected Service Requests										
C.1.1	O-7 Local Interconnection Trunks/FL (%)	Diagnostic			76.67%	150				Diagnostic
Reject Interval										
C.1.2	O-8 Local Interconnection Trunks/FL (%)	>= 85% w in 4 days			95.65%	110				YES
FOC Timeliness										
C.1.3	O-9 Local Interconnection Trunks/FL (%)	>= 95% w in 10 days			93.10%	144				NO
FOC & Reject Response Completeness										
C.1.4	O-11 Local Interconnection Trunks/FL (%)	>= 95%			100.00%	141				YES
FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11 Local Interconnection Trunks/FL (%)	>= 95%								
Local Interconnection Trunks - Provisioning										
Order Completion Interval										
C.2.1	P-4 Local Interconnection Trunks/FL (days)	Parity w Retail	31.61	87	16.43	42	36.902	6.93361	2.1894	YES
Held Orders										
C.2.2	P-1 Local Interconnection Trunks/FL (days)	Parity w Retail			Not Applicable for Trunks					
% Jeopardies										
C.2.3	P-2 Local Interconnection Trunks/FL (%)	Parity w Retail			Not Applicable for Trunks					
Average Jeopardy Notice Interval										
C.2.4	P-2 Local Interconnection Trunks/FL (hours)	95% >= 48 hrs			Not Applicable for Trunks					
% Missed Installation Appointments										
C.2.5	P-3 Local Interconnection Trunks/FL (%)	Parity w Retail	3.41%	88	2.17%	46		0.03302	0.3741	YES
% Provisioning Troubles within 30 Days										
C.2.6	P-9 Local Interconnection Trunks/FL (%)	Parity w Retail	0.92%	8,163	0.00%	3,141		0.00200	4.5862	YES
Average Completion Notice Interval										
C.2.7	P-5 Local Interconnection Trunks/FL (hours)	Parity w Retail			Under development					
Total Service Order Cycle Time										
C.2.8	P-10 Local Interconnection Trunks/FL (days)	Diagnostic			Under development					
Total Service Order Cycle Time (offered)										
C.2.9	P-10 Local Interconnection Trunks/FL (days)	Diagnostic			Under development					
% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6 Local Interconnection Trunks/Dispatch/FL (%)	Diagnostic			100.00%	42				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
Service Order Accuracy										
C.2.11.1.1	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	14				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	11				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	15				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			95.24%	21				YES
Local Interconnection Trunks - Maintenance and Repair										
Missed Repair Appointments										
C.3.1.1	M&R-1 Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	26						
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	137	0.00%	63		0.00000		YES
Customer Trouble Report Rate										
C.3.2.1	M&R-2 Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.01%	393,351	0.00%	131,583		0.00003	2.5529	YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.03%	393,351	0.05%	131,583		0.00006	-2.1957	NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration									
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)	Parity w Retail	3 09	26			0 327			
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)	Parity w Retail	0 39	137	0 51	63	0 846	0 12874	-0 9515	YES
	% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0 00%	26						
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	13 14%	137	76.19%	63		0 05142	-12 2609	NO
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)									
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)									

Local Interconnection Trunks - Billing

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Invoice Accuracy									
C.4.1	B-1	FL (%)	BST - State	99.02%	$488,490,233	99 74%	$8,675,547		0.00003	-211 8113	YES
	Mean Time to Deliver Invoices - CABS									
C.4.2	B-2	Region (calendar days)	BST - Region	4.74	1	4.48	3,093				YES

LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Trunk Group Performance - Aggregate									
C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0					YES

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Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.1.1	OSS-2 EDI/Region (%)	>= 99.5%			99.92%					YES
D.1.1.2	OSS-2 HAL/Region (%)	>= 99.5%			99.76%					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%			100.00%					YES
D.1.1.5	OSS-2 LEO UNIX/Region (%)	>= 99.5%								
D.1.1.6	OSS-2 LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2 TAG/Region (%)	>= 99.5%			99.99%					YES
D.1.1.8	OSS-2 PSIMS/Region (%)	>= 99.5%			100.00%					YES

% Interface Availability - BST & CLEC

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.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%			99.99%					YES
D.1.2.4	OSS-2 RSAG/Region (%)	>= 99.5%			99.99%					YES
D.1.2.5	OSS-2 SOCS/Region (%)	>= 99.5%			99.98%					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

Average Response Interval - CLEC (LENS) (BST Measure includes Additional 2 Seconds)

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.3.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.77	1,482,246	1.33	404,417				YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.33	404,417				YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.30	195,460				YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.30	195,460				YES
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3.47	396,477	1.05	69,473				YES
D.1.3.3.2	OSS-1 ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.68	298,954	1.05	69,473				YES
D.1.3.4.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	0.49	3,832				YES
D.1.3.4.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	0.49	3,832				YES
D.1.3.5.1	OSS-1 HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	12.61	807,325				NO
D.1.3.5.2	OSS-1 HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	12.61	807,325				NO
D.1.3.6.1	OSS-1 COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.74	47,612				YES
D.1.3.6.2	OSS-1 COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.74	47,612				YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.16	118,977				YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.16	118,977				YES

Average Response Interval - CLEC (TAG) (BST Measure includes Additional 2 Seconds)

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.77	1,482,246	1.29	94,881				YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.29	94,881				YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.07	543,664				YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.07	543,664				YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3.47	396,477	1.23	5,323				YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.68	298,954	1.23	5,323				YES
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	1.85	475,493				YES
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	1.85	475,493				YES
D.1.4.7.1	OSS-1 CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	0.70	70,003				YES
D.1.4.7.2	OSS-1 CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	0.70	70,003				YES
D.1.4.8.1	OSS-1 CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 5-1-2001, see D.1.4.9.1							
D.1.4.8.2	OSS-1 CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 5-1-2001, see D.1.4.9.2							
D.1.4.9.1	OSS-1 CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	1.17	3,728				YES
D.1.4.9.2	OSS-1 CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	1.17	3,728				YES

Operations Support Systems - Maintenance and Repair

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Interface Availability - BST										
D.2.1 1	OSS-3 TAFI/Region (%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC										
D 2.2 1	OSS-3 CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D 2.2 2	OSS-3 CLEC ECTA/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.2 3.1	OSS-3 CRIS/Region (%)	>= 99.5%			99 99%					YES
D 2 3 2	OSS-3 LMOS HOST/Region (%)	>= 99.5%			100 00%					YES
D 2 3 3	OSS-3 LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%			100 00%					YES
D.2 3.5	OSS-3 OSPCM/Region (%)	>= 99.5%			100.00%					YES
D 2 3 6	OSS-3 Predictor/Region (%)	>= 99 5%			100.00%					YES
D.2.3.7	OSS-3 SOCS/Region (%)	>= 99 5%			99.98%					YES
Average Response Interval										
D.2.4.1.1	OSS-4 CRIS/Region (%) <= 4 Seconds	Parity w Retail	95.65%	1,715,874	94.25%	75,869		0 00076	18.4858	NO
D.2.4 1.2	OSS-4 CRIS/Region (%) <= 10 Seconds	Parity w Retail	98.73%	1,715,874	98 94%	75,869		0 00042	-5 1472	YES
D.2.4 1 3	OSS-4 CRIS/Region (%) > 10 Seconds	Parity w Retail	1.27%	1,715,874	1.06%	75,869		0 00042	5 1472	YES
D.2.4.2.1	OSS-4 DLETH/Region (%) <= 4 Seconds	Parity w Retail	9.58%	37,945	12 32%	779		0 01066	-2 5702	YES
D 2.4.2.2	OSS-4 DLETH/Region (%) <= 10 Seconds	Parity w Retail	79.55%	37,945	89 73%	779		0 01460	-6 9754	YES
D 2 4 2.3	OSS-4 DLETH/Region (%) > 10 Seconds	Parity w Retail	20.45%	37,945	10 27%	779		0.01460	6 9754	YES
D.2.4 3.1	OSS-4 DLR/Region (%) <= 4 Seconds	Parity w Retail	6 56%	36,135	22.41%	22,605		0.00210	-75.5110	YES
D.2.4 3.2	OSS-4 DLR/Region (%) <= 10 Seconds	Parity w Retail	87.55%	36,135	97.87%	22,605		0 00280	-36.8477	YES
D.2.4.3.3	OSS-4 DLR/Region (%) > 10 Seconds	Parity w Retail	12.45%	36,135	2 13%	22,605		0 00280	36 8477	YES
D.2.4 4 1	OSS-4 LMOS/Region (%) <= 4 Seconds	Parity w Retail	99.87%	1,715,778	99 94%	75,870		0 00013	-5.3202	YES
D.2.4 4 2	OSS-4 LMOS/Region (%) <= 10 Seconds	Parity w Retail	99.97%	1,715,778	99 99%	75,870		0 00006	-3 2704	YES
D.2.4.4.3	OSS-4 LMOS/Region (%) > 10 Seconds	Parity w Retail	0.03%	1,715,778	0.01%	75,870		0 00006	3.2704	YES
D.2.4.5 1	OSS-4 LMOSupd/Region (%) <= 4 Seconds	Parity w Retail	98.00%	1,286,069	97 75%	45,633		0 00067	3.6746	NO
D.2 4 5.2	OSS-4 LMOSupd/Region (%) <= 10 Seconds	Parity w Retail	99 65%	1,286,069	99.58%	45,633		0 00028	2.6829	NO
D.2.4.5.3	OSS-4 LMOSupd/Region (%) > 10 Seconds	Parity w Retail	0 35%	1,286,069	0.42%	45,633		0 00028	-2.6829	NO
D.2.4 6 1	OSS-4 LNP/Region (%) <= 4 Seconds	Parity w Retail	99.62%	119,042	99.28%	4,423		0 00095	3.5861	NO
D 2.4 6.2	OSS-4 LNP/Region (%) <= 10 Seconds	Parity w Retail	99.84%	119,042	99 84%	4,423		0 00060	0.0474	YES
D.2.4.6 3	OSS-4 LNP/Region (%) > 10 Seconds	Parity w Retail	0 16%	119,042	0 16%	4,423		0 00060	-0 0474	YES
D.2.4 7 1	OSS-4 MARCH/Region (%) <= 4 Seconds	Parity w Retail	29 50%	8,487	28.38%	296		0 02697	0.4174	YES
D.2.4.7.2	OSS-4 MARCH/Region (%) <= 10 Seconds	Parity w Retail	29.50%	8,487	28.38%	296		0 02697	0.4174	YES
D.2.4.7.3	OSS-4 MARCH/Region (%) > 10 Seconds	Parity w Retail	70.50%	8,487	71.62%	296		0.02697	-0.4174	YES
D 2.4.8.1	OSS-4 OSPCM/Region (%) <= 4 Seconds	Parity w Retail	39.24%	7,494	43.96%	91		0.05150	-0.9149	YES
D.2.4 8.2	OSS-4 OSPCM/Region (%) <= 10 Seconds	Parity w Retail	96 93%	7,494	95.60%	91		0 01819	0.7292	YES
D.2.4 8.3	OSS-4 OSPCM/Region (%) > 10 Seconds	Parity w Retail	3 07%	7,494	4 40%	91		0 01819	-0.7292	YES
D.2.4.9.1	OSS-4 Predictor/Region (%) <= 4 Seconds	Parity w Retail	19 09%	82,561	28.79%	3,435		0 00684	-14 1803	YES
D.2.4.9.2	OSS-4 Predictor/Region (%) <= 10 Seconds	Parity w Retail	19 09%	82,561	28 79%	3,435		0.00684	-14 1803	YES
D 2.4.9.3	OSS-4 Predictor/Region (%) > 10 Seconds	Parity w Retail	80 91%	82,561	71 21%	3,435		0 00684	14 1803	YES
D.2.4 10.1	OSS-4 SOCS/Region (%) <= 4 Seconds	Parity w Retail	99.84%	249,831	99.85%	13,021		0 00036	-0 1152	YES
D.2 4 10.2	OSS-4 SOCS/Region (%) <= 10 Seconds	Parity w Retail	99.99%	249,831	99.99%	13,021		0.00010	-0.4056	YES
D 2 4 10 3	OSS-4 SOCS/Region (%) > 10 Seconds	Parity w Retail	0 01%	249,831	0.01%	13,021		0 00010	0.4056	YES
D 2.4 11.1	OSS-4 NIW/Region (%) <= 4 Seconds	Parity w Retail	82 65%	72,414	83 65%	3,272		0.00677	-1 4726	YES
D.2.4.11.2	OSS-4 NIW/Region (%) <= 10 Seconds	Parity w Retail	99 49%	72,414	99 36%	3,272		0 00127	1 0637	YES
D.2.4.11.3	OSS-4 NIW/Region (%) > 10 Seconds	Parity w Retail	0 51%	72,414	0.64%	3,272		0.00127	-1.0637	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
COLLOCATION - Collocation											
	Average Response Time										
E 1.1.1	C-1	Virtual/FL (calendar days)	<= 15 days								
E.1.1.2	C-1	Physical-Caged/FL (calendar days)	<= 15 days			3	32				YES
E 1.1.3	C-1	Physical-Cageless/FL (calendar days)	<= 15 days			5	55				YES
	Average Arrangement Time										
E 1.2.1	C-2	Virtual/FL (calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)	<= 60 days			49	1				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days								
E.1.2.4	C-2	Physical Caged-Ordinary/FL (calendar days)	<= 90 days			78	3				YES
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			5	42				YES
E.1.2.6	C-2	Physical Caged-Augments - Additional Space Required/FL (calendar days)	<= 90 days								
E 1.2.7	C-2	Physical Cageless/FL (calendar days)	<= 90 days			43	10				YES
E.1.2.8	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days			8	70				YES
E.1.2.9	C-2	Physical Cageless-Augments - Additional Space Required/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed			0.00%	125				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through											
% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			90.16%	220,614				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			60.15%	7,518				NO
F.1.1.5	O-3	UNE/Region (%)	>= 65%			74.87%	44,941				NO
% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			83.65%	237,784				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			42.21%	10,713				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			62.58%	53,771				Diagnostic
F.1.3.1	O-3	Summary/Region (%)	>= 85%			90.65%	11,802				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			90.65%	11,802				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
General - Pre-Ordering											
Loop Makeup Inquiry (Manual)											
F.2.1.1	PO-1	Loops/FL (%)	>= 95% w in 3 bus days			100.00%	111				YES
Loop Makeup Inquiry (Electronic)											
F.2.2.1	PO-2	Loops/FL (%)	>= 95% w in 5 min			100.00%	1,752				YES
General - Ordering											
Service Inquiry with Firm Order											
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 5 bus days			97.00%	418				YES
F.3.1.2	O-10	Local Interoffice Transport/FL (%)	>= 95% w in 5 bus days			100.00%	5				YES
General - Ordering											
Average Speed of Answer											
F.4.1	-12	Region (seconds)	Parity w Retail	121.54	7,152,910	49.77	43,526				YES
General - Maintenance Center											
Average Answer Time											
F.5.1	M&R-6	Region (seconds)	Parity w Retail	65.92	1,653,272	25.70	92,640				YES
General - Operator Services (Toll)											
Average Speed to Answer											
F.6.1	OS-1	FL (seconds)	PBD			3.37					PBD
% Answered in 10 seconds											
F.6.2	OS-2	FL (%)	PBD			98.40%					PBD
General - Directory Assistance											
Average Speed to Answer											
F.7.1	DA-1	FL (seconds)	PBD			5.35					PBD

% Answered in 10 seconds

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 7 2	DA-2 FL (%)	PBD			94 90%					PBD

General - E911

Mean Interval
| F 8.1 | E-3 FL (hours) | PBD | | | 1.14 | 1,197 | | | | PBD |

% Accuracy
| F 8.2 | -2 FL (%) | PBD | | | 95 11% | 634,336 | | | | PBD |

% Timeliness
| F 8.3 | E-1 FL (%) | PBD | | | 100 00% | 1,197 | | | | PBD |

General - Billing

Usage Data Delivery Accuracy
| F.9.1 | B-3 Region (%) | Parity w Retail | 100.00% | 6,698 | 99.99% | 14,237 | 0.00000 | | | NO |

Usage Data Delivery Timeliness
| F.9.2 | B-5 Region (%) | Parity w Retail | 97.40% | 38,202 | 98.04% | 187,964,470 | 6.66681 | | -7 9164 | YES |

Usage Data Delivery Completeness
| F 9 3 | B-4 Region (%) | Parity w Retail | 99.04% | 38,202 | 99.54% | 187,964,470 | 0.00050 | | -9 9487 | YES |

Mean Time to Deliver Usage
| F.9.4 | B-6 Region (days) | Parity w Retail | 3.73 | 38,202 | 3 76 | 187,964,470 | | | | NO |

Recurring Charge Completeness
F.9 5.1	B-7 Resale/FL (%)	Parity w Retail	81 54%	$20,811,988	88 37%	$1,112,464	0.00088		-77.7123	YES
F.9.5.2	B-7 UNE/FL (%)	>= 90%			94 29%	$357,899				YES
F.9 5.3	B-7 Interconnection/FL (%)	>= 90%			97 95%	$29,070				YES

Non-Recurring Charge Completeness
F.9 6.1	B-8 Resale/FL (%)	Parity w Retail	92.23%	$22,763,287	95.38%	$826,521	0.00108		-29.3039	YES
F.9 6 2	B-8 UNE/FL (%)	>= 90%			96 57%	$1,543,348				YES
F.9 6.3	B-8 Interconnection/FL (%)	>= 90%			48 65%	$1,223,456				NO

General - Change Management

% Software Release Notices Sent On Time
| F.10.1 | CM-1 FL (%) | >= 98% w in 30 days | 75.00% | 4 | | | | | | NO |

Average Software Release Notice Delay Days
| F.10.2 | CM-2 FL (average) | >= 25 bus days prior to release | 26 | 1 | | | | | | YES |

% Change Management Documentation Sent On Time
| F.10.3 | CM-3 FL (%) | >= 98% w in 30 days | 100.00% | 5 | | | | | | YES |

Average Documentation Release Delay Days
| F.10 5 | CM-4 FL (average) | >= 25 bus days prior to release | | | | | | | | |

% CLEC Interface Outages Sent within 15 Minutes
| F 10.6 | CM-5 FL (%) | >= 97% w in 15 min | | | 100 00% | 32 | | | | YES |

General - New Business Requests

% New Business Requests Processed within 30 Business Days
| F 1.1 | BFR-1 Region (%) | >= 90% w in 30 bus days | | | 100.00% | 13 | | | | YES |

% Quotes Provided within X Business Days
F 1 2 1	BFR-2A Region (%)	>= 90% w in 10 bus days								
F 1 2 2	BFR-2B Region (%)	>= 90% w in 30 bus days			92 31%	13				YES
F 1.2.3	BFR-2C Region (%)	>= 90% w in 60 bus days			7 69%	13				NO

General - Ordering

BellSouth Monthly State Summary

Florida, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 12.1 1	O-1	EDI/Region (%)	>= 90% w in 30 min			89 62%	96,463				NO
F 12 1 2	O-1	TAG/Region (%)	>= 95% w in 30 min			99.99%	183,966				YES
F.12.2 1	O-2	EDI/Region (%)	100%			99.25%	96,463				NO
F 12.2.2	O-2	TAG/Region (%)	100%			99.99%	183,966				NO

General - Database Updates

Average Database Update Interval

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 13 1.1	D-1	LIDB/FL (hours)	PBD	1.42	26	1.42	26				PBD
F.13.1.2	D-1	Directory Listings/FL (hours)	PBD	0.11	27	0.11	27				PBD
F.13.1.3	D-1	Directory Assistance/FL (hours)	PBD	4.55	26	4.55	26				PBD

% Update Accuracy

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume				Equity
F.13 2.1	D-2	LIDB/FL (%)	>= 95%			100 00%	62				YES
F.13 2.2	D-2	Directory Listings/FL (%)	>= 95%			100.00%	135				YES
F.13.2.3	D-2	Directory Assistance/FL (%)	>= 95%			100.00%	135				YES

% NXXs / LRNs Loaded by LERG Effective Date

			Benchmark / Analog			CLEC Measure	CLEC Volume				Equity
F.13.3	D-3	FL (%)	100%			64 00%	33				NO

General - Network Outage Notification

Mean Time to Notify CLEC of Major Network Outages

			Benchmark / Analog								Equity
F.14 1	M&R-7	FL (minutes)	Parity w Retail								Diagnostic

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 05/01/2001 - 05/31/2001

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		78.44%	86.82%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.20%	
- RETAIL BUSINESS**		TBD	

**NOTE: BellSouth is reinstituting the reporting of business retail flow-through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow-through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete.

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES

Company Info						LSR PROCESSING								FLOWTHROUGH		
							LESOG									
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	6	0	6	0	2	0	4	3	1	2	1	50.00%	25.00%	50.00%
#2		0	164	0	164	10	31	0	123	19	12	7	104	82.54%	84.55%	89.66%
#3		0	179	0	179	15	20	0	144	21	15	6	123	80.39%	85.42%	89.13%
#4		0	204	0	204	10	21	0	173	46	28	18	127	76.97%	73.41%	81.94%
#5		0	235	0	235	34	48	0	153	37	16	21	116	69.88%	75.82%	87.88%
#6		0	1971	0	1971	74	470	0	1427	887	90	797	540	76.70%	37.84%	85.71%
#7		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#8		18	0	0	18	0	6	0	12	8	2	6	4	66.67%	33.33%	66.67%
#9		25	0	0	25	1	5	0	19	8	4	4	11	68.75%	57.89%	73.33%
#10		46	0	0	46	2	9	2	33	8	2	6	25	86.21%	75.76%	92.59%
#11		102	0	0	102	4	26	4	68	28	20	8	40	62.50%	58.82%	66.67%
#12		1325	0	0	1325	35	202	20	1068	310	191	119	758	77.03%	70.97%	79.87%
#13		29	0	0	29	8	8	0	13	7	7	0	6	28.57%	46.15%	46.15%
#14		389	0	0	389	69	67	2	251	130	109	21	121	40.47%	48.21%	52.61%
#15		721	0	0	721	62	77	13	569	128	117	11	441	71.13%	77.50%	79.03%
#16		815	0	0	815	23	46	1	745	51	43	8	694	91.32%	93.15%	94.17%
#17		47	0	0	47	5	15	0	27	10	8	2	17	56.67%	62.96%	68.00%
#18		0	0	3	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%
#19		524	0	0	524	43	136	10	335	140	113	27	195	55.56%	58.21%	63.31%
#20		656	0	0	656	26	36	1	593	37	28	9	556	91.15%	93.76%	95.21%
#21		18	0	0	18	4	3	1	10	5	4	1	5	38.46%	50.00%	55.56%
#22		783	0	0	783	67	17	1	698	45	43	2	653	85.58%	93.55%	93.82%
#23		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#24		2230	0	0	2230	91	230	2	1907	111	54	57	1796	92.53%	94.18%	97.08%
#25		27	0	0	27	5	5	1	16	8	5	3	8	44.44%	50.00%	61.54%
#26		58	0	0	58	7	5	2	44	22	16	6	22	48.89%	50.00%	57.89%
#27		399	0	0	399	15	14	0	370	10	9	1	360	93.75%	97.30%	97.56%
#28		62	0	0	62	36	3	2	21	13	13	0	8	14.04%	38.10%	38.10%
#29		205	0	0	205	25	15	0	165	26	24	2	139	73.94%	84.24%	85.28%
#30		10	0	0	10	0	3	0	7	1	1	0	6	85.71%	85.71%	85.71%
#31		0	253	0	253	6	20	10	217	81	62	19	136	66.67%	62.67%	68.69%
#32		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#33		2157	0	0	2157	97	169	6	1885	205	182	23	1680	85.76%	89.12%	90.23%
#34		8	0	0	8	1	4	0	3	3	1	2	0	0.00%	0.00%	0.00%
#35		10	0	0	10	0	4	0	6	2	2	0	4	66.67%	66.67%	66.67%
#36		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#37		127	0	0	127	25	7	3	92	27	25	2	65	56.52%	70.65%	72.22%
#38		40	0	0	40	1	12	0	27	3	3	0	24	85.71%	88.89%	88.89%
#39		0	0	15102	15102	1917	3129	82	9974	4590	3715	875	5384	48.87%	53.98%	59.17%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		0	0	349	349	127	70	7	145	69	40	29	76	31.28%	52.41%	65.52%
#41		781	0	0	781	156	117	15	493	174	124	50	319	53.26%	64.71%	72.01%
#42		8038	0	0	8038	576	489	30	6943	712	542	170	6231	84.79%	89.75%	92.00%
#43		183	0	0	183	24	10	2	147	11	11	0	136	79 53%	92.52%	92.52%
#44		191	0	0	191	30	9	0	152	13	8	5	139	78.53%	91 45%	94 56%
#45		388	0	0	388	18	23	0	347	16	16	0	331	90.68%	95.39%	95.39%
#46		290	0	0	290	24	4	0	262	9	8	1	253	88.77%	96.56%	96 93%
#47		179	0	0	179	24	22	0	133	22	17	5	111	73.03%	83.46%	86.72%
#48		0	0	392	392	2	15	0	375	16	14	2	359	95.73%	95.73%	96.25%
#49		4	0	0	4	0	0	1	3	1	1	0	2	66.67%	66.67%	66.67%
#50		29	0	0	29	0	0	1	28	1	1	0	27	96.43%	96.43%	96.43%
#51		321	0	0	321	36	18	4	263	34	23	11	229	79 51%	87.07%	90.87%
#52		0	0	1449	1449	6	71	0	1372	38	31	7	1334	97.30%	97.23%	97.73%
#53		162	0	0	162	11	22	0	129	19	18	1	110	79.14%	85.27%	85.94%
#54		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100 00%
#55		0	386	0	386	264	53	1	68	33	22	11	35	10 90%	51 47%	61.40%
#56		9	0	0	9	1	2	0	6	3	3	0	3	42 86%	50.00%	50 00%
#57		720	0	0	720	107	106	5	502	176	141	35	326	56.79%	64 94%	69.81%
#58		846	0	0	846	66	49	1	730	61	49	12	669	85.33%	91.64%	93 18%
#59		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66 67%
#60		441	0	0	441	25	14	6	396	86	76	10	310	75.43%	78.28%	80.31%
#61		23	0	0	23	5	0	0	18	7	6	1	11	50.00%	61.11%	64 71%
#62		0	0	1883	1883	125	135	6	1617	171	134	37	1446	84.81%	89.42%	91 52%
#63		74	0	0	74	15	6	0	53	1	1	0	52	76.47%	98.11%	98.11%
#64		1168	0	0	1168	145	114	3	906	74	52	22	832	80.86%	91.83%	94.12%
#65		0	0	1033	1033	4	38	0	991	70	66	4	921	92.94%	92.94%	93 31%
#66		90	0	0	90	2	18	4	66	20	19	1	46	68 66%	69.70%	70.77%
#67		105	0	0	105	92	1	0	12	5	4	1	7	6.80%	58.33%	63.64%
#68		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#69		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80 00%	80.00%
#70		163	0	0	163	29	8	0	126	18	16	2	108	70 59%	85.71%	87 10%
#71		211	0	0	211	4	20	1	186	49	41	8	137	75.27%	73.66%	76.97%
#72		22	0	0	22	2	13	0	7	7	6	1	0	0.00%	0.00%	0.00%
#73		39347	0	0	39347	2241	5819	137	31150	9231	7614	1617	21919	68.98%	70.37%	74.22%
#74		257	0	0	257	25	12	1	219	7	7	0	212	86.89%	96.80%	96 80%
#75		51	0	0	51	0	12	0	39	4	3	1	35	92.11%	89.74%	92.11%
#76		66	0	0	66	1	0	14	51	19	18	1	32	62.75%	62.75%	64.00%
#77		0	0	2	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#78		26	0	0	26	4	1	0	21	1	1	0	20	80.00%	95.24%	95.24%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		103	0	0	103	15	11	2	75	37	31	6	38	45.24%	50.67%	55.07%
#80		1477	0	0	1477	168	57	6	1246	188	170	18	1058	75.79%	84.91%	86 16%
#81		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#82		289	0	0	289	25	41	5	218	90	72	18	128	56.89%	58.72%	64 00%
#83		1187	0	0	1187	90	52	1	1044	79	71	8	965	85.70%	92.43%	93.15%
#84		3649	0	0	3649	289	269	12	3079	215	147	68	2864	86.79%	93.02%	95 12%
#85		549	0	0	549	50	35	4	460	74	57	17	386	78.30%	83.91%	87.13%
#86		62	0	0	62	7	9	1	45	28	24	4	17	35.42%	37.78%	41.46%
#87		664	0	0	664	68	47	0	549	33	30	3	516	84.04%	93.99%	94.51%
#88		17	0	0	17	13	0	0	4	1	1	0	3	17.65%	75.00%	75.00%
#89		124	0	0	124	15	10	0	99	13	11	2	86	76.79%	86.87%	88.66%
#90		534	0	0	534	29	35	14	456	80	56	24	376	81 56%	82.46%	87.04%
#91		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#92		0	0	35	35	7	10	2	16	12	3	9	4	28.57%	25.00%	57 14%
#93		0	0	47	47	0	33	2	12	12	1	11	0	0.00%	0.00%	0.00%
#94		14	0	0	14	1	5	1	7	7	1	6	0	0.00%	0.00%	0.00%
#95		379	0	0	379	20	42	0	317	31	25	6	286	86.40%	90.22%	91.96%
#96		180	0	0	180	24	13	2	141	28	22	6	113	71.07%	80.14%	83.70%
#97		157	0	0	157	18	26	2	111	47	26	21	64	59.26%	57.66%	71 11%
#98		46	0	0	46	3	10	0	33	7	7	0	26	72 22%	78.79%	78.79%
#99		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#100		105	0	0	105	1	7	0	97	12	11	1	85	87.63%	87.63%	88.54%
#101		569	0	0	569	57	7	0	505	13	7	6	492	88 49%	97.43%	98.60%
#102		219	0	0	219	29	18	0	172	13	7	6	159	81 54%	92.44%	95 78%
#103		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100.00%	100.00%
#104		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#105		1023	0	0	1023	119	122	3	779	76	65	11	703	79 26%	90.24%	91.54%
#106		251	0	0	251	31	10	0	210	9	7	2	201	84 10%	95.71%	96.63%
#107		361	0	0	361	0	37	0	324	13	9	4	311	97.19%	95.99%	97.19%
#108		0	11	0	11	0	0	0	11	11	3	8	0	0 00%	0.00%	0.00%
#109		0	67	0	67	2	3	3	59	18	4	14	41	87.23%	69.49%	91.11%
#110		64	0	0	64	15	3	3	43	42	37	5	1	1.89%	2.33%	2.63%
#111		1176	0	0	1176	111	82	10	973	186	106	80	787	78.39%	80.88%	88 13%
#112		427	0	0	427	35	28	1	363	50	37	13	313	81.30%	86.23%	89.43%
#113		1796	0	0	1796	201	108	4	1483	129	106	23	1354	81 52%	91.30%	92 74%
#114		94	0	0	94	5	5	1	83	40	37	3	43	50.59%	51.81%	53.75%
#115		109	0	0	109	19	10	0	80	3	3	0	77	77.78%	96.25%	96.25%
#116		9	0	0	9	1	1	0	7	3	3	0	4	50 00%	57.14%	57.14%
#117		831	0	0	831	66	99	3	663	93	86	7	570	78 95%	85.97%	86.89%

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH		
Company Info																	
		Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		0	3046	0	3046	236	235	5	2570	473	361	112	2097	77.84%	81.60%	85.31%
#119		3843	0	0	3843	441	395	51	2956	840	706	134	2116	64.85%	71.58%	74.98%
#120		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%
#121		0	0	25	25	15	3	0	7	4	4	0	3	13.64%	42.86%	42.86%
#122		41	0	0	41	14	5	0	22	14	11	3	8	24.24%	36.36%	42.11%
#123		70	0	0	70	11	2	0	57	14	14	0	43	63.24%	75.44%	75.44%
#124		545	0	0	545	27	36	0	482	41	23	18	441	89.82%	91.49%	95.04%
#125		0	0	9529	9529	71	314	14	9130	346	282	64	8784	96.14%	96.21%	96.89%
#126		2844	0	0	2844	251	167	17	2409	319	254	65	2090	80.54%	86.76%	89.16%
#127		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	74	0	74	28	16	6	24	9	6	3	15	30.61%	62.50%	71.43%
#129		0	132	0	132	22	24	23	63	32	7	25	31	51.67%	49.21%	81.58%
#130		0	715	0	715	465	106	24	120	22	10	12	98	17.10%	81.67%	90.74%
#131		30	0	0	30	3	8	0	19	8	6	2	11	55.00%	57.89%	64.71%
#132		0	222	0	222	8	48	3	163	73	36	37	90	67.16%	55.21%	71.43%
#133		314	0	0	314	40	67	4	203	86	61	25	117	53.67%	57.64%	65.73%
#134		381	0	0	381	60	43	18	260	105	66	39	155	55.16%	59.62%	70.14%
#135		0	0	4	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#136		0	159	0	159	43	18	2	96	45	31	14	51	40.80%	53.13%	62.20%
#137		216	0	0	216	23	8	2	183	82	66	16	101	53.16%	55.19%	60.48%
#138		1507	0	0	1507	255	193	22	1037	469	361	108	568	47.97%	54.77%	61.14%
#139		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#140		0	4	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#141		1510	0	0	1510	200	135	20	1155	481	388	93	674	53.41%	58.35%	63.47%
#142		1787	0	0	1787	132	145	8	1502	748	656	92	754	48.90%	50.20%	53.48%
#143		3353	0	0	3353	372	298	14	2669	626	550	76	2043	68.90%	76.55%	78.79%
#144		238	0	0	238	115	28	5	90	63	39	24	27	14.92%	30.00%	40.91%
#145		74	0	0	74	8	2	0	64	5	1	4	59	86.76%	92.19%	98.33%
#146		22	0	0	22	3	0	0	19	3	3	0	16	72.73%	84.21%	84.21%
#147		46	0	0	46	3	6	0	37	6	6	0	31	77.50%	83.78%	83.78%
#148		5	0	0	5	0	0	0	5	4	2	2	1	33.33%	20.00%	33.33%
#149		0	0	42	42	2	20	1	19	14	14	0	5	23.81%	26.32%	26.32%
#150		335	0	0	335	37	181	0	117	48	35	13	69	48.94%	58.97%	66.35%
#151		143	0	0	143	11	15	1	116	44	42	2	72	57.60%	62.07%	63.16%
#152		67	0	0	67	2	6	2	57	6	5	1	51	87.93%	89.47%	91.07%
#153		10	0	0	10	2	0	1	7	6	4	2	1	14.29%	14.29%	20.00%
#154		181	0	0	181	47	34	1	99	29	25	4	70	49.30%	70.71%	73.68%
#155		637	0	0	637	78	41	2	516	54	30	24	462	81.05%	89.53%	93.90%
#156		62	0	0	62	1	4	0	57	2	2	0	55	94.83%	96.49%	96.49%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		0	2505	0	2505	165	174	7	2159	207	177	30	1952	85.09%	90.41%	91.69%
#158		0	9611	0	9611	170	2232	78	7131	1329	845	484	5802	85.11%	81.36%	87.29%
#159		0	4277	0	4277	134	438	1	3704	928	481	447	2776	81.86%	74.95%	85.23%
#160		459	0	0	459	9	37	0	413	12	6	6	401	96.39%	97.09%	98.53%
#161		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#162		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#163		82	0	0	82	41	4	4	33	26	21	5	7	10.14%	21.21%	25.00%
#164		305	0	0	305	55	16	3	231	70	57	13	161	58.97%	69.70%	73.85%
#165		128	0	0	128	6	5	1	116	9	7	2	107	89.17%	92.24%	93.86%
#166		0	0	46	46	17	7	0	22	4	4	0	18	46.15%	81.82%	81.82%
#167		0	0	7	7	2	2	0	3	3	2	1	0	0.00%	0.00%	0.00%
#168		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#169		0	0	55	55	14	13	0	28	9	6	3	19	48.72%	67.86%	76.00%
#170		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#171		0	0	6	6	0	3	0	3	2	1	1	1	50.00%	33.33%	50.00%
#172		0	0	13	13	4	3	0	6	3	2	1	3	33.33%	50.00%	60.00%
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#175		12	0	0	12	6	1	0	5	1	0	1	4	40.00%	80.00%	100.00%
#176		14	0	0	14	2	4	0	8	4	1	3	4	57.14%	50.00%	80.00%
#177		16	0	0	16	1	6	0	9	2	2	0	7	70.00%	77.78%	77.78%
#178		20	0	0	20	1	1	0	18	14	10	4	4	26.67%	22.22%	28.57%
#179		67	0	0	67	6	16	1	44	9	8	1	35	71.43%	79.55%	81.40%
#180		359	0	0	359	41	4	0	314	14	11	3	300	85.23%	95.54%	96.46%
#181		146	0	0	146	33	16	2	95	26	23	3	69	55.20%	72.63%	75.00%
#182		9	0	0	9	0	1	1	7	3	1	2	4	80.00%	57.14%	80.00%
#183		0	0	3671	3671	8	571	19	3073	2473	2008	465	600	22.94%	19.52%	23.01%
#184		0	0	35	35	0	2	1	32	17	17	0	15	46.88%	46.88%	46.88%
#185		0	0	28	28	5	0	4	19	19	18	1	0	0.00%	0.00%	0.00%
#186		0	0	27	27	2	7	0	18	9	5	4	9	56.25%	50.00%	64.29%
#187		0	0	8	8	0	6	0	2	1	1	0	1	50.00%	50.00%	50.00%
#188		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
#189		62	0	0	62	7	6	0	49	16	15	1	33	60.00%	67.35%	68.75%
#190		0	0	36	36	28	4	0	4	4	1	3	0	0.00%	0.00%	0.00%
#191		0	0	3	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
#192		10	0	0	10	6	3	0	1	0	0	0	1	14.29%	100.00%	100.00%
#193		0	0	24	24	1	5	0	18	10	8	2	8	47.06%	44.44%	50.00%
#194		98	0	0	98	3	8	0	87	2	1	1	85	95.51%	97.70%	98.84%
#195		63	0	0	63	5	18	0	40	21	14	7	19	50.00%	47.50%	57.58%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		36	0	0	36	2	10	0	24	12	4	8	12	66.67%	50.00%	75.00%
#197		19	0	0	19	2	2	1	14	8	5	3	6	46.15%	42.86%	54.55%
#198		0	0	6	6	2	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#199		48	0	0	48	12	3	0	33	11	8	3	22	52.38%	66.67%	73.33%
#200		225	0	0	225	26	31	0	168	20	19	1	148	76.68%	88.10%	88.62%
#201		118	0	0	118	23	26	0	69	22	22	0	47	51.09%	68.12%	68.12%
#202		76	0	0	76	16	5	1	54	6	6	0	48	68.57%	88.89%	88.89%
#203		0	0	3531	3531	142	81	22	3286	244	205	39	3042	89.76%	92.57%	93.69%
#204		7957	0	0	7957	658	458	12	6829	329	285	44	6500	87.33%	95.18%	95.80%
#205		0	0	185	185	14	58	4	109	68	45	23	41	41.00%	37.61%	47.67%
#206		7411	0	0	7411	978	498	69	5866	1176	1011	165	4690	70.22%	79.95%	82.27%
#207		3215	0	0	3215	173	255	6	2781	118	101	17	2663	90.67%	95.76%	96.35%
#208		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#209		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#210		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#211		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#212		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#213		27	0	0	27	3	1	1	22	5	4	1	17	70.83%	77.27%	80.95%
#214		38	0	0	38	0	0	2	36	14	10	4	22	68.75%	61.11%	68.75%
#215		856	0	0	856	93	41	0	722	62	55	7	660	81.68%	91.41%	92.31%
#216		102	0	0	102	24	16	1	61	14	11	3	47	57.32%	77.05%	81.03%
#217		115	0	0	115	7	2	2	104	19	18	1	85	77.27%	81.73%	82.52%
#218		975	0	0	975	95	99	1	780	54	47	7	726	83.64%	93.08%	93.92%
#219		8	0	0	8	1	0	0	7	1	1	0	6	75.00%	85.71%	85.71%
#220		98	0	0	98	1	0	0	97	8	8	0	89	90.82%	91.75%	91.75%
#221		102	0	0	102	9	1	0	92	2	1	1	90	90.00%	97.83%	98.90%
#222		736	0	0	736	61	27	0	648	66	63	3	582	82.44%	89.81%	90.23%
#223		0	0	103	103	1	10	0	92	9	7	2	83	91.21%	90.22%	92.22%
#224		115	0	0	115	3	7	0	105	2	2	0	103	95.37%	98.10%	98.10%
#225		0	0	18	18	4	2	2	10	6	2	4	4	40.00%	40.00%	66.67%
#226		0	0	15	15	12	1	0	2	1	1	0	1	7.14%	50.00%	50.00%
#227		0	0	5	5	4	0	0	1	0	0	0	1	20.00%	100.00%	100.00%
#228		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#229		0	0	65	65	42	10	1	12	6	4	2	6	11.54%	50.00%	60.00%
#230		0	0	16	16	8	1	0	7	4	3	1	3	21.43%	42.86%	50.00%
#231		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#232		14	0	0	14	2	5	0	7	2	2	0	5	55.56%	71.43%	71.43%
#233		26	0	0	26	2	5	0	19	6	3	3	13	72.22%	68.42%	81.25%
#234		31	0	0	31	2	6	0	23	5	4	1	18	75.00%	78.26%	81.82%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
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Attachment 2
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Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#235		62	0	0	62	2	9	0	51	12	10	2	39	76.47%	76.47%	79.59%
#236		86	0	0	86	27	27	0	32	13	8	5	19	35.19%	59.38%	70.37%
#237		318	0	0	318	17	23	0	278	12	9	3	266	91.10%	95.68%	96.73%
#238		3696	0	0	3696	662	244	27	2763	286	231	55	2477	73.50%	89.65%	91.47%
#239		826	0	0	826	97	65	0	664	35	28	7	629	83.42%	94.73%	95.74%
#240		121	0	0	121	15	5	0	101	8	7	1	93	80.87%	92.08%	93.00%
#241		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#242		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#243		435	0	0	435	42	32	3	358	20	18	2	338	84.92%	94.41%	94.94%
#244		74	0	0	74	16	14	0	44	8	3	5	36	65.45%	81.82%	92.31%
#245		0	0	704	704	89	6	45	564	377	356	21	187	29.59%	33.16%	34.44%
#246		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#247		1021	0	0	1021	93	81	6	841	95	71	24	746	81.98%	88.70%	91.31%
#248		0	0	997	997	5	93	0	899	15	13	2	884	98.00%	98.33%	98.55%
#249		100	0	0	100	6	11	1	82	19	14	5	63	75.90%	76.83%	81.82%
#250		1533	0	0	1533	103	44	3	1383	88	79	9	1295	87.68%	93.64%	94.25%
#251		15	0	0	15	0	9	0	6	3	3	0	3	50.00%	50.00%	50.00%
#252		37	0	0	37	0	6	1	30	11	11	0	19	63.33%	63.33%	63.33%
#253		138	0	0	138	15	10	0	113	11	9	2	102	80.95%	90.27%	91.89%
#254		0	6071	0	6071	270	1455	0	4346	255	124	131	4091	91.22%	94.13%	97.06%
#255		108	0	0	108	5	4	0	99	16	16	0	83	79.81%	83.84%	83.84%
#256		435	0	0	435	41	27	3	364	26	22	4	338	84.29%	92.86%	93.89%
#257		407	0	0	407	16	20	2	369	20	18	2	349	91.12%	94.58%	95.10%
#258		1193	0	0	1193	103	67	3	1020	248	234	14	772	69.61%	75.69%	76.74%
#259		689	0	0	689	82	97	0	510	34	27	7	476	81.37%	93.33%	94.63%
#260		780	0	0	780	46	15	1	718	14	13	1	704	92.27%	98.05%	98.19%
#261		7	0	0	7	0	0	2	5	1	1	0	4	80.00%	80.00%	80.00%
#262		1572	0	0	1572	120	76	4	1372	59	46	13	1313	88.78%	95.70%	96.62%
#263		199	0	0	199	8	10	0	181	11	10	1	170	90.43%	93.92%	94.44%
#264		112	0	0	112	29	9	1	73	18	15	3	55	55.56%	75.34%	78.57%
#265		120	0	0	120	35	10	0	75	19	19	0	56	50.91%	74.67%	74.67%
#266		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#267		26	0	0	26	1	0	1	24	11	8	3	13	59.09%	54.17%	61.90%
#268		41	0	0	41	3	0	0	38	15	12	3	23	60.53%	60.53%	65.71%
#269		269	0	0	269	37	36	5	191	44	33	11	147	67.74%	76.96%	81.67%
#270		1762	0	0	1762	177	195	29	1361	359	261	98	1002	69.58%	73.62%	79.33%
#271		1855	0	0	1855	159	193	6	1497	207	161	46	1290	80.12%	86.17%	88.90%
#272		26	0	0	26	13	1	0	12	7	3	4	5	23.81%	41.67%	62.50%
#273		188	0	0	188	45	15	3	125	47	41	6	78	47.56%	62.40%	65.55%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
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Attachment 2
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Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#274		1059	0	0	1059	104	112	2	841	49	36	13	792	84.98%	94.17%	95 65%
#275		358	0	0	358	24	6	0	328	11	10	1	317	90.31%	96.65%	96.94%
#276		124	0	0	124	19	6	4	95	30	21	9	65	61.90%	68.42%	75.58%
#277		0	120	0	120	63	35	3	19	19	1	18	0	0.00%	0.00%	0.00%
#278		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#279		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#280		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#281		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#282		6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%
#283		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#284		3620	0	0	3620	313	220	11	3076	275	231	44	2801	83.74%	91.06%	92.38%
#285		6822	0	0	6822	232	437	5	6148	396	326	70	5752	91.16%	93.56%	94.64%
#286		18	0	0	18	2	3	0	13	4	4	0	9	60.00%	69.23%	69.23%
#287		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#288		1558	0	0	1558	134	82	5	1337	91	81	10	1246	85 28%	93.19%	93.90%
#289		690	0	0	690	43	66	4	577	52	45	7	525	85.64%	90.99%	92 11%
#290		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#291		26	0	0	26	0	1	0	25	1	1	0	24	96.00%	96.00%	96.00%
#292		477	0	0	477	43	23	0	411	25	24	1	386	85.21%	93.92%	94.15%
#293		301	0	0	301	15	28	35	223	126	115	11	97	42.73%	43.50%	45.75%
#294		0	2068	0	2068	946	203	96	823	107	36	71	716	42.17%	87.00%	95.21%
#295		399	0	0	399	74	48	4	273	67	56	11	206	61.31%	75.46%	78.63%
#296		3304	0	0	3304	371	1104	29	1800	730	298	432	1070	61 53%	59.44%	78.22%
#297		264	0	0	264	26	29	4	205	53	46	7	152	67.86%	74.15%	76 77%
#298		20	0	0	20	0	1	0	19	0	0	0	19	100 00%	100.00%	100.00%
#299		56	0	0	56	1	8	6	41	38	21	17	3	12.00%	7.32%	12 50%
#300		212	0	0	212	21	52	5	134	78	58	20	56	41.48%	41.79%	49.12%
#301		88	0	0	88	0	7	0	81	7	6	1	74	92.50%	91.36%	92.50%
#302		0	0	48	48	11	6	0	31	8	5	3	23	58.97%	74.19%	82.14%
#303		0	0	94	94	26	10	2	56	29	21	8	27	36.49%	48.21%	56.25%
#304		20	0	0	20	1	6	0	13	1	1	0	12	85.71%	92.31%	92.31%
#305		25	0	0	25	7	3	0	15	7	6	1	8	38.10%	53.33%	57.14%
#306		51	0	0	51	7	3	0	41	6	5	1	35	74.47%	85.37%	87.50%
#307		23	0	0	23	1	5	0	17	1	1	0	16	88.89%	94.12%	94.12%
#308		376	0	0	376	51	204	0	121	9	3	6	112	67.47%	92.56%	97.39%
#309		114	0	0	114	13	11	0	90	11	8	3	79	79.00%	87.78%	90 80%
#310		283	0	0	283	12	20	1	250	28	26	2	222	85.38%	88.80%	89.52%
#311		188	0	0	188	18	16	1	153	46	40	6	107	64.85%	69.93%	72 79%
#312		385	0	0	385	31	58	5	291	78	64	14	213	69.16%	73.20%	76 90%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES Company Info		Mechanized Interface Used				LSR PROCESSING LESOG								FLOWTHROUGH		
						Manual	Rejects			Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#313		6	0	0	6	2	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#314		124	0	0	124	23	17	5	79	25	21	4	54	55.10%	68.35%	72.00%
#315		0	9434	0	9434	335	2341	3	6755	589	371	218	6166	89.73%	91.28%	94.32%
#316		0	14774	0	14774	543	3539	3	10689	586	285	301	10103	92.43%	94.52%	97.26%
#317		134	0	0	134	9	9	0	116	14	11	3	102	83.61%	87.93%	90.27%
#318		314	0	0	314	17	30	0	267	17	17	0	250	88.03%	93.63%	93.63%
#319		10	0	0	10	2	2	2	4	3	3	0	1	16.67%	25.00%	25.00%
#320		1245	0	0	1245	82	56	1	1106	53	37	16	1053	89.85%	95.21%	96.61%
#321		26	0	0	26	6	3	1	16	2	1	1	14	66.67%	87.50%	93.33%
#322		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
#323		0	0	594	594	25	67	23	479	153	106	47	326	71.33%	68.06%	75.46%
#324		0	0	5520	5520	548	617	70	4285	594	392	202	3691	79.70%	86.14%	90.40%
#325		208	0	0	208	3	28	1	176	24	23	1	152	85.39%	86.36%	86.86%
#326		30150	0	0	30150	1470	1147	14	27519	628	504	124	26891	93.16%	97.72%	98.16%
#327		9	0	0	9	3	1	0	5	4	4	0	1	12.50%	20.00%	20.00%
#328		0	13	0	13	6	0	0	7	6	2	4	1	11.11%	14.29%	33.33%
#329		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#330		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#331		870	0	0	870	24	64	1	781	40	32	8	741	92.97%	94.88%	95.86%
#332		2651	0	0	2651	311	414	6	1920	311	241	70	1609	74.46%	83.80%	86.97%
#333		4	0	0	4	1	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
#334		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%
#335		69	0	0	69	3	10	0	56	12	12	0	44	74.58%	78.57%	78.57%
#336		82	0	0	82	3	7	0	72	0	0	0	72	96.00%	100.00%	100.00%
#337		99	0	0	99	10	12	0	77	7	6	1	70	81.40%	90.91%	92.11%
#338		18	0	0	18	0	0	0	18	2	1	1	16	94.12%	88.89%	94.12%
#339		28345	0	0	28345	2311	2654	64	23316	1884	1670	214	21432	84.33%	91.92%	92.77%
#340		27	0	0	27	1	4	0	22	5	4	1	17	77.27%	77.27%	80.95%
#341		0	314	0	314	137	62	35	80	33	16	17	47	23.50%	58.75%	74.60%
#342		188	0	0	188	57	38	0	93	37	29	8	56	39.44%	60.22%	65.88%
#343		241	0	0	241	5	62	0	174	32	29	3	142	80.68%	81.61%	83.04%
#344		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#345		5	0	0	5	0	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#346		14	0	0	14	1	5	0	8	5	1	4	3	60.00%	37.50%	75.00%
#347		8	0	0	8	0	0	0	8	5	2	3	3	60.00%	37.50%	60.00%
#348		42	0	0	42	3	1	5	33	16	12	4	17	53.13%	51.52%	58.62%
#349		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
#350		8	0	0	8	0	0	1	7	4	2	2	3	60.00%	42.86%	60.00%
#351		25	0	0	25	12	2	0	11	7	5	2	4	19.05%	36.36%	44.44%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#352		55	0	0	55	8	13	0	34	7	7	0	27	64.29%	79.41%	79.41%
#353		0	0	10	10	1	0	0	9	9	5	4	0	0.00%	0.00%	0.00%
#354		0	0	1503	1503	296	189	16	1002	400	343	57	602	48.51%	60.08%	63.70%
#355		0	0	621	621	106	88	4	423	183	155	28	240	47.90%	56.74%	60.76%
#356		0	0	5	5	0	0	0	5	5	2	3	0	0.00%	0.00%	0.00%
#357		0	0	1173	1173	294	186	17	676	354	275	79	322	36.14%	47.63%	53.94%
#358		0	0	450	450	64	91	6	289	106	84	22	183	55.29%	63.32%	68.54%
#359		0	0	223	223	51	35	1	136	62	45	17	74	43.53%	54.41%	62.18%
#360		0	0	3	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#361		780	0	0	780	107	70	2	601	43	29	14	558	80.40%	92.85%	95.06%
#362		1740	0	0	1740	476	178	22	1064	509	398	111	555	38.84%	52.16%	58.24%
#363		14	0	0	14	3	0	0	11	2	2	0	9	64.29%	81.82%	81.82%
#364		22	0	0	22	5	1	1	15	6	6	0	9	45.00%	60.00%	60.00%
#365		1498	0	0	1498	260	165	4	1069	372	297	75	697	55.58%	65.20%	70.12%
#366		0	12	0	12	7	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#367		156	0	0	156	16	19	3	118	15	13	2	103	78.03%	87.29%	88.79%
#368		235	0	0	235	19	9	1	206	27	25	2	179	80.27%	86.89%	87.75%
#369		208	0	0	208	32	7	5	164	28	23	5	136	71.20%	82.93%	85.53%
#370		0	0	89	89	7	31	0	51	12	6	6	39	75.00%	76.47%	86.67%
#371		1301	0	0	1301	55	93	0	1153	44	41	3	1109	92.03%	96.18%	96.43%
#372		125	0	0	125	3	5	2	115	4	4	0	111	94.07%	96.52%	96.52%
#373		0	64	0	64	3	5	0	56	9	6	3	47	83.93%	83.93%	88.68%
#374		157	0	0	157	1	11	1	144	7	4	3	137	96.48%	95.14%	97.16%
#375		0	0	968	968	27	64	0	877	29	18	11	848	94.96%	96.69%	97.92%
#376		365	0	0	365	98	32	3	232	44	38	6	188	58.02%	81.03%	83.19%
#377		1878	0	0	1878	147	86	6	1639	165	131	34	1474	84.13%	89.93%	91.84%
#378		33	0	0	33	6	6	0	21	5	5	0	16	59.26%	76.19%	76.19%
#379		218	0	0	218	10	27	2	179	39	36	3	140	75.27%	78.21%	79.55%
#380		242	0	0	242	6	4	0	232	12	11	1	220	92.83%	94.83%	95.24%
#381		396	0	0	396	35	17	2	342	37	32	5	305	81.99%	89.18%	90.50%
#382		604	0	0	604	54	17	0	533	20	17	3	513	87.84%	96.25%	96.79%
#383		311	0	0	311	25	23	2	261	32	22	10	229	82.97%	87.74%	91.24%
#384		0	12	0	12	3	0	2	7	2	2	0	5	50.00%	71.43%	71.43%
#385		0	15	0	15	6	2	2	5	2	0	2	3	33.33%	60.00%	100.00%
#386		0	25	0	25	15	0	4	6	3	3	0	3	14.29%	50.00%	50.00%
#387		0	41	0	41	17	3	4	17	4	1	3	13	41.94%	76.47%	92.86%
#388		0	139	0	139	95	22	11	11	5	4	1	6	5.71%	54.55%	60.00%
#389		0	155	0	155	91	14	13	37	12	10	2	25	19.84%	67.57%	71.43%
#390		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
								LESOG								
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#391		70	0	0	70	21	5	0	44	17	16	1	27	42.19%	61.36%	62.79%
#392		641	0	0	641	52	44	2	543	18	16	2	525	88.53%	96.69%	97.04%
#393		54	0	0	54	15	6	0	33	4	4	0	29	60.42%	87.88%	87.88%
#394		17	0	0	17	2	3	1	11	2	1	1	9	75.00%	81.82%	90.00%
#395		0	238	0	238	129	39	15	55	24	10	14	31	18.24%	56.36%	75.61%
#396		40	0	0	40	5	6	0	29	12	9	3	17	54.84%	58.62%	65.38%
#397		1	0	0	1	0	0	0	-1	0	0	0	1	100.00%	100.00%	100.00%
#398		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#399		64	0	0	64	11	11	0	42	14	10	4	28	57.14%	66.67%	73.68%
#400		81	0	0	81	1	0	3	77	22	17	5	55	75.34%	71.43%	76.39%
#401		793	0	0	793	99	60	9	625	198	174	24	427	61.00%	68.32%	71.05%
#402		27	0	0	27	2	5	0	20	10	5	5	10	58.82%	50.00%	66.67%
#403		10	0	0	10	1	0	0	9	6	3	3	3	42.86%	33.33%	50.00%
#404		12	0	0	12	0	0	1	11	9	4	5	2	33.33%	18.18%	33.33%
#405		20	0	0	20	3	0	0	17	6	3	3	11	64.71%	64.71%	78.57%
#406		47	0	0	47	4	3	0	40	9	8	1	31	72.09%	77.50%	79.49%
#407		48	0	0	48	10	9	0	29	14	8	6	15	45.45%	51.72%	65.22%
#408		59	0	0	59	2	5	3	49	22	14	8	27	62.79%	55.10%	65.85%
#409		62	0	0	62	4	6	1	51	22	20	2	29	54.72%	56.86%	59.18%
#410		278	0	0	278	128	17	1	132	64	52	12	68	27.42%	51.52%	56.67%
#411		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#412		86	0	0	86	25	10	2	49	16	14	2	33	45.83%	67.35%	70.21%
#413		124	0	0	124	9	15	2	98	20	18	2	78	74.29%	79.59%	81.25%
#414		162	0	0	162	13	6	0	143	48	46	2	95	61.69%	66.43%	67.38%
#415		0	0	386	386	58	34	2	292	111	100	11	181	53.39%	61.99%	64.41%
#416		0	0	66	66	19	5	1	41	15	14	1	26	44.07%	63.41%	65.00%
#417		0	0	85	85	9	8	1	67	30	25	5	37	52.11%	55.22%	59.68%
#418		0	0	203	203	31	19	0	153	49	45	4	104	57.78%	67.97%	69.80%
#419		0	0	146	146	10	24	0	112	34	27	7	78	67.83%	69.64%	74.29%
#420		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#421		199	0	0	199	20	10	1	168	37	31	6	131	71.98%	77.98%	80.86%
#422		292	0	0	292	31	28	8	225	78	64	14	147	60.74%	65.33%	69.67%
#423		541	0	0	541	72	109	11	349	137	117	20	212	52.87%	60.74%	64.44%
#424		829	0	0	829	75	104	13	637	185	145	40	452	67.26%	70.96%	75.71%
#425		1144	0	0	1144	103	95	13	933	206	177	29	727	72.19%	77.92%	80.42%
#426		1163	0	0	1163	123	43	4	993	85	72	13	908	82.32%	91.44%	92.65%
#427		14	0	0	14	2	2	0	10	3	3	0	7	58.33%	70.00%	70.00%
#428		65	0	0	65	8	5	0	52	4	3	1	48	81.36%	92.31%	94.12%
#429		460	0	0	460	7	24	1	428	19	18	1	409	94.24%	95.56%	95.78%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
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Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#430		28	0	0	28	4	5	1	18	2	1	1	16	76.19%	88.89%	94.12%
LENS Subtotal		245877	0	0	245877	20576	22624	1103	201574	29933	24225	5708	171641	79.30%	85.15%	87 63%
EDI Subtotal		0	57717	0	57717	4353	11682	354	41328	5936	3080	2856	35392	82.64%	85.64%	91 99%
TAG Subtotal		0	0	51698	51698	4266	6206	359	40867	10816	8684	2132	30051	69 88%	73.53%	77.58%
TOTAL INTERFACES		245877	57717	51698	355292	29195	40512	1816	283769	46685	35989	10696	237084	78.44%	83.55%	86.82%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
								LESOG								
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						CLEC Error
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	Excluded Calculation
#1		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		0	4	0	4	3	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		10	0	0	10	4	3	1	2	2	1	1	0	0.00%	0.00%	0 00%
#5		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#6		566	0	0	566	34	41	6	485	72	70	2	413	79.88%	85.15%	85.51%
#7		815	0	0	815	23	46	1	745	51	43	8	694	91.32%	93.15%	94.17%
#8		0	0	3	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%
#9		656	0	0	656	26	36	1	593	37	28	9	556	91.15%	93.76%	95.21%
#10		18	0	0	18	4	3	1	10	5	4	1	5	38.46%	50.00%	55.56%
#11		768	0	0	768	61	16	1	690	44	42	2	646	86.25%	93.62%	93.90%
#12		1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0.00%	0.00%
#13		2230	0	0	2230	91	230	2	1907	111	54	57	1796	92.53%	94.18%	97.08%
#14		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#15		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#16		399	0	0	399	15	14	0	370	10	9	1	360	93.75%	97.30%	97.56%
#17		16	0	0	16	4	0	1	11	5	5	0	6	40.00%	54.55%	54.55%
#18		201	0	0	201	24	15	0	162	24	22	2	138	75.00%	85.19%	86.25%
#19		10	0	0	10	0	3	0	7	1	1	0	6	85 71%	85.71%	85.71%
#20		2129	0	0	2129	94	162	6	1867	199	177	22	1668	86.02%	89.34%	90.41%
#21		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0 00%
#22		8	0	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
#23		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#24		66	0	0	66	6	5	1	54	11	10	1	43	72 88%	79.63%	81.13%
#25		40	0	0	40	1	12	0	27	3	3	0	24	85.71%	88.89%	88.89%
#26		0	0	30	30	5	16	3	6	6	3	3	0	0.00%	0.00%	0 00%
#27		0	0	177	177	38	38	4	97	34	23	11	63	50.81%	64.95%	73.26%
#28		128	0	0	128	7	54	0	67	11	9	2	56	77 78%	83.58%	86.15%
#29		369	0	0	369	34	47	5	283	71	45	26	212	72.85%	74.91%	82 49%
#30		183	0	0	183	24	10	2	147	11	11	0	136	79.53%	92.52%	92 52%
#31		155	0	0	155	26	8	0	121	3	1	2	118	81.38%	97.52%	99.16%
#32		388	0	0	388	18	23	0	347	16	16	0	331	90.68%	95 39%	95.39%
#33		290	0	0	290	24	4	0	262	9	8	1	253	88.77%	96.56%	96.93%
#34		179	0	0	179	24	22	0	133	22	17	5	111	73.03%	83 46%	86.72%
#35		0	0	392	392	2	15	0	375	16	14	2	359	95.73%	95 73%	96.25%
#36		3	0	0	3	0	0	1	2	1	1	0	1	50.00%	50 00%	50.00%
#37		28	0	0	28	0	0	1	27	1	1	0	26	96.30%	96 30%	96.30%
#38		321	0	0	321	36	18	4	263	34	23	11	229	79.51%	87 07%	90.87%
#39		0	0	1449	1449	6	71	0	1372	38	31	7	1334	97.30%	97.23%	97.73%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES							LSR PROCESSING								FLOWTHROUGH		
Company Info																	
								LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		162	0	0	162	11	22	0	129	19	18	1	110	79.14%	85.27%	85.94%
#41		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#42		840	0	0	840	66	48	1	725	59	48	11	666	85.38%	91.86%	93.28%
#43		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#44		441	0	0	441	25	14	6	396	86	76	10	310	75.43%	78.28%	80.31%
#45		23	0	0	23	5	0	0	18	7	6	1	11	50.00%	61.11%	64.71%
#46		0	0	1883	1883	125	135	6	1617	171	134	37	1446	84.81%	89.42%	91.52%
#47		74	0	0	74	15	6	0	53	1	1	0	52	76.47%	98.11%	98.11%
#48		1159	0	0	1159	144	114	1	900	73	52	21	827	80.84%	91.89%	94.08%
#49		0	0	1033	1033	4	38	0	991	70	66	4	921	92.94%	92.94%	93.31%
#50		90	0	0	90	2	18	4	66	20	19	1	46	68.66%	69.70%	70.77%
#51		6	0	0	6	0	0	0	6	1	1	0	5	83.33%	83.33%	83.33%
#52		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#53		148	0	0	148	2	9	1	136	24	18	6	112	84.85%	82.35%	86.15%
#54		10	0	0	10	0	10	0	0	0	0	0	0	0.00%	0.00%	0.00%
#55		37023	0	0	37023	1909	5448	117	29549	8491	7004	1487	21058	70.26%	71.26%	75.04%
#56		256	0	0	256	25	12	1	218	7	7	0	211	86.83%	96.79%	96.79%
#57		51	0	0	51	0	12	0	39	4	3	1	35	92.11%	89.74%	92.11%
#58		0	0	2	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#59		26	0	0	26	4	1	0	21	1	1	0	20	80.00%	95.24%	95.24%
#60		28	0	0	28	3	5	0	20	8	8	0	12	52.17%	60.00%	60.00%
#61		1477	0	0	1477	168	57	6	1246	188	170	18	1058	75.79%	84.91%	86.16%
#62		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#63		28	0	0	28	1	5	1	21	6	6	0	15	68.18%	71.43%	71.43%
#64		1187	0	0	1187	90	52	1	1044	79	71	8	965	85.70%	92.43%	93.15%
#65		3619	0	0	3619	277	268	12	3062	205	142	63	2857	87.21%	93.31%	95.27%
#66		466	0	0	466	41	26	0	399	58	44	14	341	80.05%	85.46%	88.57%
#67		664	0	0	664	68	47	0	549	33	30	3	516	84.04%	93.99%	94.51%
#68		124	0	0	124	15	10	0	99	13	11	2	86	76.79%	86.87%	88.66%
#69		534	0	0	534	29	35	14	456	80	56	24	376	81.56%	82.46%	87.04%
#70		0	0	33	33	5	10	2	16	12	3	9	4	33.33%	25.00%	57.14%
#71		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		364	0	0	364	14	40	0	310	30	24	6	280	88.05%	90.32%	92.11%
#73		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#74		178	0	0	178	23	13	2	140	27	21	6	113	71.97%	80.71%	84.33%
#75		113	0	0	113	17	12	0	84	22	14	8	62	66.67%	73.81%	81.58%
#76		40	0	0	40	3	5	0	32	7	7	0	25	71.43%	78.13%	78.13%
#77		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#78		105	0	0	105	1	7	0	97	12	11	1	85	87.63%	87.63%	88.54%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
							LESOG				Errors					
		Mechanized Interface Used				Manual	Rejects	Validated								
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		567	0	0	567	57	7	0	503	13	7	6	490	88.45%	97.42%	98.59%
#80		219	0	0	219	29	18	0	172	13	7	6	159	81.54%	92.44%	95.78%
#81		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100 00%
#82		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#83		988	0	0	988	107	114	3	764	62	56	6	702	81.16%	91.88%	92.61%
#84		251	0	0	251	31	10	0	210	9	7	2	201	84.10%	95.71%	96.63%
#85		361	0	0	361	0	37	0	324	13	9	4	311	97.19%	95.99%	97.19%
#86		0	67	0	67	2	3	3	59	18	4	14	41	87.23%	69.49%	91.11%
#87		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#88		1162	0	0	1162	110	82	9	961	184	104	80	777	78.41%	80.85%	88.20%
#89		427	0	0	427	35	28	1	363	50	37	13	313	81.30%	86.23%	89.43%
#90		1794	0	0	1794	200	108	4	1482	129	106	23	1353	81.56%	91 30%	92.73%
#91		94	0	0	94	5	5	1	83	40	37	3	43	50.59%	51.81%	53.75%
#92		105	0	0	105	17	9	0	79	3	3	0	76	79.17%	96.20%	96.20%
#93		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0.00%	0.00%
#94		823	0	0	823	66	99	3	655	89	82	7	566	79.27%	86.41%	87.35%
#95		0	3046	0	3046	236	235	5	2570	473	361	112	2097	77.84%	81.60%	85 31%
#96		3843	0	0	3843	441	395	51	2956	840	706	134	2116	64.85%	71.58%	74 98%
#97		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#98		0	0	8	8	3	2	0	3	1	1	0	2	33.33%	66.67%	66.67%
#99		16	0	0	16	3	1	0	12	8	6	2	4	30.77%	33 33%	40.00%
#100		70	0	0	70	11	2	0	57	14	14	0	43	63.24%	75.44%	75.44%
#101		545	0	0	545	27	36	0	482	41	23	18	441	89.82%	91.49%	95 04%
#102		0	0	9529	9529	71	314	14	9130	346	282	64	8784	96.14%	96.21%	96.89%
#103		2844	0	0	2844	251	167	17	2409	319	254	65	2090	80.54%	86.76%	89.16%
#104		42	0	0	42	9	7	0	26	9	8	1	17	50.00%	65.38%	68.00%
#105		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#106		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#107		215	0	0	215	10	16	3	186	26	20	6	160	84.21%	86 02%	88.89%
#108		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#109		351	0	0	351	11	33	5	302	102	82	20	200	68.26%	66 23%	70.92%
#110		44	0	0	44	12	10	1	21	15	3	12	6	28.57%	28 57%	66.67%
#111		74	0	0	74	8	2	0	64	5	1	4	59	86.76%	92 19%	98.33%
#112		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#113		45	0	0	45	3	6	0	36	6	6	0	30	76.92%	83 33%	83.33%
#114		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#115		271	0	0	271	16	159	0	96	34	28	6	62	58.49%	64.58%	68.89%
#116		143	0	0	143	11	15	1	116	44	42	2	72	57.60%	62.07%	63.16%
#117		58	0	0	58	1	5	2	50	3	2	1	47	94.00%	94.00%	95.92%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
								LESOG								
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		637	0	0	637	78	41	2	516	54	30	24	462	81.05%	89.53%	93.90%
#119		62	0	0	62	1	4	0	57	2	2	0	55	94.83%	96.49%	96.49%
#120		0	2505	0	2505	165	174	7	2159	207	177	30	1952	85.09%	90.41%	91.69%
#121		0	9611	0	9611	170	2232	78	7131	1329	845	484	5802	85.11%	81.36%	87 29%
#122		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#123		459	0	0	459	9	37	0	413	12	6	6	401	96.39%	97.09%	98 53%
#124		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#125		9	0	0	9	6	0	0	3	1	1	0	2	22.22%	66.67%	66 67%
#126		128	0	0	128	6	5	1	116	9	7	2	107	89.17%	92.24%	93.86%
#127		359	0	0	359	41	4	0	314	14	11	3	300	85.23%	95.54%	96.46%
#128		74	0	0	74	15	7	1	51	9	8	1	42	64.62%	82.35%	84.00%
#129		0	0	3628	3628	7	557	19	3045	2452	1990	462	593	22.90%	19.47%	22.96%
#130		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#131		98	0	0	98	3	8	0	87	2	1	1	85	95.51%	97.70%	98.84%
#132		7	0	0	7	1	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#133		35	0	0	35	2	10	0	23	12	4	8	11	64 71%	47.83%	73.33%
#134		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#135		0	0	2	2	0	1	1	0	0	0	0	0	0.00%	0.00%	0.00%
#136		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#137		201	0	0	201	19	23	0	159	12	11	1	147	83.05%	92.45%	93.04%
#138		97	0	0	97	21	22	0	54	14	14	0	40	53.33%	74.07%	74.07%
#139		76	0	0	76	16	5	1	54	6	6	0	48	68.57%	88.89%	88.89%
#140		0	0	3530	3530	142	81	22	3285	244	205	39	3041	89.76%	92.57%	93.68%
#141		7957	0	0	7957	658	458	12	6829	329	285	44	6500	87.33%	95.18%	95.80%
#142		358	0	0	358	52	46	0	260	53	41	12	207	69.00%	79.62%	83.47%
#143		3209	0	0	3209	171	255	6	2777	118	101	17	2659	90.72%	95.75%	96.34%
#144		38	0	0	38	0	0	2	36	14	10	4	22	68.75%	61.11%	68.75%
#145		856	0	0	856	93	41	0	722	62	55	7	660	81.68%	91.41%	92.31%
#146		53	0	0	53	7	9	0	37	3	3	0	34	77.27%	91.89%	91.89%
#147		114	0	0	114	7	2	2	103	19	18	1	84	77.06%	81.55%	82.35%
#148		975	0	0	975	95	99	1	780	54	47	7	726	83.64%	93.08%	93.92%
#149		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100 00%	100.00%
#150		95	0	0	95	1	0	0	94	8	8	0	86	90.53%	91.49%	91.49%
#151		101	0	0	101	9	1	0	91	2	1	1	89	89.90%	97.80%	98.89%
#152		732	0	0	732	59	27	0	646	65	62	3	581	82.76%	89.94%	90 36%
#153		0	0	103	103	1	10	0	92	9	7	2	83	91.21%	90.22%	92 22%
#154		115	0	0	115	3	7	0	105	2	2	0	103	95.37%	98.10%	98.10%
#155		0	0	2	2	0	0	1	1	1	1	0	0	0 00%	0 00%	0.00%
#156		6	0	0	6	0	4	0	2	0	0	0	2	100 00%	100 00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used			Manual	Rejects	Validated		Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		3696	0	0	3696	662	244	27	2763	286	231	55	2477	73.50%	89.65%	91.47%
#158		826	0	0	826	97	65	0	664	35	28	7	629	83.42%	94.73%	95.74%
#159		121	0	0	121	15	5	0	101	8	7	1	93	80.87%	92.08%	93.00%
#160		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#161		435	0	0	435	42	32	3	358	20	18	2	338	84.92%	94.41%	94.94%
#162		73	0	0	73	15	14	0	44	8	3	5	36	66.67%	81.82%	92.31%
#163		1011	0	0	1011	91	80	6	834	89	68	21	745	82.41%	89.33%	91.64%
#164		0	0	997	997	5	93	0	899	15	13	2	884	98.00%	98.33%	98.55%
#165		100	0	0	100	6	11	1	82	19	14	5	63	75.90%	76.83%	81.82%
#166		1533	0	0	1533	103	44	3	1383	88	79	9	1295	87.68%	93.64%	94.25%
#167		5	0	0	5	0	0	0	5	5	5	0	0	0.00%	0.00%	0.00%
#168		138	0	0	138	15	10	0	113	11	9	2	102	80.95%	90.27%	91.89%
#169		0	6071	0	6071	270	1455	0	4346	255	124	131	4091	91.22%	94.13%	97.06%
#170		108	0	0	108	5	4	0	99	16	16	0	83	79.81%	83.84%	83.84%
#171		435	0	0	435	41	27	3	364	26	22	4	338	84.29%	92.86%	93.89%
#172		407	0	0	407	16	20	2	369	20	18	2	349	91.12%	94.58%	95.10%
#173		1193	0	0	1193	103	67	3	1020	248	234	14	772	69.61%	75.69%	76.74%
#174		670	0	0	670	78	95	0	497	34	27	7	463	81.51%	93.16%	94.49%
#175		780	0	0	780	46	15	1	718	14	13	1	704	92.27%	98.05%	98.19%
#176		7	0	0	7	0	0	2	5	1	1	0	4	80.00%	80.00%	80.00%
#177		1564	0	0	1564	115	76	4	1369	57	44	13	1312	89.19%	95.84%	96.76%
#178		199	0	0	199	8	10	0	181	11	10	1	170	90.43%	93.92%	94.44%
#179		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#180		79	0	0	79	10	8	1	60	9	8	1	51	73.91%	85.00%	86.44%
#181		465	0	0	465	40	55	2	368	43	36	7	325	81.05%	88.32%	90.03%
#182		32	0	0	32	1	9	0	22	12	11	1	10	45.45%	45.45%	47.62%
#183		225	0	0	225	22	23	3	177	30	20	10	147	77.78%	83.05%	88.02%
#184		1047	0	0	1047	104	110	2	831	49	36	13	782	84.82%	94.10%	95.60%
#185		358	0	0	358	24	6	0	328	11	10	1	317	90.31%	96.65%	96.94%
#186		40	0	0	40	3	2	0	35	7	6	1	28	75.68%	80.00%	82.35%
#187		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#188		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#189		3620	0	0	3620	313	220	11	3076	275	231	44	2801	83.74%	91.06%	92.38%
#190		6822	0	0	6822	232	437	5	6148	396	326	70	5752	91.16%	93.56%	94.64%
#191		18	0	0	18	2	3	0	13	4	4	0	9	60.00%	69.23%	69.23%
#192		1552	0	0	1552	133	80	5	1334	90	80	10	1244	85.38%	93.25%	93.96%
#193		690	0	0	690	43	66	4	577	52	45	7	525	85.64%	90.99%	92.11%
#194		23	0	0	23	0	0	0	23	0	0	0	23	100.00%	100.00%	100.00%
#195		477	0	0	477	43	23	0	411	25	24	1	386	85.21%	93.92%	94.15%

ORDERING
REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
								LESOG								
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		301	0	0	301	15	28	35	223	126	115	11	97	42 73%	43.50%	45 75%
#197		0	79	0	79	5	21	8	45	9	2	7	36	83.72%	80.00%	94.74%
#198		8	0	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#199		3304	0	0	3304	371	1104	29	1800	730	298	432	1070	61.53%	59.44%	78.22%
#200		257	0	0	257	25	27	4	201	52	45	7	149	68.04%	74.13%	76.80%
#201		20	0	0	20	0	1	0	19	0	0	0	19	100.00%	100.00%	100.00%
#202		7	0	0	7	0	0	1	6	3	3	0	3	50.00%	50.00%	50.00%
#203		88	0	0	88	0	7	0	81	7	6	1	74	92.50%	91.36%	92 50%
#204		0	0	8	8	2	1	0	5	2	2	0	3	42.86%	60.00%	60.00%
#205		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0 00%
#206		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#207		51	0	0	51	7	3	0	41	6	5	1	35	74.47%	85 37%	87 50%
#208		23	0	0	23	1	5	0	17	1	1	0	16	88.89%	94.12%	94.12%
#209		376	0	0	376	51	204	0	121	9	3	6	112	67.47%	92.56%	97.39%
#210		113	0	0	113	13	11	0	89	10	7	3	79	79.80%	88.76%	91.86%
#211		282	0	0	282	12	20	1	249	28	26	2	221	85.33%	88.76%	89.47%
#212		0	9434	0	9434	335	2341	3	6755	589	371	218	6166	89.73%	91.28%	94.32%
#213		0	14774	0	14774	543	3539	3	10689	586	285	301	10103	92 43%	94.52%	97.26%
#214		134	0	0	134	9	9	0	116	14	11	3	102	83.61%	87.93%	90.27%
#215		314	0	0	314	17	30	0	267	17	17	0	250	88.03%	93.63%	93.63%
#216		10	0	0	10	2	2	2	4	3	3	0	1	16.67%	25.00%	25.00%
#217		1245	0	0	1245	82	56	1	1106	53	37	16	1053	89.85%	95 21%	96.61%
#218		26	0	0	26	6	3	1	16	2	1	1	14	66.67%	87 50%	93 33%
#219		0	0	7	7	3	0	2	2	2	0	2	0	0.00%	0.00%	0.00%
#220		0	0	5344	5344	536	583	60	4165	490	350	140	3675	80.57%	88.24%	91.30%
#221		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#222		30090	0	0	30090	1470	1139	14	27467	626	502	124	26841	93.16%	97 72%	98.16%
#223		869	0	0	869	24	63	1	781	40	32	8	741	92.97%	94 88%	95.86%
#224		2651	0	0	2651	311	414	6	1920	311	241	70	1609	74.46%	83.80%	86.97%
#225		1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0.00%	0.00%
#226		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100 00%	100.00%
#227		67	0	0	67	3	10	0	54	12	12	0	42	73.68%	77.78%	77 78%
#228		82	0	0	82	3	7	0	72	0	0	0	72	96.00%	100.00%	100.00%
#229		99	0	0	99	10	12	0	77	7	6	1	70	81.40%	90.91%	92 11%
#230		18	0	0	18	0	0	0	18	2	1	1	16	94.12%	88.89%	94 12%
#231		28345	0	0	28345	2311	2654	64	23316	1884	1670	214	21432	84.33%	91.92%	92 77%
#232		27	0	0	27	1	4	0	22	5	4	1	17	77 27%	77 27%	80.95%
#233		3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
#234		241	0	0	241	5	62	0	174	32	29	3	142	80.68%	81.61%	83 04%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES							LSR PROCESSING								FLOWTHROUGH		
Company Info																	
								LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#235		19	0	0	19	2	9	0	8	2	2	0	6	60.00%	75.00%	75.00%
#236		780	0	0	780	107	70	2	601	43	29	14	558	80.40%	92.85%	95.06%
#237		191	0	0	191	6	16	7	162	73	56	17	89	58.94%	54.94%	61.38%
#238		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#239		22	0	0	22	5	1	1	15	6	6	0	9	45 00%	60.00%	60.00%
#240		84	0	0	84	2	6	0	76	0	0	0	76	97 44%	100.00%	100.00%
#241		235	0	0	235	19	9	1	206	27	25	2	179	80.27%	86.89%	87.75%
#242		126	0	0	126	10	4	4	108	10	8	2	98	84.48%	90.74%	92.45%
#243		0	0	89	89	7	31	0	51	12	6	6	39	75.00%	76.47%	86.67%
#244		1288	0	0	1288	44	93	0	1151	42	39	3	1109	93.04%	96.35%	96 60%
#245		123	0	0	123	3	5	2	113	4	4	0	109	93.97%	96.46%	96.46%
#246		0	64	0	64	3	5	0	56	9	6	3	47	83.93%	83.93%	88.68%
#247		157	0	0	157	1	11	1	144	7	4	3	137	96.48%	95 14%	97.16%
#248		0	0	968	968	27	64	0	877	29	18	11	848	94.96%	96 69%	97.92%
#249		365	0	0	365	98	32	3	232	44	38	6	188	58.02%	81.03%	83 19%
#250		1861	0	0	1861	144	82	6	1629	164	130	34	1465	84.24%	89.93%	91.85%
#251		33	0	0	33	6	6	0	21	5	5	0	16	59.26%	76.19%	76.19%
#252		215	0	0	215	9	27	1	178	38	35	3	140	76.09%	78.65%	80.00%
#253		242	0	0	242	6	4	0	232	12	11	1	220	92.83%	94.83%	95 24%
#254		396	0	0	396	35	17	2	342	37	32	5	305	81.99%	89.18%	90.50%
#255		604	0	0	604	54	17	0	533	20	17	3	513	87 84%	96.25%	96 79%
#256		298	0	0	298	25	22	2	249	24	19	5	225	83.64%	90.36%	92 21%
#257		0	7	0	7	0	4	1	2	0	0	0	2	100.00%	100.00%	100.00%
#258		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#259		641	0	0	641	52	44	2	543	18	16	2	525	88.53%	96 69%	97.04%
#260		54	0	0	54	15	6	0	33	4	4	0	29	60.42%	87.88%	87.88%
#261		17	0	0	17	2	3	1	11	2	1	1	9	75 00%	81.82%	90.00%
#262		1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100.00%	100.00%
#263		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0 00%
#264		49	0	0	49	9	10	0	30	10	7	3	20	55.56%	66.67%	74 07%
#265		326	0	0	326	37	17	6	266	44	41	3	222	74 00%	83 46%	84 41%
#266		27	0	0	27	2	5	0	20	10	5	5	10	58.82%	50.00%	66.67%
#267		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0 00%
#268		41	0	0	41	12	4	0	25	8	7	1	17	47.22%	68.00%	70.83%
#269		0	0	131	131	8	17	0	106	33	26	7	73	68.22%	68.87%	73.74%
#270		4	0	0	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0 00%
#271		13	0	0	13	0	8	0	5	5	5	0	0	0.00%	0.00%	0 00%
#272		375	0	0	375	24	79	9	263	81	69	12	182	66.18%	69.20%	72 51%
#273		1163	0	0	1163	123	43	4	993	85	72	13	908	82.32%	91 44%	92 65%

ORDERING   REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)   Attachment 2
REPORT PERIOD: 05/01/2001 - 05/31/2001   Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#274		14	0	0	14	2	2	0	10	3	3	0	7	58.33%	70.00%	70.00%
#275		65	0	0	65	8	5	0	52	4	3	1	48	81.36%	92.31%	94.12%
#276		457	0	0	457	7	21	1	428	19	18	1	409	94.24%	95.56%	95.78%
LENS Subtotal		199603	0	0	199603	14441	17999	632	166531	20118	16348	3770	146413	82.62%	87.92%	89.96%
EDI Subtotal		0	45673	0	45673	1732	10010	108	33823	3478	2177	1301	30345	88.59%	89.72%	93.31%
TAG Subtotal		0	0	29354	29354	997	2082	136	26139	3984	3176	808	22155	84.15%	84.76%	87.46%
TOTAL INTERFACES		199603	45673	29354	274630	17170	30091	876	226493	27580	21701	5879	198913	83.65%	87.82%	90.16%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		20	0	0	20	8	5	0	7	3	3	0	4	26.67%	57.14%	57.14%
#2		6	0	0	6	2	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#3		119	0	0	119	26	23	6	64	36	30	6	28	33.33%	43.75%	48.28%
#4		47	0	0	47	5	15	0	27	10	8	2	17	56.67%	62.96%	68.00%
#5		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0 00%
#6		15	0	0	15	6	1	0	8	1	1	0	7	50.00%	87.50%	87.50%
#7		14	0	0	14	3	3	0	8	5	2	3	3	37.50%	37.50%	60.00%
#8		51	0	0	51	7	5	2	37	22	16	6	15	39.47%	40.54%	48.39%
#9		46	0	0	46	32	3	1	10	8	8	0	2	4.76%	20.00%	20.00%
#10		4	0	0	4	1	0	0	3	2	2	0	1	25.00%	33.33%	33.33%
#11		27	0	0	27	3	7	0	17	5	5	0	12	60.00%	70.59%	70.59%
#12		5	0	0	5	1	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0 00%	0.00%
#14		61	0	0	61	19	2	2	38	16	15	1	22	39.29%	57.89%	59 46%
#15		0	0	11	11	7	3	0	1	1	0	1	0	0.00%	0 00%	0.00%
#16		0	0	162	162	87	26	3	46	33	16	17	13	11.21%	28.26%	44.83%
#17		60	0	0	60	6	14	0	40	16	12	4	24	57 14%	60.00%	66.67%
#18		294	0	0	294	64	23	8	199	94	72	22	105	43.57%	52.76%	59.32%
#19		36	0	0	36	4	1	0	31	10	7	3	21	65 63%	67 74%	75 00%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		7	0	0	7	1	1	0	5	2	2	0	3	50.00%	60.00%	60.00%
#24		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0 00%	0 00%
#25		6	0	0	6	0	1	0	5	2	1	1	3	75.00%	60.00%	75.00%
#26		9	0	0	9	1	0	2	6	1	0	1	5	83.33%	83.33%	100.00%
#27		99	0	0	99	92	1	0	6	4	3	1	2	2.06%	33.33%	40.00%
#28		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#29		57	0	0	57	2	8	0	47	22	20	2	25	53.19%	53.19%	55.56%
#30		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#31		2324	0	0	2324	332	371	20	1601	740	610	130	861	47.75%	53.78%	58.53%
#32		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#33		75	0	0	75	12	6	2	55	29	23	6	26	42.62%	47.27%	53 06%
#34		261	0	0	261	24	36	4	197	84	66	18	113	55.67%	57.36%	63.13%
#35		30	0	0	30	12	1	0	17	10	5	5	7	29.17%	41.18%	58 33%
#36		83	0	0	83	9	9	4	61	16	13	3	45	67.16%	73.77%	77.59%
#37		62	0	0	62	7	9	1	45	28	24	4	17	35.42%	37.78%	41.46%
#38		17	0	0	17	13	0	0	4	1	1	0	3	17.65%	75.00%	75 00%
#39		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES																
Company Info							LSR PROCESSING								FLOWTHROUGH	
							LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		15	0	0	15	6	2	0	7	1	1	0	6	46.15%	85.71%	85.71%
#41		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0 00%
#42		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		44	0	0	44	1	14	2	27	25	12	13	2	13.33%	7.41%	14.29%
#44		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100 00%
#46		35	0	0	35	12	8	0	15	14	9	5	1	4.55%	6.67%	10.00%
#47		12	0	0	12	1	0	0	11	2	2	0	9	75.00%	81.82%	81.82%
#48		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#49		4	0	0	4	2	1	0	1	0	0	0	1	33.33%	100.00%	100.00%
#50		8	0	0	8	1	0	0	7	3	3	0	4	50.00%	57.14%	57.14%
#51		8	0	0	8	0	0	0	8	4	4	0	4	50.00%	50.00%	50.00%
#52		7	0	0	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%
#53		0	0	17	17	12	1	0	4	3	3	0	1	6.25%	25.00%	25.00%
#54		22	0	0	22	10	3	0	9	5	5	0	4	21.05%	44.44%	44.44%
#55		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#56		30	0	0	30	3	8	0	19	8	6	2	11	55.00%	57.89%	64.71%
#57		293	0	0	293	39	28	10	216	78	50	28	138	60.79%	63.89%	73.40%
#58		32	0	0	32	7	7	0	18	6	2	4	12	57.14%	66 67%	85.71%
#59		0	151	0	151	43	17	2	89	43	29	14	46	38.98%	51 69%	61.33%
#60		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#61		1256	0	0	1256	245	164	14	833	425	323	102	408	41.80%	48.98%	55.81%
#62		9	0	0	9	1	3	0	5	4	4	0	1	16.67%	20.00%	20.00%
#63		46	0	0	46	15	7	0	24	16	15	1	8	21.05%	33.33%	34.78%
#64		1107	0	0	1107	180	71	15	841	367	301	66	474	49.63%	56.36%	61.16%
#65		194	0	0	194	103	18	4	69	48	36	12	21	13.13%	30.43%	36.84%
#66		14	0	0	14	3	0	0	11	3	3	0	8	57.14%	72 73%	72.73%
#67		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100 00%	100 00%
#68		4	0	0	4	0	0	0	4	4	2	2	0	0.00%	0.00%	0 00%
#69		64	0	0	64	21	22	0	21	14	7	7	7	20.00%	33.33%	50.00%
#70		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#71		13	0	0	13	5	2	0	6	2	2	0	4	36.36%	66.67%	66.67%
#72		10	0	0	10	2	0	1	7	6	4	2	1	14.29%	14.29%	20.00%
#73		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#74		51	0	0	51	28	4	0	19	16	13	3	3	6.82%	15.79%	18.75%
#75		0	0	11	11	3	2	0	6	3	2	1	3	37.50%	50.00%	60.00%
#76		12	0	0	12	6	1	0	5	1	0	1	4	40.00%	80.00%	100.00%
#77		72	0	0	72	18	9	1	44	17	15	2	27	45.00%	61.36%	64 29%
#78		9	0	0	9	0	1	1	7	3	1	2	4	80.00%	57.14%	80.00%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
							LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		0	0	43	43	1	14	0	28	21	18	3	7	26.92%	25.00%	28.00%
#80		0	0	8	8	2	1	0	5	1	1	0	4	57.14%	80.00%	80.00%
#81		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50 00%
#82		57	0	0	57	7	6	0	44	16	15	1	28	56.00%	63.64%	65 12%
#83		0	0	36	36	28	4	0	4	4	1	3	0	0.00%	0.00%	0.00%
#84		10	0	0	10	6	3	0	1	0	0	0	1	14.29%	100 00%	100.00%
#85		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#86		18	0	0	18	2	2	1	13	8	5	3	5	41.67%	38.46%	50.00%
#87		0	0	4	4	2	1	0	1	1	0	1	0	0.00%	0 00%	0.00%
#88		45	0	0	45	12	1	0	32	10	8	2	22	52.38%	68.75%	73.33%
#89		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#90		21	0	0	21	2	4	0	15	8	8	0	7	41.18%	46.67%	46.67%
#91		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100 00%
#92		0	0	74	74	2	26	0	46	39	26	13	7	20.00%	15.22%	21.21%
#93		805	0	0	805	231	116	8	450	176	149	27	274	41 90%	60.89%	64 78%
#94		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#95		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#96		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100 00%	100 00%
#97		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#98		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#99		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0 00%	0.00%
#100		27	0	0	27	3	1	1	22	5	4	1	17	70.83%	77.27%	80.95%
#101		49	0	0	49	17	7	1	24	11	8	3	13	34.21%	54.17%	61 90%
#102		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#103		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#104		3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100.00%	100.00%
#105		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#106		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#107		0	0	5	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#108		0	0	3	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	0	63	63	42	10	0	11	5	3	2	6	11.76%	54.55%	66 67%
#110		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#111		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0 00%	0.00%
#112		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0 00%
#113		77	0	0	77	26	21	0	30	13	8	5	17	33.33%	56.67%	68 00%
#114		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#115		1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0.00%	0.00%
#116		10	0	0	10	2	1	0	7	6	3	3	1	16.67%	14.29%	25 00%
#117		11	0	0	11	0	8	0	3	2	2	0	1	33.33%	33.33%	33 33%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

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Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info							LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
						Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				CLEC Error Excluded Calculation
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's								Issued SO's	Achieved Flowthrough	Base Calculation	
#118		32	0	0	32	0	6	1	25	6	6	0	19	76.00%	76.00%	76.00%
#119		19	0	0	19	4	2	0	13	0	0	0	13	76.47%	100.00%	100.00%
#120		8	0	0	8	5	0	0	3	2	2	0	1	12.50%	33.33%	33.33%
#121		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#122		29	0	0	29	17	1	0	11	7	5	2	4	15.38%	36.36%	44.44%
#123		41	0	0	41	3	0	0	38	15	12	3	23	60.53%	60.53%	65.71%
#124		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#125		5	0	0	5	4	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#126		24	0	0	24	13	0	0	11	6	2	4	5	25.00%	45.45%	71.43%
#127		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#128		84	0	0	84	16	4	4	60	23	15	8	37	54.41%	61.67%	71.15%
#129		6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%
#130		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#131		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#132		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#133		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#134		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#135		6	0	0	6	1	2	0	3	1	1	0	2	50.00%	66.67%	66.67%
#136		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#137		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
#138		0	465	0	465	216	83	31	135	27	13	14	108	32.05%	80.00%	89.26%
#139		113	0	0	113	18	11	2	82	29	24	5	53	55.79%	64.63%	68.83%
#140		7	0	0	7	1	2	0	4	1	1	0	3	60.00%	75.00%	75.00%
#141		198	0	0	198	21	52	3	122	71	54	17	51	40.48%	41.80%	48.57%
#142		12	0	0	12	0	7	0	5	3	3	0	2	40.00%	40.00%	40.00%
#143		0	0	86	86	24	9	2	51	27	19	8	24	35.82%	47.06%	55.81%
#144		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#145		23	0	0	23	6	3	0	14	7	6	1	7	36.84%	50.00%	53.85%
#146		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#147		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#148		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
#149		7	0	0	7	2	0	1	4	1	1	0	3	50.00%	75.00%	75.00%
#150		6	0	0	6	2	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#151		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
#152		0	0	5	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#153		9	0	0	9	3	1	0	5	4	4	0	1	12.50%	20.00%	20.00%
#154		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#155		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		3	0	0	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
						LESOG				Errors						
		Mechanized Interface Used				Manual	Rejects	Validated								
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		41	0	0	41	11	24	0	6	6	6	0	0	0.00%	0.00%	0.00%
#159		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100 00%
#160		14	0	0	14	1	5	0	8	5	1	4	3	60.00%	37.50%	75.00%
#161		25	0	0	25	12	2	0	11	7	5	2	4	19.05%	36.36%	44.44%
#162		36	0	0	36	6	4	0	26	5	5	0	21	65.63%	80.77%	80.77%
#163		0	0	14	14	0	1	0	13	4	4	0	9	69.23%	69.23%	69.23%
#164		0	0	3	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
#165		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0 00%
#166		1544	0	0	1544	470	159	15	900	434	340	94	466	36.52%	51.78%	57.82%
#167		6	0	0	6	3	0	0	3	2	2	0	1	16.67%	33 33%	33.33%
#168		0	12	0	12	7	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#169		82	0	0	82	22	3	1	56	18	15	3	38	50.67%	67.86%	71.70%
#170		13	0	0	13	11	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#171		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100 00%
#172		17	0	0	17	3	4	0	10	1	1	0	9	69 23%	90.00%	90.00%
#173		3	0	0	3	1	0	1	1	1	1	0	0	0.00%	0.00%	0 00%
#174		13	0	0	13	0	1	0	12	8	3	5	4	57.14%	33.33%	57.14%
#175		0	14	0	14	0	7	3	4	2	2	0	2	50.00%	50.00%	50.00%
#176		69	0	0	69	21	5	0	43	17	16	1	26	41 27%	60.47%	61.90%
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0 00%	0 00%
#178		40	0	0	40	5	6	0	29	12	9	3	17	54.84%	58.62%	65.38%
#179		15	0	0	15	2	1	0	12	4	3	1	8	61 54%	66.67%	72.73%
#180		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#181		467	0	0	467	62	43	3	359	154	133	21	205	51.25%	57.10%	60.65%
#182		20	0	0	20	3	0	0	17	6	3	3	11	64.71%	64.71%	78.57%
#183		62	0	0	62	4	6	1	51	22	20	2	29	54.72%	56.86%	59.18%
#184		47	0	0	47	4	3	0	40	9	8	1	31	72.09%	77.50%	79.49%
#185		8	0	0	8	0	0	1	7	5	1	4	2	66 67%	28.57%	66.67%
#186		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		55	0	0	55	2	5	1	47	21	13	8	26	63.41%	55.32%	66.67%
#188		47	0	0	47	9	9	0	29	14	8	6	15	46 88%	51.72%	65.22%
#189		278	0	0	278	128	17	1	132	64	52	12	68	27 42%	51.52%	56.67%
#190		4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33 33%
#191		7	0	0	7	1	1	0	5	2	2	0	3	50.00%	60.00%	60.00%
#192		42	0	0	42	13	5	1	23	7	6	1	16	45.71%	69.57%	72.73%
#193		0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0.00%
#194		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0 00%	0 00%
#195		0	0	15	15	2	7	0	6	1	1	0	5	62 50%	83 33%	83.33%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

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Florida

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info																
								LESOG								
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		23	0	0	23	1	8	0	14	9	8	1	5	35.71%	35.71%	38.46%
#197		7	0	0	7	1	2	0	4	2	2	0	2	40.00%	50.00%	50.00%
#198		7	0	0	7	0	2	0	5	3	3	0	2	40.00%	40.00%	40.00%
#199		30	0	0	30	3	5	0	22	6	6	0	16	64.00%	72.73%	72.73%
#200		119	0	0	119	43	8	1	67	37	31	6	30	28.85%	44.78%	49.18%
LENS Subtotal		12268	0	0	12268	2704	1548	148	7868	3588	2852	736	4280	43.51%	54.40%	60.01%
EDI Subtotal		0	643	0	643	267	107	36	233	77	45	32	156	33.33%	66.95%	77.61%
TAG Subtotal		0	0	570	570	224	106	5	235	149	99	50	86	21.03%	36.60%	46.49%
TOTAL INTERFACES		12268	643	570	13481	3195	1761	189	8336	3814	2996	818	4522	42.21%	54.25%	60.15%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	234	0	234	34	48	0	152	37	16	21	115	69.70%	75.66%	87.79%
#2		0	1967	0	1967	71	470	0	1426	886	90	796	540	77.03%	37.87%	85.71%
#3		0	179	0	179	15	20	0	144	21	15	6	123	80.39%	85.42%	89 13%
#4		0	6	0	6	0	2	0	4	3	1	2	1	50.00%	25.00%	50 00%
#5		0	203	0	203	10	21	0	172	46	28	18	126	76.83%	73.26%	81.82%
#6		0	164	0	164	10	31	0	123	19	12	7	104	82.54%	84 55%	89 66%
#7		102	0	0	102	4	26	4	68	28	20	8	40	62.50%	58.82%	66.67%
#8		1315	0	0	1315	31	199	19	1066	308	190	118	758	77.43%	71.11%	79.96%
#9		18	0	0	18	0	6	0	12	8	2	6	4	66.67%	33.33%	66.67%
#10		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#11		25	0	0	25	1	5	0	19	8	4	4	11	68.75%	57.89%	73.33%
#12		46	0	0	46	2	9	2	33	8	2	6	25	86.21%	75.76%	92.59%
#13		6	0	0	6	0	3	0	3	3	3	0	0	0 00%	0 00%	0 00%
#14		383	0	0	383	67	65	2	249	128	108	20	121	40.88%	48.59%	52.84%
#15		36	0	0	36	2	13	1	20	20	17	3	0	0 00%	0.00%	0.00%
#16		523	0	0	523	43	135	10	335	140	113	27	195	55.56%	58.21%	63.31%
#17		9	0	0	9	0	1	1	7	2	2	0	5	71.43%	71.43%	71.43%
#18		0	253	0	253	6	20	10	217	81	62	19	136	66.67%	62.67%	68.69%
#19		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#20		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#21		0	0	15061	15061	1905	3110	79	9967	4583	3712	871	5384	48.94%	54 02%	59.19%
#22		0	0	10	10	2	6	0	2	2	1	1	0	0.00%	0.00%	0.00%
#23		7850	0	0	7850	563	421	30	6836	685	521	164	6151	85.02%	89.98%	92.19%
#24		118	0	0	118	58	47	2	11	9	7	2	2	2.99%	18.18%	22.22%
#25		0	385	0	385	263	53	1	68	33	22	11	35	10.94%	51.47%	61.40%
#26		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#27		717	0	0	717	106	105	5	501	175	140	35	326	56.99%	65.07%	69 96%
#28		153	0	0	153	28	4	0	121	13	11	2	108	73.47%	89.26%	90 76%
#29		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#30		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#31		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#32		6	0	0	6	2	0	0	4	4	3	1	0	0.00%	0 00%	0.00%
#33		66	0	0	66	1	0	14	51	19	18	1	32	62.75%	62.75%	64.00%
#34		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0 00%	0.00%
#35		0	0	45	45	0	31	2	12	12	1	11	0	0.00%	0.00%	0.00%
#36		9	0	0	9	0	2	1	6	6	0	6	0	0.00%	0.00%	0.00%
#37		0	11	0	11	0	0	0	11	11	3	8	0	0.00%	0 00%	0.00%
#38		60	0	0	60	15	0	3	42	41	36	5	1	1.92%	2.38%	2 70%
#39		2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING										FLOWTHROUGH
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		3	0	0	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#41		0	74	0	74	28	16	6	24	9	6	3	15	30 61%	62.50%	71.43%
#42		0	715	0	715	465	106	24	120	22	10	12	98	17.10%	81.67%	90.74%
#43		0	132	0	132	22	24	23	63	32	7	25	31	51.67%	49.21%	81.58%
#44		0	222	0	222	8	48	3	163	73	36	37	90	67.16%	55 21%	71.43%
#45		46	0	0	46	12	8	8	18	18	8	10	0	0.00%	0.00%	0 00%
#46		282	0	0	282	33	60	4	185	80	59	21	105	53.30%	56.76%	64.02%
#47		36	0	0	36	0	13	5	18	18	18	0	0	0.00%	0.00%	0.00%
#48		216	0	0	216	23	8	2	183	82	66	16	101	53 16%	55.19%	60.48%
#49		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#50		0	4	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#51		1778	0	0	1778	131	142	8	1497	744	652	92	753	49.02%	50.30%	53.59%
#52		3304	0	0	3304	356	290	14	2644	610	535	75	2034	69.54%	76.93%	79 17%
#53		52	0	0	52	9	31	0	12	12	5	7	0	0.00%	0 00%	0 00%
#54		0	0	42	42	2	20	1	19	14	14	0	5	23.81%	26.32%	26.32%
#55		168	0	0	168	42	32	1	93	27	23	4	66	50.38%	70.97%	74 16%
#56		0	4276	0	4276	134	438	1	3703	928	481	447	2775	81.86%	74.94%	85.23%
#57		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0 00%
#58		305	0	0	305	55	16	3	231	70	57	13	161	58.97%	69.70%	73.85%
#59		22	0	0	22	7	0	4	11	9	7	2	2	12.50%	18 18%	22.22%
#60		0	0	46	46	17	7	0	22	4	4	0	18	46 15%	81.82%	81.82%
#61		0	0	7	7	2	2	0	3	3	2	1	0	0.00%	0.00%	0.00%
#62		0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100.00%	100.00%
#63		0	0	55	55	14	13	0	28	9	6	3	19	48.72%	67.86%	76.00%
#64		0	0	2	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100.00%
#65		0	0	6	6	0	3	0	3	2	1	1	1	50.00%	33.33%	50.00%
#66		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#67		16	0	0	16	1	6	0	9	2	2	0	7	70.00%	77.78%	77.78%
#68		14	0	0	14	2	4	0	8	4	1	3	4	57.14%	50.00%	80.00%
#69		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#70		67	0	0	67	6	16	1	44	9	8	1	35	71.43%	79.55%	81.40%
#71		20	0	0	20	1	1	0	18	14	10	4	4	26.67%	22.22%	28.57%
#72		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#73		0	0	35	35	0	2	1	32	17	17	0	15	46.88%	46.88%	46.88%
#74		0	0	28	28	5	0	4	19	19	18	1	0	0.00%	0.00%	0.00%
#75		0	0	19	19	0	6	0	13	8	4	4	5	55.56%	38.46%	55.56%
#76		0	0	8	8	0	6	0	2	1	1	0	1	50.00%	50.00%	50 00%
#77		0	0	3	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
#78		0	0	24	24	1	5	0	18	10	8	2	8	47 06%	44.44%	50.00%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info																
									LESOG								
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		56	0	0	56	4	15	0	37	18	11	7	19	55.88%	51.35%	63.33%
#80		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#81		23	0	0	23	7	8	0	8	8	8	0	0	0.00%	0.00%	0.00%
#82		0	0	111	111	12	32	4	63	29	19	10	34	52.31%	53.97%	64.15%
#83		6248	0	0	6248	695	336	61	5156	947	821	126	4209	73.52%	81.63%	83.68%
#84		0	0	18	18	4	2	2	10	6	2	4	4	40.00%	40.00%	66.67%
#85		0	0	10	10	9	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#87		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#88		0	0	14	14	7	1	0	6	3	3	0	3	23.08%	50.00%	50.00%
#89		316	0	0	316	16	23	0	277	11	8	3	266	91.72%	96.03%	97.08%
#90		62	0	0	62	2	9	0	51	12	10	2	39	76.47%	76.47%	79.59%
#91		14	0	0	14	2	5	0	7	2	2	0	5	55.56%	71.43%	71.43%
#92		26	0	0	26	2	5	0	19	6	3	3	13	72.22%	68.42%	81.25%
#93		3	0	0	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#94		31	0	0	31	2	6	0	23	5	4	1	18	75.00%	78.26%	81.82%
#95		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#96		0	0	704	704	89	6	45	564	377	356	21	187	29.59%	33.16%	34.44%
#97		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#98		114	0	0	114	35	6	0	73	17	17	0	56	51.85%	76.71%	76.71%
#99		4	0	0	4	2	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#100		26	0	0	26	1	0	1	24	11	8	3	13	59.09%	54.17%	61.90%
#101		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#102		1390	0	0	1390	119	138	4	1129	164	125	39	965	79.82%	85.47%	88.53%
#103		1726	0	0	1726	176	186	29	1335	345	248	97	990	70.01%	74.16%	79.97%
#104		44	0	0	44	15	13	2	14	14	13	1	0	0.00%	0.00%	0.00%
#105		183	0	0	183	41	15	3	124	46	40	6	78	49.06%	62.90%	66.10%
#106		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#107		0	120	0	120	63	35	3	19	19	1	18	0	0.00%	0.00%	0.00%
#108		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	1524	0	1524	725	99	57	643	71	21	50	572	43.40%	88.96%	96.46%
#110		278	0	0	278	56	36	2	184	36	30	6	148	63.25%	80.43%	83.15%
#111		7	0	0	7	0	0	1	6	4	1	3	2	66.67%	33.33%	66.67%
#112		44	0	0	44	1	1	6	36	35	18	17	1	5.00%	2.78%	5.26%
#113		0	0	48	48	11	6	0	31	8	5	3	23	58.97%	74.19%	82.14%
#114		17	0	0	17	1	3	0	13	1	1	0	12	85.71%	92.31%	92.31%
#115		380	0	0	380	30	58	5	287	77	63	14	210	69.31%	73.17%	76.92%
#116		188	0	0	188	18	16	1	153	46	40	6	107	64.85%	69.93%	72.79%
#117		117	0	0	117	21	17	4	75	24	20	4	51	55.43%	68.00%	71.83%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

| AGGREGATE ORDER TYPES | | Mechanized Interface Used | | | | LSR PROCESSING LESOG Manual | Rejects | Validated | | Errors | | | | FLOWTHROUGH | | |
| Company Info | | | | | | | | | | | | | | | | |
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		0	0	587	587	22	67	21	477	151	106	45	326	71.81%	68.34%	75.46%
#119		0	0	171	171	10	33	10	118	104	42	62	14	21.21%	11.86%	25.00%
#120		206	0	0	206	3	27	1	175	23	22	1	152	85.88%	86.86%	87.36%
#121		60	0	0	60	0	8	0	52	2	2	0	50	96.15%	96.15%	96.15%
#122		0	13	0	13	6	0	0	7	6	2	4	1	11.11%	14.29%	33.33%
#123		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#124		0	314	0	314	137	62	35	80	33	16	17	47	23.50%	58.75%	74.60%
#125		144	0	0	144	46	12	0	86	30	22	8	56	45.16%	65.12%	71.79%
#126		5	0	0	5	0	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#127		8	0	0	8	0	0	0	8	5	2	3	3	60.00%	37.50%	60.00%
#128		42	0	0	42	3	1	5	33	16	12	4	17	53.13%	51.52%	58.62%
#129		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
#130		8	0	0	8	0	0	1	7	4	2	2	3	60.00%	42.86%	60.00%
#131		0	0	10	10	1	0	0	9	9	5	4	0	0.00%	0.00%	0.00%
#132		0	0	1489	1489	296	188	16	989	396	339	57	593	48.29%	59.96%	63.63%
#133		0	0	621	621	106	88	4	423	183	155	28	240	47.90%	56.74%	60.76%
#134		0	0	5	5	0	0	0	5	5	2	3	0	0.00%	0.00%	0.00%
#135		0	0	1170	1170	294	186	17	673	352	273	79	321	36.15%	47.70%	54.04%
#136		0	0	449	449	64	91	6	288	105	83	22	183	55.45%	63.54%	68.80%
#137		0	0	223	223	51	35	1	136	62	45	17	74	43.53%	54.41%	62.18%
#138		0	0	3	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%
#140		1498	0	0	1498	260	165	4	1069	372	297	75	697	55.58%	65.20%	70.12%
#141		72	0	0	72	14	13	3	42	15	13	2	27	50.00%	64.29%	67.50%
#142		0	12	0	12	3	0	2	7	2	2	0	5	50.00%	71.43%	71.43%
#143		0	118	0	118	95	11	7	5	3	2	1	2	2.02%	40.00%	50.00%
#144		0	15	0	15	6	2	2	5	2	0	2	3	33.33%	60.00%	100.00%
#145		0	25	0	25	15	0	4	6	3	3	0	3	14.29%	50.00%	50.00%
#146		0	155	0	155	91	14	13	37	12	10	2	25	19.84%	67.57%	71.43%
#147		0	41	0	41	17	3	4	17	4	1	3	13	41.94%	76.47%	92.86%
#148		0	238	0	238	129	39	15	55	24	10	14	31	18.24%	56.36%	75.61%
#149		80	0	0	80	0	0	3	77	22	17	5	55	76.39%	71.43%	76.39%
#150		4	0	0	4	0	0	0	4	4	3	1	0	0.00%	0.00%	0.00%
#151		9	0	0	9	0	0	0	9	6	3	3	3	50.00%	33.33%	50.00%
#152		4	0	0	4	0	0	2	2	1	1	0	1	50.00%	50.00%	50.00%
#153		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#154		158	0	0	158	13	5	0	140	46	44	2	94	62.25%	67.14%	68.12%
#155		117	0	0	117	8	14	2	93	18	16	2	75	75.76%	80.65%	82.42%
#156		3	0	0	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		0	0	385	385	58	34	2	291	110	99	11	181	53.55%	62.20%	64.64%
#158		0	0	66	66	19	5	1	41	15	14	1	26	44.07%	63.41%	65.00%
#159		0	0	85	85	9	8	1	67	30	25	5	37	52.11%	55.22%	59.68%
#160		0	0	202	202	30	19	0	153	49	45	4	104	58.10%	67.97%	69.80%
#161		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#162		802	0	0	802	74	94	13	621	174	135	39	447	68.14%	71.98%	76.80%
#163		192	0	0	192	19	8	1	164	35	29	6	129	72.88%	78.66%	81.65%
#164		285	0	0	285	31	26	8	220	75	61	14	145	61.18%	65.91%	70.39%
#165		1101	0	0	1101	100	82	13	906	195	166	29	711	72.77%	78.48%	81.07%
#166		47	0	0	47	5	22	1	19	19	17	2	0	0.00%	0.00%	0.00%
#167		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		28	0	0	28	4	5	1	18	2	1	1	16	76.19%	88.89%	94.12%
LENS Subtotal		34006	0	0	34006	3431	3077	323	27175	6227	5025	1202	20948	71.24%	77.09%	80.65%
EDI Subtotal		0	11401	0	11401	2354	1565	210	7272	2381	858	1523	4891	60.36%	67.26%	85.08%
TAG Subtotal		0	0	21774	21774	3045	4018	218	14493	6683	5409	1274	7810	48.02%	53.89%	59.08%
TOTAL INTERFACES		34006	11401	21774	67181	8830	8660	751	48940	15291	11292	3999	33649	62.58%	68.76%	74.87%

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 05/01/2001 - 05/31/2001

	ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE		
REGION ALL SERVICES	57.99%	90.65%

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 05/01/2001 - 05/31/2001

Attachment 2
Exhibit May PM Data
Florida

AGGREGATE ORDER TYPES						LSR PROCESSING							FLOWTHROUGH		
Company Info															
		Mechanized Interface Used			Manual	Rejects	Validated	Errors							
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		667	0	667	271	84	312	51	21	30	261	47.20%	83.65%	92.55%
#2		2280	0	2280	1047	162	1071	346	220	126	725	36.40%	67.69%	76.72%
#3		0	2	2	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#4		0	26	26	15	1	10	9	0	9	1	6.25%	10.00%	100.00%
#5		0	28	28	16	1	11	10	1	9	1	5.56%	9.09%	50.00%
#6		1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#7		199	0	199	102	10	87	17	8	9	70	38.89%	80.46%	89.74%
#8		479	0	479	273	17	189	110	81	29	79	18.24%	41.80%	49.38%
#9		43	0	43	10	7	26	3	1	2	23	67.65%	88.46%	95.83%
#10		770	0	770	226	83	461	183	106	77	278	45.57%	60.30%	72.40%
#11		4	0	4	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#12		0	12	12	7	0	5	2	0	2	3	30.00%	60.00%	100.00%
#13		3070	0	3070	300	24	2746	112	38	74	2634	88.63%	95.92%	98.58%
#14		6324	0	6324	627	157	5540	317	68	249	5223	88.26%	94.28%	98.71%
#15		0	1486	1486	1412	74	0	0	0	0	0	0.00%	0.00%	0.00%
#16		0	53	53	22	9	22	12	8	4	10	25.00%	45.45%	55.56%
#17		0	111	111	48	20	43	16	4	12	27	34.18%	62.79%	87.10%
#18		0	256	256	152	25	79	13	4	9	66	29.73%	83.54%	94.29%
#19		39	0	39	20	0	19	8	5	3	11	30.56%	57.89%	68.75%
#20		0	1859	1859	650	115	1094	374	252	122	720	44.39%	65.81%	74.07%
#21		108	0	108	86	3	19	12	1	11	7	7.45%	36.84%	87.50%
#22		7	0	7	2	0	5	5	5	0	0	0.00%	0.00%	0.00%
#23		6	0	6	0	1	5	0	0	0	5	100.00%	100.00%	100.00%
#24		1265	0	1265	721	49	495	217	90	127	278	25.53%	56.16%	75.54%
#25		105	0	105	96	2	7	3	1	2	4	3.96%	57.14%	80.00%
#26		466	0	466	279	2	185	106	84	22	79	17.87%	42.70%	48.47%
#27		619	0	619	264	23	332	140	102	38	192	34.41%	57.83%	65.31%
EDI Subtotal		16452	0	16452	4325	624	11503	1633	834	799	9870	65.67%	85.80%	92.21%
TAG Subtotal		0	3833	3833	2323	245	1265	436	269	167	829	24.23%	65.53%	75.50%
TOTAL INTERFACES		16452	3833	20285	6648	869	12768	2069	1103	966	10699	57.99%	83.80%	90.65%

Trunk Group Performance - Aggregate

Florida — Average blocking percentage by hour

Month	Reg	Carrier	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Jun-00	NF	BellSouth	0.0000	0.0003	0.0000	0.0000	0.0000	0.0004	0.0020	0.0092	0.0067	0.0251	0.0130	0.0052	0.0042	0.0062	0.0081	0.0047	0.0022	0.0078	0.0044	0.0004	0.0021	0.0005	0.0000	0.0015
		CLEC	0.0006	0.0011	0.0000	0.0041	0.0000	0.2644	0.0000	0.0003	0.0005	0.0018	0.0015	0.0064	0.0129	0.0027	0.0273	0.0721	0.0779	0.0173	0.0049	0.0094	0.0183	0.0498	0.0357	0.0060
		Difference	-0.0006	-0.0008	0.0000	-0.0041	0.0000	-0.2640	0.0000	0.0089	0.0063	0.0232	0.0114	-0.0011	-0.0088	0.0035	-0.0192	-0.0675	-0.0757	-0.0095	-0.0005	-0.0090	-0.0162	-0.0492	-0.0356	-0.0045
	SF	BellSouth	0.0002	0.0000	0.0046	0.0013	0.0001	0.0003	0.0089	0.0192	0.0197	0.0093	0.0095	0.0201	0.0154	0.0161	0.0133	0.0198	0.0224	0.0352	0.0359	0.0014	-0.0015	0.0105	0.0008	0.0007
		CLEC	0.3693	0.4235	0.5188	0.6544	0.7590	0.8907	0.8060	0.5722	0.5116	0.5326	0.5985	0.6086	0.4087	0.4015	0.4395	0.4856	0.4418	0.3489	0.4017	0.3152	0.4252	0.5749	0.4770	0.4972
		Difference	-0.3691	-0.4234	-0.5142	-0.6530	-0.7588	-0.8904	-0.7971	-0.5530	-0.4918	-0.5233	-0.5890	-0.5885	-0.3933	-0.3854	-0.4261	-0.4658	-0.4193	-0.3138	-0.3658	-0.3138	-0.4237	-0.5644	-0.4762	-0.4965
Jul-00	NF	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0025	0.0216	0.0023	0.0018	0.0031	0.0036	0.0043	0.0062	0.0062	0.0038	0.0071	0.0506	0.0417	0.0003	0.0017	0.0001	0.0028	0.0195
		CLEC	0.0187	0.0011	0.0000	0.0025	0.0000	0.0274	0.0000	0.0136	0.0653	0.0366	0.0696	0.0732	0.0517	0.0593	0.1125	0.1642	0.1449	0.0568	0.0510	0.0869	0.1488	0.1304	0.0850	0.0497
		Difference	-0.0187	-0.0011	0.0000	-0.0025	-0.0697	-0.0272	0.0025	0.0079	-0.0343	-0.0635	-0.0665	-0.0696	-0.0474	-0.0531	-0.1063	-0.1604	-0.1378	-0.0062	-0.0093	-0.0866	-0.1471	-0.1303	-0.0822	-0.0302
	SF	BellSouth	0.0003	0.0000	0.0000	0.0014	0.0000	0.0000	0.0020	0.0585	0.0135	0.0010	0.0105	0.0096	0.0248	0.0266	0.0151	0.0122	0.0141	0.0152	0.0044	0.0015	0.0026	0.0432	0.0043	0.0062
		CLEC	0.0073	0.0007	0.0008	0.0048	0.0025	0.0042	0.0469	0.1511	0.2000	0.2013	0.3152	0.3400	0.2127	0.2187	0.1886	0.2476	0.2047	0.1738	0.1517	0.1558	0.2024	0.3215	0.1808	0.0340
		Difference	-0.0070	-0.0007	-0.0008	-0.0034	-0.0025	-0.0042	-0.0449	-0.0927	-0.1865	-0.2003	-0.3046	-0.3304	-0.1879	-0.1920	-0.1734	-0.2354	-0.1907	-0.1586	-0.1473	-0.1543	-0.1998	-0.2783	-0.1765	-0.0277
Aug-00	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0004	0.0025	0.0083	0.0048	0.0071	0.0024	0.0037	0.0066	0.0022	0.0019	0.0025	0.0066	0.0044	0.0054	0.0045	0.0339	0.0247	0.0002	0.0005
		CLEC	0.0164	0.0000	0.0018	0.0000	0.0124	0.0122	0.0000	0.0003	0.0393	0.0457	0.0218	0.0132	0.0341	0.0059	0.0318	0.0655	0.0459	0.0231	0.0386	0.0240	0.0920	0.2015	0.1069	0.0822
		Difference	-0.0164	0.0001	-0.0018	0.0000	-0.0124	-0.0119	0.0025	0.0080	-0.0345	-0.0385	-0.0194	-0.0096	-0.0275	-0.0037	-0.0299	-0.0630	-0.0393	-0.0187	-0.0333	-0.0196	-0.0581	-0.1768	-0.1067	-0.0816
	SF	BellSouth	0.0013	0.0000	0.0002	0.0000	0.0002	0.0006	0.0001	0.0239	0.0145	0.0012	0.0097	0.0106	0.0135	0.0123	0.0086	0.0116	0.0185	0.0170	0.0039	0.0055	0.0347	0.0665	0.0012	0.0004
		CLEC	0.0108	0.0004	0.0003	0.0019	0.0000	0.0044	0.0581	0.2398	0.2208	0.2456	0.2711	0.2607	0.2203	0.2116	0.2854	0.2503	0.2351	0.2436	0.2346	0.2725	0.3310	0.4332	0.2157	0.0524
		Difference	-0.0095	-0.0004	0.0000	-0.0019	0.0002	-0.0038	-0.0581	-0.2158	-0.2063	-0.2444	-0.2614	-0.2501	-0.2068	-0.1993	-0.2768	-0.2387	-0.2166	-0.2265	-0.2308	-0.2670	-0.2964	-0.3666	-0.2146	-0.0520
Sep-00	NF	BellSouth	0.0000	0.0000	0.0021	0.0000	0.0000	0.0004	0.0005	0.0020	0.0023	0.0153	0.0106	0.0309	0.0404	0.0022	0.0044	0.0010	0.0016	0.0210	0.0006	0.0019	0.0506	0.0374	0.0001	0.0000
		CLEC	0.0104	0.0002	0.0224	0.0000	0.0221	0.0014	0.0008	0.0053	0.0137	0.0472	0.0471	0.0205	0.0058	0.0021	0.0603	0.0037	0.0043	0.0065	0.0088	0.1071	0.1115	0.2683	0.0656	0.0090
		Difference	-0.0104	-0.0002	-0.0203	0.0000	-0.0221	-0.0010	-0.0002	-0.0033	-0.0115	-0.0320	-0.0365	0.0105	0.0346	0.0001	-0.0559	-0.0026	-0.0027	0.0145	-0.0082	-0.1051	-0.0610	-0.2309	-0.0655	-0.0090
	SF	BellSouth	0.0002	0.0039	0.0010	0.0011	0.0000	0.0002	0.0038	0.2963	0.0645	0.0095	0.0245	0.0241	0.0375	0.0592	0.0464	0.0493	0.0481	0.1003	0.0467	0.0467	0.0910	0.1364	0.0132	0.0032
		CLEC	0.1401	0.0070	0.0124	0.0068	0.0000	0.0011	0.0346	0.2650	0.1887	0.0884	0.1032	0.1029	0.0872	0.0977	0.0918	0.1204	0.1906	0.2477	0.1692	0.1639	0.2998	0.3763	0.1803	0.2295
		Difference	-0.1398	-0.0031	-0.0113	-0.0057	0.0000	-0.0009	-0.0308	0.0313	-0.1241	-0.0789	-0.0787	-0.0788	-0.0497	-0.0385	-0.0453	-0.0711	-0.1424	-0.1474	-0.1224	-0.1172	-0.2088	-0.2399	-0.1671	-0.2263
Oct-00	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0001	0.0005	0.0058	0.0023	0.0004	0.0013	0.0013	0.0201	0.0058	0.0017	0.0260	0.0178	0.0120	0.0005	0.0389	0.0692	0.0021	0.0000	0.0000
		CLEC	0.0000	0.0003	0.0000	0.0075	0.0116	0.0124	0.0246	0.0267	0.0227	0.0308	0.0374	0.0431	0.0426	0.0518	0.0462	0.0456	0.1250	0.0964	0.0256	0.1483	0.1996	0.1181	0.0422	0.0024
		Difference	0.0000	-0.0002	0.0000	-0.0075	-0.0116	-0.0122	-0.0241	-0.0208	-0.0204	-0.0305	-0.0359	-0.0418	-0.0225	-0.0460	-0.0445	-0.0196	-0.1072	-0.0844	-0.0251	-0.1093	-0.1304	-0.1160	-0.0422	-0.0024
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0007	0.0001	0.0048	1.0465	0.0611	0.1227	0.1306	0.0155	0.0797	0.0908	0.1474	0.1161	0.1597	0.0782	0.1186	0.1202	0.1576	0.0847	0.0162	0.0023
		CLEC	0.0064	0.0015	0.0009	0.0302	0.0042	0.0146	0.0135	1.0447	0.1032	0.2424	0.4760	0.6243	0.3367	0.2816	0.3334	0.6773	0.4516	0.5186	0.6668	0.5562	0.8152	0.4979	0.0688	0.0267
		Difference	-0.0063	-0.0015	-0.0009	-0.0302	-0.0035	-0.0145	-0.0088	0.0018	-0.0420	-0.1197	-0.3455	-0.4689	-0.2570	-0.1907	-0.1860	-0.4912	-0.2919	-0.4404	-0.4782	-0.4360	-0.6576	-0.4132	-0.0526	-0.0244
Nov-00	NF	BellSouth	0.0000	0.0048	0.0000	0.0000	0.0000	0.0001	0.0188	0.0076	0.0044	0.0036	0.0136	0.0043	0.0202	0.0347	0.0095	0.0026	0.0093	0.0068	0.0022	0.0487	0.0534	0.0008	0.0006	0.0003
		CLEC	0.0002	0.0015	0.0000	0.0020	0.0158	0.0016	0.0101	0.0169	0.0153	0.0195	0.0295	0.0388	0.0275	0.0194	0.0195	0.0235	0.0572	0.0388	0.0743	0.3211	0.3956	0.3121	0.1101	0.0175
		Difference	-0.0002	0.0033	0.0000	-0.0020	-0.0154	-0.0015	0.0088	-0.0093	-0.0109	-0.0159	-0.0159	-0.0345	-0.0072	0.0153	-0.0100	-0.0209	-0.0478	-0.0320	-0.0721	-0.2724	-0.3422	-0.3113	-0.1095	-0.0172
	SF	BellSouth	0.0001	0.0003	0.0000	0.0001	0.0000	0.0005	0.0024	0.0769	0.0057	0.0198	0.0429	0.0166	0.0103	0.0269	0.0741	0.0531	0.0620	0.0328	0.0173	0.2856	0.0830	0.0093	0.0087	0.1080
		CLEC	0.0043	0.0007	0.0141	0.0030	0.0508	0.0009	0.0168	0.2590	0.0570	0.0561	0.1436	0.0904	0.1293	0.2250	0.1318	0.1112	0.1385	0.2163	0.1705	0.3610	0.2158	0.2096	0.1247	0.1014
		Difference	-0.0042	-0.0005	-0.0141	-0.0029	-0.0508	-0.0004	-0.0144	-0.1821	-0.0503	-0.0363	-0.1006	-0.0739	-0.1190	-0.1982	-0.0578	-0.0581	-0.0765	-0.1835	-0.1533	-0.0754	-0.1328	-0.2005	-0.1159	0.0067
Dec-00	NF	BellSouth	0.0000	0.0002	0.0002	0.0000	0.0000	0.0001	0.0167	0.0186	0.0108	0.0071	0.0053	0.0143	0.0133	0.0157	0.0124	0.0094	0.0130	0.0096	0.0019	0.0605	0.0592	0.0074	0.0000	0.0000
		CLEC	0.0009	0.0002	0.0014	0.0010	0.0192	0.0060	0.0005	0.0263	0.0750	0.0487	0.0487	0.0470	0.0049	0.0034	0.0086	0.0141	0.0170	0.0102	0.0179	0.0997	0.1077	0.0870	0.0274	0.0085
		Difference	-0.0009	0.0001	-0.0013	-0.0010	-0.0192	-0.0058	0.0163	-0.0076	-0.0643	-0.0417	-0.0434	-0.0327	0.0084	0.0123	0.0037	-0.0047	-0.0040	-0.0006	-0.0160	-0.0393	-0.0485	-0.0796	-0.0274	-0.0085
	SF	BellSouth	0.0025	0.0026	0.0004	0.0006	0.0000	0.0010	0.0281	0.1194	0.0723	0.1712	0.1686	0.1635	0.1162	0.0516	0.0875	0.0712	0.0682	0.0945	0.0688	0.0629	0.0792	0.0423	0.0019	0.0058
		CLEC	0.0004	0.0000	0.0008	0.0006	0.0052	0.0247	0.1208	0.2535	0.1887	0.1567	0.0928	0.0999	0.1097	0.0860	0.0841	0.0893	0.1284	0.2646	0.1315	0.0940	0.0877	0.1025	0.0156	0.0049
		Difference	0.0021	0.0025	-0.0004	0.0000	-0.0052	-0.0238	-0.0927	-0.1341	-0.1164	0.0146	0.0758	0.0636	0.0065	-0.0042	0.0034	-0.0180	-0.0602	-0.1701	-0.0627	-0.0311	-0.0085	-0.0602	-0.0137	0.0009
Jan-01	NF	BellSouth	0.0000	0.0000	0.0005	0.0000	0.0000	0.0000	0.0027	0.0056	0.0012	0.0007	0.0039	0.0037	0.0037	0.0013	0.0012	0.0104	0.0379	0.0110	0.0061	0.1843	0.3420	0.0163	0.0000	0.0000
		CLEC	0.0027	0.0001	0.0004	0.0001	0.0000	0.0009	0.0002	0.0006	0.0025	0.0178	0.0153	0.0084	0.0042	0.0066	0.0132	0.0315	0.0687	0.0247	0.0566	0.4227	0.6889	0.2345	0.0272	0.0015
		Difference	-0.0027	-0.0001	0.0001	-0.0001	0.0000	-0.0009	0.0024	0.0050	-0.0012	-0.0171	-0.0114	-0.0048	-0.0005	-0.0053	-0.0120	-0.0211	-0.0308	-0.0137	-0.0505	-0.2383	-0.3469	-0.2182	-0.0272	-0.0015
	SF	BellSouth	0.0030	0.0000	0.0001	0.0000	0.0000	0.0001	0.0053	0.0129	0.0380	0.0056	0.0193	0.0146	0.0085	0.0253	0.0241	0.0688	0.0727	0.0388	0.0102	0.0301	0.0499	0.0064	0.0039	0.0013
		CLEC	0.0286	0.0010	0.0045	0.0000	0.0261	0.0954	0.0272	0.1394	0.0829	0.0397	0.1624	0.2275	0.0997	0.0409	0.0643	0.1242	0.2107	0.3766	0.1524	0.2638	0.4444	0.3759	0.0241	0.0259
		Difference	-0.0255	-0.0010	-0.0045	0.0000	-0.0261	-0.0954	-0.0219	-0.1266	-0.0449	-0.0341	-0.1431	-0.2130	-0.0913	-0.0156	-0.0402	-0.0554	-0.1380	-0.3378	-0.1422	-0.2337	-0.3945	-0.3695	-0.0202	-0.0246
Feb-01	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0040	0.0003	0.0002	0.0062	0.0130	0.0073	0.0206	0.0154	0.0095	0.0131	0.0078	0.0089	0.0714	0.2478	0.0310	0.0000	0.0010
		CLEC	0.0003	0.0002	0.0002	0.0000	0.0779	0.0292	0.0000	0.0003	0.0259	0.0946	0.1271	0.1021	0.0527	0.0373	0.0835	0.0983	0.0864	0.0218	0.0665	0.4999	0.9690	0.4856	0.0288	0.0018
		Difference	-0.0003	0.0001	-0.0002	0.0000	-0.0779	-0.0292	0.0000	0.0038	-0.0256	-0.0945	-0.1209	-0.0891	-0.0454	-0.0167	-0.0681	-0.0888	-0.0733	-0.0141	-0.0576	-0.4285	-0.7213	-0.4546	-0.0288	-0.0008
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0006	0.0089	0.0102	0.0161	0.0214	0.0167	0.0230	0.0131	0.0273	0.0216	0.0378	0.0575	0.0595	0.0034	0.0342	0.0330	0.0250	0.0001	0.0009
		CLEC	0.0006	0.0062	0.0169	0.0032	0.0217	0.0007	0.0195	0.1158	0.1720	0.0820	0.3548	0.4414	0.0604	0.0497	0.1393	0.3564	0.3487	0.4954	0.1330	0.1577	0.3080	0.3467	0.0211	0.0017
		Difference	-0.0005	-0.0062	-0.0169	-0.0032	-0.0217	-0.0001	-0.0106	-0.1055	-0.1559	-0.0606	-0.3381	-0.4184	-0.0473	-0.0224	-0.1177	-0.3186	-0.2911	-0.4359	-0.1296	-0.1235	-0.2750	-0.3217	-0.0210	-0.0008
Mar-01	FL	BellSouth	0.0001	0.0000	0.0004	0.0000	0.0000	0.0001	0.0027	0.0582	0.0131	0.0193	0.0211	0.0294	0.0060	0.0097	0.0122	0.0227	0.0332	0.0260	0.0143	0.0461	0.0735	0.0068	0.0001	0.0047
		CLEC	0.4914	0.0066	0.0053	0.0072	0.0008	0.0070	0.0170	0.1675	0.0418	0.0329	0.0980	0.1293	0.0504	0.0292	0.0502	0.1276	0.2120	0.2847	0.1274	0.1480	0.2645	0.1083	0.0055	0.0256
		Difference	-0.4913	-0.0066	-0.0049	-0.0072	-0.0008	-0.0069	-0.0144	-0.1093	-0.0287	-0.0137	-0.0769	-0.0999	-0.0444	-0.0195	-0.0380	-0.1049	-0.1788	-0.2587	-0.1131	-0.1019	-0.1910	-0.1015	-0.0054	-0.0209
Apr-01	FL	BellSouth	0.0008	0.0001	0.0000	0.0053	0.0000	0.0003	0.0011	0.0082	0.0234	0.0025	0.0326	0.0352	0.0134	0.0286	0.0297	0.0487	0.0449	0.0114	0.0006	0.0034	0.0104	0.0100	0.0002	0.0004
		CLEC	0.0010	0.0028	0.0007	0.0293	0.0002	0.0011	0.0150	0.0501	0.0764	0.0290	0.0283	0.0420	0.0298	0.0284	0.0494	0.0977	0.2310	0.3232	0.0929	0.0422	0.0870	0.1428	0.0381	0.0047
		Difference	-0.0003	-0.0027	-0.0007	-0.0240	-0.0002	-0.0007	-0.0139	-0.0424	-0.0529	-0.0265	0.0040	-0.0068	-0.0163	0.0002	-0.0197	-0.0490	-0.1861	-0.3118	-0.0921	-0.0388	-0.0767	-0.1329	-0.0379	-0.0043
May-01	FL	BellSouth	0.0001	0.0000	0.0094	0.0000	0.0000	0.0040	0.0029	0.1190	0.0675	0.0055	0.0151	0.0720	0.0076	0.1039	0.0984	0.0566	0.0560	0.0174	0.0047	0.0039	0.0060	0.0023	0.0003	0.0002
		CLEC	0.0031	0.0428	0.0027	0.0109	0.0218	0.0075	0.0183	0.1856	0.1221	0.0255	0.0315	0.0603	0.0154	0.0335	0.0518	0.1592	0.2027	0.3416	0.0852	0.0391	0.0845	0.1109	0.0386	0.0024
		Difference	-0.0030	-0.0428	0.0068	-0.0109	-0.0218	-0.0035	-0.0153	-0.0666	-0.0546	-0.0200	-0.0163	0.0116	-0.0078	0.0705	0.0466	-0.1026	-0.1467	-0.3241	-0.0805	-0.0352	-0.0785	-0.1086	-0.0383	-0.0021

Checklist Item	SQM Item	Attachment 1 Items
#1 – Interconnection	Collocation	E.1.1.1 – E.1.3.3
	Trunking	
	Ordering	
	Rejected Service Requests	C.1.1
	Reject Interval	C.1.2
	FOC Timeliness	C.1.3
	FOC & Reject Comp	C.1.4
	FOC & Reject Comp (Multi-Resp)	C.1.5
	Provisioning	
	Order Completion Interval	C.2.1
	Missed Installation Appoints	C.2.5
	Provision Troubles w/l 30 days	C.2.6
	Avg Completion Notice Inter.	C.2.7
	Total Svc Ord Cycle Time	C.2.8
	Total Svc Ord Cycle Time (offer)	C.2.9
	% Completions w/o notice or <24hr	C.2.10.1 – C.2.10.2
	Service Order Accuracy	C.2.11.1.1 – C.2.11.2.2
	Mtce & Repair	
	Missed Repair Appointments	C.3.1.1 – C.3.1.2
	Customer Trouble Report Rate	C.3.2.1 – C.3.2.2
	Mtce Average Duration	C.3.3.1 – C.3.3.2
	Repeat Tbls w/l 30 days	C.3.4.1 – C.3.4.2
	Out of Service > 24 hours	C.3.5.1 – C.3.5.2
	Billing	C.4.1 – C.4.2
	Trunk Blockage	C.5.1
#2 – Unbundled Network Elements	**Ordering**	
	Rejected Service Requests	B.1.1.1 – B.1.3.20
	Reject Interval	B.1.4.1 – B.1.4.17
		B.1.6.1 – B.1.6.17
		B.1.8.1 – B.1.8.20
	FOC Timeliness	B.1.9.1 – B.1.9.17
		B.1.11.1 – B.1.11.17
		B.1.13.1 – B.1.13.17
	FOC & Reject Comp	B.1.14.1 – B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.1 – B.1.19.17
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.19.2. 3
	% Jeopardies	B.2.5.1 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.1 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4

Checklist Item	SQM Item	Attachment 1 Items
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.19.2.2
	% Provision Troubles w/l 30 days	B.2.19.1.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.30.19.2.2
	Disconnect Timeliness	B.2.31.1 – B.2.31.2
	% Completions w/o notice or <24hr	B.2.32.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt xDSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.1.1.1 – B.2.34.2.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.12.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.12.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.12.2
	Repeat Tbls w/l 30 days	B.3.4.1.1 – B.3.4.12.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.12.2
	Billing	B.4.1 – B.4.2
	Flow Through	F.1.1.1 – F.1.3.4
	OSS	
	Pre-ordering	
	Interface Avail – CLEC	D.1.1.1 – D.1.1.8
	Interface Avail – BST & CLEC	D.1.2.1 – D.1.2.6
	Avg Response Int – Lens	D.1.3.1.1 – D.1.3.7.2
	Avg Response Int – Tag	D.1.4.1.1 – D.1.4.8.2
	Loop Makeup Inquiry - Manual	F.2.1.1
	Loop Makeup Inquiry – Electronic	F.2.2.1
	Svc Inquiry w Firm Order	F.3.1.1 – F.3.1.2
	Maintenance	
	Interface Avail – BST	D.2.1.1
	Interface Avail – CLEC	D.2.2.1 – D.2.2.2
	Interface Avail – BST & CLEC	D.2.3.1 – D.2.3.7
	Avg Response Interval	D.2.4.1.1 – D.2.4.11.3
	Ordering Center – Speed of Ans	F.4.1
	Mtce. Center – Speed of Ans	F.5.1
	General – Billing	
	Usage Data Delivery Accuracy	F.9.1
	Usage Data Delivery Timeliness	F.9.2
	Usage Data Delivery Complete	F.9.3
	Mean Time to Deliver Usage	F.9.4
	Recurring Charge Complete	F.9.5.1 – F.9.5.3
	Non Recurring Charge Complete	F.9.6.1 – F.9.6.3
	General – Change Management	
	Percent Notices Sent On Time	F.10.1
	Avg. Delay Days of Notices	F.10.2

Checklist Item	SQM Item	Attachment 1 Items
	Percent Documents Sent on Time	F.10.3 – F.10.4
	Avg. Delay Days of Documents	F.10.5
	Notify of CLEC Interface Outages	F.10.6
	General – New Business Requests	F.11.1 – F.11.2.3
	General – Ordering	
	Acknowledgement Message Time	F.12.1.1 – F.12.1.2
	Acknowledgement Message Com	F.12.2.1 – F.12.2.2
	Mean Time to Notify of Net. Out.	F.14.1
#3 – Poles, Ducts, Conduits and Rights-of-Way	No Performance Measurements Relevant for this Checklist Item	
#4 – Unbundled Local Loops	Ordering	
	Rejected Service Requests	B.1.1.5 – B.1.1.13
		B.1.2.5 – B.1.2.13
		B.1.3.5 – B.1.3.13
		B.1.3.18 – B.1.3.20
	Reject Interval	B.1.4.5 – B.1.4.13
		B.1.6.5 – B.1.6.13
		B.1.8.5 – B.1.8.13
		B.1.8.18 – B.1.8.20
	FOC Timeliness	B.1.9.5 – B.1.9.13
		B.1.11.5 – B.1.11.13
		B.1.13.5 – B.1.13.13
	FOC & Reject Comp	B.1.14.5 – B.1.14.13
		B.1.15.5 – B.1.15.13
		B.1.16.5 – B.1.16.13
	FOC & Reject Comp (Multi-Resp)	B.1.17.5 – B.1.17.13
		B.1.18.5 – B.1.18.13
		B.1.19.5 – B.1.19.13
	Provisioning	
	Order Completion Interval	B.2.1.5.3.1 – B.2.1.13.2.2
		B.2.1.18.1.1 – B.2.1.19.2.2
		B.2.2.1 – B.2.2.2
	Held Orders	B.2.3.5.1.1 – B.2.3.13.2.3
		B.2.3.18.1.1 – B.2.3.19.2.3
	% Jeopardies	B.2.5.5 – B.2.5.13
		B.2.5.18 – B.2.5.19
		B.2.6.5 – B.2.6.13
		B.2.6.18 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.5 – B.2.5.13
		B.2.8.18 – B.2.8.19
		B.2.9.5 – B.2.9.13
		B.2.9.18 – B.2.9.19
		B.2.10.5 – B.2.10.13
		B.2.10.18 – B.2.10.19
		B.2.11.5 – B.2.11.13
		B.2.11.18 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Missed Installation Appoints	B.2.18.5.1.1 – B.2.18.13.2.2
		B.2.18.18.1.1 – B.2.18.19.2.2
	%Provision Troubles w/I 30 days	B.2.19.5.1.1 – B.2.19.13.2.2
		B.2.19.18.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.5.1.1 – B.2.21.13.2.2
		B.2.21.18.1.1 – B.2.21.19.2.2
		B.2.22.5.1.1 – B.2.22.13.2.2
		B.2.22.18.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.5.1.1 – B.2.24.13.2.2
		B.2.24.18.1.1 – B.2.24.19.2.2
		B.2.25.5.1.1 – B.2.25.13.2.2
		B.2.25.18.1.1 – B.2.25.19.2.2
		B.2.26.5.1.1 – B.2.26.13.2.2
		B.2.26.18.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.5.1.1 – B.2.28.13.2.2
		B.2.28.18.1.1 – B.2.28.19.2.2
		B.2.29.5.1.1 – B.2.29.13.2.2
		B.2.29.18.1.1 – B.2.29.19.2.2
		B.2.30.5.1.1 – B.2.30.13.2.2
		B.2.30.18.1.1 – B.2.30.19.2.2
	% Completions w/o notice or <24hr	B.2.32.5.1.1 – B.2.32.13.2.2
		B.2.32.18.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt DSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.2.1.1 – B.2.34.2.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.5.1 – B.3.1.9.2
	Customer Trouble Report Rate	B.3.2.5.1 – B.3.2.9.2
	Mtce Average Duration	B.3.3.5.1 – B.3.3.9.2
	Repeat Tbls w/I 30 days	B.3.4.5.1 – B.3.4.9.2
	Out of Service > 24 hours	B.3.5.5.1 – B.3.5.9.2
#5 – Unbundled Local Transport	**Ordering**	**Ordering**
	Rejected Service Requests	B.1.1.2
		B.1.2.2
		B.1.3.2
	Reject Interval	B.1.4.2
		B.1.6.2
		B.1.8.2
	FOC Timeliness	B.1.9.2
		B.1.11.2
		B.1.13.2
	FOC & Reject Comp	B.1.14.2
		B.1.15.2
		B.1.16.2
	FOC & Reject Comp (Multi-Resp)	B.1.17.2
		B.1.18.2
		B.1.19.2
	Provisioning	
	Order Completion Interval	B.2.1.2.1.1 – B.2.1.2.2.2
	Held Orders	B.2.3.2.1.1 – B.2.3.2.2.3
	% Jeopardies	B.2.5.2
		B.2.6.2
	Avg Jeopardy Notice Interval	B.2.8.2
		B.2.9.2
		B.2.10.2

Checklist Item	SQM Item	Attachment 1 Items
		B.2.11.2
	% Missed Installation Appoints	B.2.18.2.1.1 – B.2.18.2.2.2
	% Provision Troubles w/l 30 days	B.2.19.2.1.1 – B.2.19.2.2.2
	Avg Completion Notice Inter.	B.2.21.2.1.1 – B.2.21.2.2.2
		B.2.22.2.1.1 – B.2.22.2.2.2
-	Total Svc Ord Cycle Time	B.2.24.2.1.1 – B.2.24.2.2.2
		B.2.25.2.1.1 – B.2.25.2.2.2
		B.2.26.2.1.1 – B.2.26.2.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.2.1.1 – B.2.28.2.2.2
		B.2.29.2.1.1 – B.2.29.2.2.2
		B.2.30.2.1.1 – B.2.30.2.2.2
	% Completions w/o notice or <24hr	B.2.32.2.1.1 – B.2.32.2.2.2
	Mtce & Repair	B.3.1.2.1 – B.3.1.2.2
	Missed Repair Appointments	B.3.2.2.1 – B.3.2.2.2
	Customer Trouble Report Rate	B.3.3.2.1 – B.3.3.2.2
	Mtce Average Duration	B.3.4.2.1 – B.3.4.2.2
	Repeat Tbls w/l 30 days	B.3.5.2.1 – B.3.5.2.2
	Out of Service > 24 hours	
#6 – Unbundled Local Switching	Ordering	Ordering
	Rejected Service Requests	B.1.1.1
		B.1.2.1
		B.1.3.1
	Reject Interval	B.1.4.1
		B.1.6.1.
		B.1.8.1
	FOC Timeliness	B.1.9.1
		B.1.11.1
		B.1.13.1
	FOC & Reject Comp	B.1.14.1
		B.1.15.1
		B.1.16.1
	FOC & Reject Comp (Multi-Resp)	B.1.17.1
		B.1.18.1
		B.1.19.1
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.1.1.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.1.2.3
	% Jeopardies	B.2.5.1
		B.2.6.1
	Avg Jeopardy Notice Interval	B.2.8.1
		B.2.9.1
		B.2.10.1
		B.2.11.1
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.1.2.2
	% Provision Troubles w/l 30 days	B.2.19.1.1.1 – B.2.19.1.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.21.1.2.2
		B.2.22.1.1.1 – B.2.22.1.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.24.1.2.2
		B.2.25.1.1.1 – B.2.25.1.2.2
		B.2.26.1.1.1 – B.2.26.1.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.28.1.2.2
		B.2.29.1.1.1 – B.2.29.1.2.2
		B.2.30.1.1.1 – B.2.30.1.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Completions w/o notice or <24hr	B.2.32.1.1.1 – B.2.32.1.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.1.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.1.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.1.2
	Repeat Tbls w/l 30 days	B.3.4.1.1 – B.3.4.1.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.1.2
#7 – Access to 911, E911, Operator Service & Directory Assistance	Operator Services (Toll)	F.6.1 – F.6.2
	Directory Assistance	F.7.1 – F.7.2
	E911	F.8.1 – F.8.3
#8 – White Pages Directory Listings	No Performance Measurements Relevant for this Checklist Item	
#9 – Access to Telephone Numbers	No Performance Measurements Relevant for this Checklist Item	
#10 – Access to Databases and associated signaling	Database Updates	
	1. Average Database Update Interval	F.13.1.1 – F.13.1.3
	2. Percent Database Update Accuracy	F.13.2.1 – F.13.2.3
	3. NXX / LRNs loaded by LERG effective date	F.13.3
#11 – Number Portability	% Rejected Service Requests	B.1.1.16, B.1.1.17, B.1.2.16, B.1.2.17, B.1.3.16, B.1.3.17
	Reject Interval	B.1.4.16, B.1.4.17, B.1.6.16, B.1.6.17, B.1.8.16, B.1.8.17
	FOC Timeliness	B.1.9.16, B.1.9.17, B.1.11.16, B.1.11.17, B.1.13.16, B.1.13.17
	FOC & Reject Comp	B.1.14.16, B.1.14.17, B.1.15.16, B.1.15.17, B.1.16.16, B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.16, B.1.17.17, B.1.18.16, B.1.18.17, B.1.19.16, B.1.19.17
	Provisioning	
	OCI	B.2.1.16.1.1 - B.2.1.17.2.2
	Held Orders	B.2.3.16.1.1 – B.2.3.17.2.3
	% Jeopardy	B.2.5.16, B.2.5.17 B.2.6.16, B.2.6.17
	Avg Jeopardy Notice Interval	B.2.8.16, B.2.8.17, B.2.9.16 B.2.9.17, B.2.10.16, B.2.10.17 B.2.11.16, B.2.11.17
	% Missed Installation Appoint LNP	B.2.18.16.1.1 – B.2.18.17.2
	% Provision Troubles w/l 30 days	B.2.19.16.1.1 – B.2.19.17.2.2
	Avg Completion Notice Inter.	B.2.21.16.1.1 – B.2.21.17.2.2 B.2.22.16.1.1 – B.2.22.17.2.2
	Total Svc Ord Cycle Time LNP	B.2.24.16.1.1 – B.2.24.17.2.2 B.2.25.16.1.1 – B.2.25.17.2.2 B.2.26.16.1.1 – B.2.26.17.2.2
	Total S O Cycle Time(offer) LNP	B.2.28.16.1.1 – B.2.28.17.2.2 B.2.29.16.1.1 – B.2.29.17.2.2 B.2.30.16.1.1 – B.2.30.17.2.2
	Disconnect Timeliness LNP	B.2.31.1 – B.2.31.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.12.1, B.3.1.12.2
	Customer Trouble Report Rate	B.3.2.12.1, B.3.2.12.2

Checklist Item	SQM Item	Attachment 1 Items
	Mtce Average Duration	B.3.3.12.1, B.3.3.12.2
	Repeat Tbls w/l 30 days	B.3.4.12.1, B.3.4.12.2
	Out of Service > 24 hours	B.3.5.12.1, B.3.5.12.2
#12 – Local Dialing Parity	No Performance Measurements Relevant for this Checklist Item	
#13 – Reciprocal · Compensation	No Performance Measurements Relevant for this Checklist Item	
#14 – Resale	Ordering	
	Rejected Service Requests	A.1.1.1 – A.1.3.6
	Reject Interval	A.1.4.1 – A.1.4.6
		A.1.6.1 – A.1.6.6
		A.1.8.1 – A.1.8.6
	FOC Timeliness	A.1.9.1 – A.1.9.6
		A.1.11.1 – A.1.11.6
		A.1.13.1 – A.1.13.6
	FOC & Reject Comp	A.1.14.1 – A.1.16.6
	FOC & Reject Comp (Multi-Resp)	A.1.17.1 – A.1.19.6
	Provisioning	
	Order Completion Interval	A.2.1.1.1.1 – A.2.1.6.2.2
	Held Orders	A.2.2.1.1.1 – A.2.2.6.2.3
	% Jeopardies	A.2.4.1 – A.2.5.6
	Avg Jeopardy Notice Interval	A.2.7.1 – A.2.8.6
		A.2.9.1 – A.2.10.6
	% Missed Installation Appoints	A.2.11.1.1.1 – A.2.11.6.2.2
	% Provision Troubles w/l 30 days	A.2.12.1.1.1 – A.2.12.6.2.2
	Avg Completion Notice Inter.	A.2.14.1.1.1 – A.2.15.6.2.2
	Total Svc Ord Cycle Time	A.2.17.1.1.1 – A.2.19.6.2.2
	Total Svc Ord Cycle Time (offer)	A.2.21.1.1.1 – A.2.23.6.2.2
	% Completions w/o notice or <24hr	A.2.24.1.1 – A.2.24.6.2.2
	Service Order Accuracy	A.2.25.1.1.1 - A.2.25.3.2.2
	Mtce & Repair	
	Missed Repair Appointments	A.3.1.1.1 – A.3.1.6.2
	Customer Trouble Report Rate	A.3.2.1.1 – A.3.2.6.2
	Mtce Average Duration	A.3.3.1.1 – A.3.3.6.2
	Repeat Tbls w/l 30 days	A.3.4.1.1 – A.3.4.6.2
	Out of Service > 24 hours	A.3.5.1.1 – A.3.5.6.2
	Billing	A.4.1 – A.4.2

Purpose

The purpose of this document is to present an Action Plan to assist in reducing the number of clarifications and increase electronic order flow through. This recommendation comes after a 9-month review of detailed clarification analysis.

Action Plan

After reviewing order clarifications, I believe that concentration efforts in the following area would decrease clarifications and increase your electronic flow through. By increasing electronic flow through a significant cost reduction in LSR processing can be achieved. After careful consideration, if the following areas could be addressed, I think it would make a vast difference in provisioning orders and affect other areas where considerable time is spent.

Targeted Areas :
- **BellSouth Business Rules**
- **CSOTS**
- **USOC Manual**
- **Tariffs**
- **Service Interval Guide**
- **CCP (Change Control Process)**
- **Training**

BellSouth Business Rules

The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. If a person in each area could become your Business Rule expert and share their knowledge with the others as the business rules change.

* An area for significant improvement is clarifications due to RPONS
**See attached document for WEB Site address

CSOTS

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example :
Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to make a new Due Date.

These are just a couple of examples that can save time and allow your provisioning staff to handle more important issues.
*See attached document for WEB Site address
** A user ID and Password is required. This can be obtained from your Account Team.

USOC Manual

A large volume of clarifications and order being provisioned incorrectly is for the wrong USOC. Certain USOCS are used for different classes of service. FIDS also play a major role.

My recommendation is to pull a hard copy of this document or purchase a hard copy of this document. I would then have someone be the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service. This accounts for a large number of clarifications.

Examples :

List Class of Services USOCS (Residence, Business, Complex and UNE) Associate Call Waiting, Caller Id Call Forwarding USOCS that go with each Class of Service.

Associate as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.
*See attached document for WEB Site address

Tariff   The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC tariff for all 9 BellSouth states can be found on the WEB.
*See attached document for WEB Site address

Service Interval Guide   The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.
*See attached document for WEB Site address

Training   I would recommend that the CLEC Training Web Site be viewed and review what is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.
*See attached document for WEB Site address

Change Control Process - CCP   The Change Control Process can be a valued asset to Network Telephone. I encourage you to participate in this process. This process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in request, view pending request and attend meetings to have your voice heard.
**WEB SITE ADDRESS
http://www.interconnection.bellsouth.com
Select Local Exchange Carriers
Select Change Control Process

BellSouth Initiatives

BellSouth continues to improve our internal processes to further partner with Network Telephone for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
- Training new employees
- Continuation training for existing employees
- Constant monitoring of LCSC Centers and processes to improve performance
- Development of employees to improve performance
- Continue enhancements to electronic systems to increase order Flow-Through

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Summary

This Action Plan is simply a recommendation to further the goal of both BellSouth and Network Telephone being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract simply a re-affirmation of Network Telephone and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

_____
Sales Director, BellSouth

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Executive Vice President, Operations,

_____
Account Manager, BellSouth

_____
Vice President OM & Provisioning,

_____
Industrial Specialist, BellSouth

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Vice President Regulatory & Govt. Affairs