

1 BELLSOUTH TELECOMMUNICATIONS, INC.
2 DIRECT TESTIMONY OF ALPHONSO J. VARNER
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 FILED DECEMBER 4, 2003
5 DOCKET NO. 030851-TP
6

7 Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH
8 TELECOMMUNICATIONS, INC. ("BELLSOUTH") AND YOUR BUSINESS
9 ADDRESS.

10
11 A. My name is Alphonso J. Varner. I am employed by BellSouth as Assistant
12 Vice President in Interconnection Services. My business address is 675
13 West Peachtree Street, Atlanta, Georgia 30375.

14
15 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

16
17 A. I graduated from Florida State University in 1972 with a Bachelor of
18 Engineering Science degree in systems design engineering. I
19 immediately joined Southern Bell in the division of revenues organization
20 with the responsibility for preparation of all Florida investment separations
21 studies for division of revenues and for reviewing interstate settlements.

22
23 Subsequently, I accepted an assignment in the rates and tariffs
24 organization with responsibilities for administering selected rates and
25 tariffs including preparation of tariff filings. In January 1994, I was

1 appointed Senior Director of Pricing for the nine-state region. I was
2 named Senior Director for Regulatory Policy and Planning in August 1994.
3 In April 1997, I was named Senior Director of Regulatory for the nine-state
4 BellSouth region. I accepted my current position in March 2001.

5
6 Q WHAT IS THE PURPOSE OF YOUR TESTIMONY?

7
8 A. The purpose of my testimony is to:

- 9 • Demonstrate to the Florida Public Service Commission (“the
10 Commission”) that, based on performance data for the last twelve
11 months (September 2002 through August 2003), BellSouth’s Loop
12 Provisioning performance, including Hot Cuts, does not pose a barrier
13 to market entry for CLECs seeking to serve customer locations with
14 voice-grade loops;
- 15 • Propose changes to the existing performance measurements plan to
16 produce even more performance data to enable further monitoring of
17 BellSouth’s performance. These changes increase performance
18 monitoring of the batch hot cut process, coordinated and non-
19 coordinated hot cuts.
- 20 • Propose changes to the Self Effectuating Enforcement Mechanism
21 (SEEM) related to hot cuts.

22
23 Q. WHAT ISSUES ON THE FLORIDA ISSUES LIST DOES YOUR
24 TESTIMONY ADDRESS?

1 A. My testimony primarily addresses issue 5(c) with respect to: “The ILEC’s
2 performance in provisioning loops”. In particular, the loop performance
3 data provided in this filing will demonstrate that CLECs do not face an
4 operational barrier to market entry absent unbundled local switching. This
5 issue is included in Appendix A of the Commission’s Order No. PSC-03-
6 1265-PCO-TP (“Second Order on Procedure”) issued November 7, 2003,
7 regarding Docket Nos. 030851-TP and 030852-TP. However, while only
8 specifically addressing issue 5(c), the performance data contained in this
9 testimony may also be used to support, by inference, that BellSouth is
10 able to meet anticipated loop migration demand with its existing processes
11 in a timely and efficient manner, *i.e.*, issue numbers. 3(d), (e) and (g).

12

13 Q. HOW IS YOUR TESTIMONY ORGANIZED?

14

15 A. My testimony is organized into three major sections. Section I primarily
16 contains overall loop performance data for a comprehensive set of
17 Ordering, Provisioning, and Maintenance & Repair measures. In that
18 section, I also briefly address cross-connect and collocation performance.
19 In Section II, I concentrate on loop performance specifically related to hot
20 cuts, including batch hot cuts, to demonstrate BellSouth’s ability to
21 perform these conversions in an effective and timely manner. Finally, in
22 Section III, I will discuss BellSouth’s proposed additions to performance
23 measures and SEEM, if it receives unbundled switching relief.

24

25

1 **I. BELLSOUTH'S CURRENT LOOP PROVISIONING PERFORMANCE**

2

3 **A. BellSouth's Performance Measures**

4 **Q. WHAT EMPIRICAL EVIDENCE DOES BELLSOUTH PRESENT TO**
5 **SHOW THAT BELLSOUTH'S LOOP PROVISIONING PERFORMANCE**
6 **IS NOT AN OPERATIONAL BARRIER TO CLECS ENTERING THE**
7 **MARKET WITHOUT UNBUNDLED CIRCUIT SWITCHING?**

8

9 **A. My testimony presents performance data generated by measurements**
10 **approved by this Commission to demonstrate that loop provisioning is not**
11 **an operational barrier to UNE-Loop (UNE-L) market entry. Data is**
12 **provided for the period September 2002 through August 2003. Because**
13 **this Commission revised the Service Quality Measurement ("SQM") plan**
14 **in July 2003, 10 months of the data are based on the previous SQM. A**
15 **detailed discussion of the data and the detailed performance results are**
16 **provided in Exhibit AJV-1.**

17

18 **Q. DO THE CLECS HAVE EMPIRICAL EVIDENCE TO DEMONSTRATE**
19 **BELLSOUTH'S ABILITY TO PROVIDE UNBUNDLED LOOPS?**

20

21 **A. The CLECs have access to most of the CLEC aggregate data that I**
22 **present here, and can collect data on their own transactions with**
23 **BellSouth. While I obviously have not seen the CLEC's testimony in this**
24 **proceeding, past proceedings indicate that the CLECs do not produce**
25 **data of their own or utilize the CLEC aggregate data produced by**

1 BellSouth to comment on BellSouth's performance. Instead, they typically
2 rely on unsupported anecdotal evidence to allege poor performance by
3 BellSouth. If that pattern continues in this proceeding, the Commission
4 should disregard the CLECs' testimony and focus solely on the objective
5 evidence of performance that I present here.

6

7 **Q. WHAT PROCESSES DO YOU INCLUDE IN LOOP PROVISIONING**
8 **DATA?**

9

10 **A. In order to demonstrate that BellSouth provides CLECs with access to**
11 **unbundled loops in a manner such that CLECs are not impaired, the loop**
12 **provisioning data provided in this filing includes the processes involved in**
13 **providing CLECs unbundled loops from beginning to end. Therefore,**
14 **BellSouth provides data herein not only for measurements associated with**
15 **installation of voice grade loops as defined in the "Provisioning" category**
16 **of the SQM, but for measurements in the Ordering and Maintenance &**
17 **Repair categories as well. These measurement results show that**
18 **BellSouth responds to CLEC loop orders accurately and timely and**
19 **performs maintenance and repair activities in a nondiscriminatory manner.**
20 **Also, because UNE loops are terminated in collocation spaces, data for**
21 **collocation performance are included.**

22

23 **Q. PLEASE DESCRIBE THE SOURCE OF THE DATA USED IN YOUR**
24 **TESTIMONY.**

25

1 A. The data provided in this filing are produced by the Performance
2 Measurement Analysis Platform (PMAP), which is the same system
3 utilizing the same SQM that produces these data for this Commission, the
4 Commission staff, the FCC and the CLECs each month. The data results
5 are produced by the same process that yielded the data relied upon by
6 this Commission and the FCC to conclude that BellSouth met its section
7 271 obligations. As you may recall from the interLATA proceeding, PMAP
8 underwent an extremely thorough third party audit conducted by Bearing
9 Point over multiple years. The metrics audit was concluded in Florida on
10 July 30, 2002 and in Georgia on June 6, 2003 with no significant adverse
11 findings in either state.

12
13 Q. WHAT VALUE DOES THE DATA PROVIDED HAVE IN
14 DEMONSTRATING THAT UNBUNDLED LOOP PROVISIONING,
15 INCLUDING HOT CUTS, WILL NOT BE AN OPERATIONAL BARRIER
16 FOR CLECS IF SWITCHING IS NO LONGER A UNE?

17
18 A. As discussed in the testimony of BellSouth witness Mr. Ken Ainsworth, the
19 loop provisioning processes used by BellSouth in the past will continue to
20 be used in the future. From BellSouth's proven performance track record,
21 the Commission can and should infer that BellSouth's performance will
22 continue at a high level in the future. After all, it has been almost a year
23 since BellSouth entered the interLATA market in Florida, and BellSouth's
24 performance has remained consistently high. Moreover, BellSouth has
25 introduced new measures and revised others to enable this Commission

1 to evaluate even more data on BellSouth's loop provisioning processes.

2

3 Q. WHAT LOOP PROVISIONING MEASUREMENTS HAS BELLSOUTH
4 INCLUDED?

5

6 A. In addition to the measurements specifically related to hot cuts, which are
7 discussed in the next section of my testimony, BellSouth has included the
8 following SQM measures that cover the major processes associated with
9 Ordering, Provisioning and Maintenance & Repair of UNE Loops in
10 Florida. In some cases the same process is reflected, either partially or
11 wholly in multiple measures. In these cases, the multiple measures are
12 included.

13

- Ordering

14

- i. Reject Interval - Fully Mechanized, Partial Mechanized and Non
15 Mechanized

15

16

- ii. FOC Timeliness - Fully Mechanized, Partial Mechanized and
17 Non Mechanized

17

18

- iii. FOC and Reject Response Completeness - Fully Mechanized,
19 Partial Mechanized and Non Mechanized

19

20

- iv. Flow Through – UNE products

21

- v. Service Inquiry with Firm Order

22

- Provisioning

23

- i. Mean Held Order Interval

24

- ii. Average Jeopardy Notice Interval (Mechanized)

25

- iii. % Jeopardy Notice \geq 48 Hours (Mechanized)

- 1 iv. Order Completion Interval
- 2 v. Missed Installation Appointments
- 3 vi. Provisioning Troubles within 30 Days
- 4 vii. Average Completion Notice Interval (Mechanized)
- 5 viii. Cooperative Test Attempts for DSL
- 6 ix. Service Order Accuracy (Design & Non Design)
- 7 • Maintenance & Repair
- 8 i. Missed Repair Appointments
- 9 ii. Customer Trouble Report Rate
- 10 iii. Maintenance Average Duration
- 11 iv. Repeat Troubles within 30 Days
- 12 • Collocation
- 13 i. Collocation Average Response Time
- 14 ii. Collocation Average Arrangement Time
- 15 iii. Collocation Percent of Due Dates Missed

16

17 Q. WHICH PRODUCTS ARE INCLUDED WITHIN THE UNE LOOP
18 PERFORMANCE DATA?

19

20 A. Of the products for which this Commission previously ordered separate
21 data, BellSouth has included the most popular products within the UNE
22 Loop data with this filing:

- 23 • xDSL – this includes ADSL, HDSL and Unbundled Copper Loop
24 (UCL), except UCL-Non Design (ND)
- 25 • Unbundled Cooper Loop – Non-Design (UCL-ND)

- 1 • UNE ISDN Loops – this includes Basic Rate Interface (BRI), Primary
- 2 Rate Interface (PRI) and UDC
- 3 • UNE 2W Analog Loops Design with and without LNP
- 4 • UNE 2W Analog Loops Non Design with and without LNP
- 5 • Enhanced Extended Links (EELs)

6 These products encompass virtually all of the UNE loops that CLECs have
7 ordered and would be expected to order to provide voice grade service to
8 mass-market customers. Of course, the Commission has data on any
9 other loop products in which it may be interested.

10

11 Q. WHY DID BELLSOUTH INCLUDE A YEAR OF DATA WITH THIS
12 FILING?

13

14 A. BellSouth wanted to demonstrate clearly and unequivocally that its
15 performance has met, and will continue to meet, its obligations under the
16 Act. As the Commission will see, BellSouth's performance today is
17 substantially the same (and in many cases better) than when this
18 Commission and the FCC approved BellSouth's application to provide
19 interLATA relief. Consequently, there is no doubt that BellSouth provides
20 today, as it provided at the time of its 271 application, non-discriminatory,
21 timely and efficient access to UNE loops. To reach a different conclusion
22 today would directly conflict with the Commission's order in the 271
23 docket.

24

1 Q. ARE THERE ANY NEW PRODUCTS THAT CLECS WILL BE ABLE TO
2 ORDER FOR WHICH DATA ARE NOT CURRENTLY AVAILABLE?

3

4 A. Yes. Although Bellsouth currently allows CLECs to provision their own
5 "co-carrier cross-connects" that allow two or more CLECs to interconnect
6 their collocation spaces in a BellSouth central office, BellSouth plans to
7 offer a new product to help facilitate this interconnection if the CLECs want
8 BellSouth to perform this work, called "Co-Carrier Cross- Connect." This
9 product is discussed in Mr. John Ruscilli's testimony and will be a federal
10 tariff offering, which will provide for the installation of jumper patch cords
11 between the two tie pairs connecting the Physical Collocation
12 arrangements of two CLECs in BellSouth's Central Offices. The Co-
13 Carrier Cross-Connect service provides a one-to-one dedicated
14 transmission path between two CLECs' collocation arrangements located
15 in the same Central Office at two-wire, four-wire, DS1, DS3, and fiber optic
16 levels.

17

18 Given that this will be a new service offering, obviously BellSouth does not
19 currently provide for this product in its reported data. However, once the
20 product becomes available and CLEC requests for the service generate
21 activity, these data will be included in a current product category called
22 "UNE Other." Moreover, the cross-connect process is a simple procedure
23 that is already very much a part of current loop provisioning activities.
24 Loop provisioning requires installation of cross connects between
25 BellSouth equipment and CLEC collocation space, and performance of

1 this activity is already reflected in the in the measurement data. There is
2 nothing peculiar to cross-connects that involve CLEC to CLEC requests
3 that would impact the process adversely. Consequently, with the
4 understanding that this type of activity is already reflected in the loop
5 provisioning data provided in this filing, the Commission has everything
6 that it needs to evaluate the ability of CLECs to effectively serve their
7 targeted customers in the absence of UNE-P.

8
9 **B. BellSouth's Performance Results**

10 Q. WHAT WAS BELLSOUTH'S ORDERING TIMELINESS AND
11 COMPLETENESS PERFORMANCE FOR UNE LOOPS FOR THE PAST
12 12 MONTHS IN FLORIDA?

13
14 A. Ordering timeliness and completeness performance is reflected in the
15 Reject Interval, FOC Timeliness, and FOC and Reject Completeness
16 measures. The Reject Interval measure shows the extent to which an
17 LSR that contained an error by the CLEC was returned by BellSouth in a
18 timely manner to the CLEC for correction. FOC Timeliness results show
19 whether BellSouth converted an LSR submitted by a CLEC into the
20 service order necessary to perform the requested action within the
21 timeframes established by this Commission. FOC and Reject Response
22 Completeness performance indicates the extent to which a CLEC received
23 a response to each valid LSR that it submitted.

1 **Total Rejected LSRs**

2 The following tables provide a summary by month of BellSouth's
3 performance on these three metrics (including fully mechanized, partial
4 mechanized and non-mechanized LSRs) for UNE Loop LSRs that were
5 submitted by CLECs during the latest 12 months. As previously stated,
6 Exhibit AJV-1 contains a detailed breakdown of the ordering sub-metrics
7 included in the following tables.

8

% OF REJECTED LSRs MEETING REJECT INTERVAL BENCHMARKS			
<u>Month</u>	<u># LSRs Rejected</u>	<u># Rejected LSRs Meeting Benchmark</u>	<u>Percentage Meeting Benchmark</u>
Sep '02	1,507	1,361	90%
Oct '02	1,699	1,516	89%
Nov '02	1,498	1,350	90%
Dec '02	1,373	1,216	89%
Jan '03	1,183	1,057	89%
Feb '03	1,077	977	91%
Mar '03	1,151	1,053	91%
Apr '03	1,074	991	92%
May '03	1,064	997	94%
Jun '03	1,232	1,156	94%
Jul '03	1,326	1,223	92%
Aug '03	1,112	1,010	91%
TOTAL	15,296	13,907	91%

9

10 During this 12-month period (September 2002 to August 2003), the
11 average reject interval for all rejected LSRs was within the benchmark
12 interval for Fully Mechanized LSRs with errors rejected in 42 minutes on
13 average against a benchmark of 1 hour. Likewise, the average reject
14 interval was 7 hours 53 minutes for Partially Mechanized LSRs, and 6
15 hours 34 minutes for Non-Mechanized LSRs – the benchmark for Partially

1 Mechanized LSRs is 10 hours and the benchmark for Non-Mechanized
2 LSRs is 24 hours.

3

4 **Fully Mechanized**

5 For those Fully Mechanized Rejected LSRs for which BellSouth did not
6 meet the one-hour benchmark, BellSouth has conducted a detailed root
7 cause analysis of the process. The root cause analysis has identified
8 three issues that account for a significant portion of the LSRs that are
9 rejected back to the CLEC and missed the 1-hour benchmark. These
10 three issues and their corresponding status are as follows:

11

ISSUE	STATUS
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.	2. Feature implemented with Release 13.0 on 6/22/03 to properly count this LSR as partially mechanized.
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	3. Feature implemented with Release 13.0 on 6/22/03 to properly count this LSR as partially mechanized.

12

1 The previous chart reported BellSouth's performance in timely returning of
2 Rejects was based on Total Rejects (*i.e.*, Fully Mechanized, Partially
3 Mechanized and Non-Mechanized). If we only look at Fully Mechanized
4 Rejected LSRs, with the implementation of Release 13.0 effective with
5 May 2003 data, BellSouth has met the 1-hour benchmark for 96% of the
6 fully mechanized rejected LSRs for May through August 2003. BellSouth
7 continues to review the small number of fully mechanized rejected LSRs
8 that did not meet the 1-hour benchmark for potential system issues.

9 10 Partially Mechanized Rejected LSRs

11 The Florida SQM requires that BellSouth meet a benchmark for partially
12 mechanized reject notices of 95% returned within 10 hours or less. The
13 current Florida standard is much more demanding than that used for
14 approval of BellSouth's interLATA application, which required 85% of
15 reject notices returned in 10 hours or less. Nonetheless, BellSouth made
16 an average of 88% over this period.

17
18 To address the remaining LSRs that were not returned within the 10-hour
19 benchmark, BellSouth conducted a detailed raw data analysis that has
20 revealed three areas associated with the mechanized portion of the
21 partially mechanized LSRs:

- 22 • BellSouth experienced delays in processing LSRs submitted via the
23 EDI system. During September and October 2003, this problem was
24 corrected. The EDI CPUs and hard drives were replaced as well as
25 additional CPU capacity installed. Also, additional pathways between

1 the EDI translator and down stream Legacy systems were added.
2 Finally, the electronic processing of certain administrative and archival
3 activities was removed from the EDI translator to reduce overall
4 processing time of the LSRs.

- 5 • Some LSRs experience delays in resolving incorrect connecting facility
6 assignments (CFA) by the CLECs. BellSouth has determined that
7 when an incorrect CFA is provided, it is being assigned an error status
8 for further correction. Additional analysis is being performed to
9 determine if the resolution is being delayed by a system problem or if
10 the service representatives are not handling the corrections in a timely
11 manner.
- 12 • LSRs are dropping out for manual handling because of an error
13 discovered after a FOC was returned to the CLEC. There are
14 instances where an error is discovered as the Service Order begins to
15 process through the provisioning systems. Due to the way the ordering
16 and provisioning systems interact, it is not feasible for the order
17 processing systems to query the provisioning system to detect these
18 errors, prior to sending the FOC. Thus, when the error is detected as
19 the Service Order begins to process, the reject is returned to the
20 CLEC, but the time interval is measured from when the LSR was first
21 received, resulting in an unusually long reject interval. It may be
22 appropriate to exclude these types of rejects from the reject interval
23 measurement and this exclusion can be addressed in the next periodic
24 review of measurements. There are only small quantities of cases
25 where the types of conditions that cause BellSouth to miss the

1 standard occur, averaging about 65 per month. These volumes make
 2 it extremely difficult to duplicate the event that caused the problem, so
 3 that the problem can be corrected. Importantly, the small volume of
 4 misses indicates that performance is not having a significant adverse
 5 impact on CLECs.

6

7 Q. HOW IS BELLSOUTH'S FOC TIMELINESS PERFORMANCE?

8

9 A. As set forth in the chart below, BellSouth has met the benchmark
 10 established by the Commission, for 92% or more of the LSRs submitted
 11 for the past year.

12

% OF FOCs MEETING FOC TIMELINESS BENCHMARKS			
<u>Month</u>	<u># Total FOCs Returned to CLEC</u>	<u># FOCs Meeting Benchmark</u>	<u>Percentage Meeting Benchmark</u>
Sep '02	5894	5524	94%
Oct '02	7294	6893	95%
Nov '02	5699	5257	92%
Dec '02	6106	5632	92%
Jan '03	5374	5039	94%
Feb '03	5211	4907	94%
Mar '03	5102	4813	94%
Apr '03	4825	4544	94%
May '03	5029	4732	94%
Jun '03	5298	4881	92%
Jul '03	6025	5645	94%
Aug '03	4922	4527	92%
TOTAL	66779	62394	93%

13

14 Like the reject interval performance data, the average time to return all
 15 FOCs was less than the benchmark standard. During this 12-month period
 16 (September 2002 to August 2003), the average FOC interval was: 1 hour

1 10 minutes for Fully Mechanized LSRs; 8 hours 11 minutes for Partially
2 Mechanized LSRs; and, 9 hours 33 minutes for Non-Mechanized LSRs.
3 The benchmark standard for Fully Mechanized LSRs is 3 hours, the
4 benchmark for Partially Mechanized LSRs is 10 hours and the benchmark
5 for Non-Mechanized LSRs is 24 hours.

6
7 The principal area where BS is missing the standard is in Partially
8 Mechanized FOCs. To address the remaining LSRs that were not
9 returned within the 10-hour benchmark, BellSouth conducted a detailed
10 raw data analysis that has revealed three areas associated with the
11 mechanized portion of the partially mechanized LSRs:

- 12 • A number of FOCs were entered into the system within the benchmark
13 but were not counted correctly due to repeated attempts to respond to
14 the CLEC. BellSouth met its requirement of initially returning the FOC
15 within the 10-hour benchmark. However, because of a system error
16 the performance was stated incorrectly. The issue does not affect
17 BellSouth's performance for returning the FOC to the CLEC; it is just
18 understating BellSouth's performance.
- 19 • BellSouth experienced delays in processing LSRs submitted via the
20 EDI system. See detailed explanation included with Reject Interval
21 B.1.12 for this issue.
- 22 • Some CLECs are requesting that certain auto clarified (rejected)LSRs
23 be corrected and processed without the CLEC resubmitting a new
24 version of the existing LSR. In specific cases, some LSRs are being
25 corrected and put into the ordering systems without receiving a new

1 LSR from the CLEC. This causes the FOC to exceed the 10-hour
 2 benchmark. This is due to the fact that the beginning timestamp is not
 3 changed from the time the LSR was initially submitted by the CLEC,
 4 and as a result the entire time is included in the interval. This interval
 5 will almost always exceed the 10-hour FOC benchmark. In an effort to
 6 provide good customer service, BellSouth is meeting the request of the
 7 CLECs but this causes the FOC benchmark to be exceeded.

8
 9 Q. HOW IS BELLSOUTH'S PERFORMANCE ON FOC AND REJECT
 10 RESPONSE COMPLETENESS?

11
 12 A. BellSouth has returned FOCs and/or rejects for 94% or better of the LSRs
 13 each month over the past year as depicted in the following chart.

14

% OF FOC & REJECT RESPONSES RETURNED TO CLECs (95% BENCHMARK)			
<u>Month</u>	<u># Total LSRs Submitted</u>	<u># Responses Returned</u>	<u>Percentage of Total Returned</u>
Sep '02	7332	7135	97%
Oct '02	8841	8633	98%
Nov '02	7015	6800	97%
Dec '02	7392	7203	97%
Jan '03	6600	6324	96%
Feb '03	6288	6056	96%
Mar '03	6233	6081	98%
Apr '03	5927	5733	97%
May '03	6143	5949	97%
Jun '03	6773	6372	94%
Jul '03	7386	7107	96%
Aug '03	6259	5861	94%
TOTAL	82189	79254	96%

1 Q. WHAT PERCENTAGE OF THE UNE LOOP LSRs SUBMITTED BY THE
2 CLECS IN THE LAST 12 MONTHS IN FLORIDA FLOWED THROUGH
3 BELLSOUTH'S OPERATION SUPPORT SYSTEMS?
4

5 A. BellSouth does not measure the UNE Loops as a separate disaggregation
6 within the Flow Through measurement. However, the Flow Through
7 report does include a separate category for the UNE LSRs and they are
8 set forth in the following table for the September 2002 through August
9 2003 time period. Flow Through is a regional measurement and not
10 disaggregated at the state level. BellSouth exceeded the 85% benchmark
11 for Flow Through of the UNE LSRs for each month of the 12-month period
12 from September 2002 through August 2003. In fact, over 3.6 million of the
13 3.8 million UNE LSRs (95%) submitted met the flow through standard.
14 Beginning in March 2003, BellSouth added UNE-P and UNE Other
15 disaggregations to Flow-Through. (UNE Other is defined as the total
16 UNE LSRs minus the UNE-P LSRs.) BellSouth met 86.42% (62,439 of
17 72,254) of the submitted UNE Other LSRs during this period.
18

19 Q. WHAT DOES THE SERVICE INQUIRY WITH FIRM ORDER MEASURE
20 ADDRESS AND HOW DID BELLSOUTH PERFORM?
21

22 A. This measure addresses a small group of services (*i.e.*, xDSL and
23 Unbundled Interoffice Transport) that require BellSouth to check
24 equipment availability before the CLEC can submit an LSR. BellSouth
25 returned 325 of the 355 service inquiries (92%) within the 5-day interval

1 specified by the Commission during the period of September 2002 through
2 August 2003. See Exhibit AJV-1 for the details concerning this measure.

3
4 Q. WHAT WAS BELLSOUTH'S PERFORMANCE FOR UNE LOOPS ON
5 THE MEASURES IN THE PROVISIONING CATEGORY OF THE SQM?

6
7 A. Excellent. The various provisioning measures address certain aspects of
8 provisioning an individual order. For this reason summary results based
9 on the number of orders processed cannot be presented for provisioning
10 measures like they are for the ordering measures. However a cursory
11 review of the data by simply comparing the number of submetrics met
12 indicates the high level of performance as shown below.

13

% OF PROVISIONING SUB-METRICS MEETING PARITY			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Benchmarks</u>	<u>Percentage Meeting Benchmarks</u>
Sep '02	101	85	84%
Oct '02	101	93	92%
Nov '02	101	93	92%
Dec '02	103	95	92%
Jan '03	101	94	93%
Feb '03	101	94	93%
Mar '03	100	87	87%
Apr '03	100	91	91%
May '03	124	107	86%
Jun '03	140	127	91%
Jul '03	132	117	89%
Aug '03	129	114	88%
TOTAL	1333	1197	90%

14
15 BellSouth met an average of 90% of all the UNE Loop provisioning sub-
16 metrics over the last 12 months in Florida. These results were fairly

1 constant from month to month, ranging from 84% to 93%. As shown
 2 above, BellSouth met 1197 of the 1333 sub-metrics with CLEC activity
 3 during the period.

4
 5 The following table provides a detail breakdown, by provisioning measure,
 6 of the measurements included in the overall summary above.

7

12-MONTH TOTAL FOR PROVISIONING MEASURES MEETING PARITY			
<u>Measure</u>	<u>Total # Submetrics with CLEC Activity</u>	<u>Total # Submetrics Meeting Parity</u>	<u>% Meeting Parity</u>
Mean Held Order Interval	148	131	89%
Average Jeopardy Notice Interval	112	112	100%
% Jeopardy Notice >= 48 Hours	112	92	82%
Coordinated Customer Conversions	12	12	100%
Order Completion Interval	182	149	82%
Hot Cut Timeliness	46	43	93%
% Provisioning Troubles within 7 Days of Hot Cut	41	40	98%
% Missed Installation Appointments	194	170	88%
% Provisioning Troubles within 30 Days of Completions	190	167	88%
Average Completion Notice Interval	188	185	98%
% Cooperative Test	12	12	100%
SOA	96	84	88%

8
 9 Q. BRIEFLY DESCRIBE THE NATURE OF THE ISSUES THAT CAUSED
 10 MOST OF THE MISSES REFLECTED IN THE ABOVE CHARTS.

1 A. Each of these provisioning results is discussed in more detail in Exhibit
2 AJV-1. The analyses in that exhibit show that the misses for the most part
3 are not indicative of problems in BellSouth's performance. A brief
4 summary of the principal causes of the performance misses follows.

5

6

Mean Held Order Interval

7 All but 2 of the missed submetrics occurred in cases where the volume of
8 held orders was too low to indicate a problem with performance. The
9 maximum number of held orders missed in each of these submetrics was
10 only 6.

11

% Jeopardy Notice >=48 Hrs.

12 First, this measure is simply another way to measure Jeopardy Notice
13 Interval and BellSouth's performance was perfect on that measure for the
14 period. The misses that occurred in this submetric were all low volume
15 cases with a maximum of 8 notices that missed the standard in any of
16 these submetrics. The volume was so low that in many cases perfect
17 performance was required in order to meet the standard.

18

Order Completion Interval

19 In 29 of the cases where the standard was missed, the CLEC
20 performance for dispatched orders was being compared to retail
21 performance for non-dispatched orders.

22

% Missed Installation Appointments

23 For the sub-metrics missed in this area, BellSouth typically only missed a
24 small number of appointments. For example, for 10 of the sub-metrics
25 missed, 99% of the appointments were met and in two other cases 97% of

1 the appointments were met. In another 6 submetrics, fewer than five
2 appointments were missed.

3 % Provisioning Troubles<=30 Days

4 Fourteen (14) of the missed submetrics occurred in cases where the
5 volume was too low to indicate a problem with performance and another
6 two (2) misses occurred where an abnormally high % of the reports
7 resulted in no trouble being found.

8 Service Order Accuracy

9 The sub-metric results are very misleading. To illustrate, while counting
10 the number of sub-metrics meeting the benchmark over the 12-month
11 period yields only an 88% (84 out of 96 sub-metrics) accuracy rate,
12 counting the number of actual orders that were accurate yields a 98%
13 (12,723 out of 12,944 orders) accuracy rate.

14

15 As you can see from these summaries, most of the misses are not
16 indicative of systemic problems and in some cases indicate no problem at
17 all with performance. When this fact is considered along with the already
18 high level performance indicated by the raw measurement data,
19 BellSouth's performance is exceptional.

20

21 Q. HOW WAS BELLSOUTH'S UNE LOOP MAINTENANCE & REPAIR
22 PERFORMANCE?

23

24 A. Excellent. BellSouth met 87% of the UNE Loop sub-metrics associated
25 with the Maintenance & Repair measures included with this filing, and the

1 overwhelming majority of the misses do not indicate performance
 2 problems. As shown in the following table, BellSouth met 334 of the 384
 3 sub-metrics with CLEC activity during the period from September 2002
 4 through August 2003. (See Exhibit AJV-1 for a detailed breakdown of the
 5 maintenance & repair sub-metrics for the UNE loops included in this
 6 table.) The number of M&R sub-metrics is about one-third that of
 7 provisioning. Thus, there is more variability from month to month for
 8 maintenance and repair when compared to provisioning.

9

% OF M&R SUB-METRICS MEETING PARITY			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Parity</u>	<u>Percentage of Submetrics Meeting Parity</u>
Sep '02	32	27	84%
Oct '02	32	30	94%
Nov '02	32	28	88%
Dec '02	32	29	91%
Jan '03	32	29	91%
Feb '03	32	29	91%
Mar '03	32	28	88%
Apr '03	32	26	81%
May '03	32	27	84%
Jun '03	32	27	84%
Jul '03	32	29	91%
Aug '03	32	25	78%
TOTAL	384	334	87%

10 The following table provides a detailed breakdown by maintenance &
 11 repair measure of the measurements included in the overall summary
 12 above.

13
 14
 15

12-MONTH TOTAL FOR MAINTENANCE & REPAIR MEASURES MEETING PARITY			
<u>Measure</u>	<u>Total # Submetrics with CLEC Activity</u>	<u>Total # Submetrics Meeting Parity</u>	<u>% Meeting Parity</u>
% Missed Repair Appointments	96	78	81%
% Customer Trouble Report Rate	96	79	82%
Maintenance Average Duration	96	84	88%
% Repeat Troubles within 30 Days	96	93	97%

1

2 Q. BRIEFLY DESCRIBE THE ISSUES THAT CONTRIBUTED TO MANY OF
3 THE MISSED SUBMETRICS IN THE ABOVE CHART.

4

5 A. Like the provisioning measurements, these measurement results are also
6 analyzed in Exhibit AJV-1. Following is a brief summary of the principal
7 causes of these performance metric misses.

8

9 % Missed Repair Appointments and % Repeat Troubles

10 In both of these cases, all of the misses occurred where there was a very
11 low volume of activity. Such low volumes do not indicate a problem with
12 performance.

13

%Customer Trouble Report Rate

14 In all 18 cases where a miss was recorded, high quality service was
15 provided. In all cases the level of trouble report free service was at least
16 97%. When service levels are this high, the statistical test used to
17 evaluate performance is overly sensitive to service differences and
18 records a miss even though service levels are high.

1 Maintenance Average Duration

2 For five of these misses the volume was too low to draw a conclusion, and
3 for 9 of the misses the average difference between wholesale and retail
4 performance was 2 hours.

5
6 C. Cross-Connect Performance

7 Q. THE FCC SPECIFICALLY MENTIONED CLEC-TO-CLEC CROSS-
8 CONNECT PROVISIONING PERFORMANCE AS AN AREA FOR
9 REVIEW. SINCE BELLSOUTH CURRENTLY DOES NOT PROVIDE A
10 CO-CARRIER CROSS-CONNECT PRODUCT, HOW CAN THE
11 COMMISSION BE CONFIDENT THAT BELLSOUTH'S PERFORMANCE
12 IN THIS AREA WILL NOT CAUSE CLECS TO BE IMPAIRED IF UNE-P
13 IS NOT AVAILABLE?

14
15 A. The Commission may infer from BellSouth's current performance in
16 providing cross-connects for existing applications such as UNE Loops
17 what its performance would likely be for co-carrier cross-connects.
18 Notably, the loop provisioning data previously discussed includes
19 performance in provisioning all cross connects necessary to make the
20 UNE loop available. The cross connects required to provide a UNE loop
21 are not ordered separately from the loop itself, instead they are a part of
22 the UNE loop product. Consequently, the performance data for such
23 cross-connects is not separated from the data for the other parts that
24 make up the UNE loop products. In the case where a CLEC orders a new
25 loop from BellSouth, the cross-connect activity associated with completing

1 the order is a part of the reported results as provided in this filing. If a
2 CLEC order requires this loop to provided via a hot cut, the cross-connect
3 activity is included in the performance results for hot cuts, as reported
4 today and as proposed in this filing.

5
6 As previously stated in this testimony, the cross-connect process is a very
7 basic procedure that BellSouth performs on an ongoing basis with a great
8 deal of frequency. There is no appreciably greater difficulty involved in
9 providing co-carrier cross-connect as compared to a cross-connect
10 between BellSouth and a CLEC. A cross-connect is a cross-connect.
11 Therefore, based on current performance, as provided in this filing, the
12 Commission should be confident that it has everything necessary to
13 assess whether CLECs would be impaired in the absence of UNE-P.

14
15 **D. Collocation Performance**

16 **Q. HOW WELL HAS BELLSOUTH PERFORMED IN PROVIDING**
17 **COLLOCATION SPACES?**

18
19 **A. The following table shows that BellSouth met 100% of all collocation**
20 **measures during the 12-month period. (See Exhibit AJV-1 for further**
21 **details concerning the data included in this table.)**

% OF COLLOCATION SUB-METRICS MEETING BENCHMARK			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Parity</u>	<u>Percentage Meeting Parity</u>
Sep '02	7	7	100%
Oct '02	10	10	100%
Nov '02	7	7	100%
Dec '02	8	8	100%
Jan '03	10	10	100%
Feb '03	9	9	100%
Mar '03	11	11	100%
Apr '03	10	10	100%
May '03	9	9	100%
Jun '03	11	11	100%
Jul '03	7	7	100%
Aug '03	7	7	100%
TOTAL	106	106	100%

1 From the foregoing results, it is clear that CLECs do not face operational
2 barriers based on BellSouth's performance in providing timely collocation.
3 BellSouth's provision of collocation is discussed further in the testimony of
4 BellSouth witness John Ruscilli.

5

6 **II. BELLSOUTH'S CURRENT HOT CUT PERFORMANCE DATA**

7

8 Q. PLEASE IDENTIFY THE PERFORMANCE MEASUREMENTS THAT
9 BELLSOUTH CURRENTLY REPORTS RELATIVE TO HOT CUT
10 ORDERS.

11

12 A. BellSouth currently captures its performance results relative to Hot Cuts
13 and Coordinated Customer Conversions (CCC) via four measures listed in
14 the Florida SQM:

15

- P-7: Coordinated Customer Conversion Interval

- 1 • P-7A: Coordinated Customer Conversions – Hot Cut Timeliness %
2 within Interval and Average Interval
- 3 • P-7B: Coordinated Customer Conversions – Average Recovery Time
- 4 • P-7C: Hot Cut Conversions - % Provisioning Troubles Received within
5 7 days of Completed Service Order

6

7 Q. WHAT TYPES OF HOT CUTS ARE INCLUDED IN THE PERFORMANCE
8 DATA?

9

10 A. Currently, BellSouth's performance results for measures P-7, P-7A and P-
11 7B only include data for coordinated hot cuts as reflected by the title of the
12 measurement. As originally designed, these Commission-approved hot
13 cut measurements only capture coordinated conversions, which account
14 for the vast majority of conversions requested by CLECs. Further, the
15 data necessary to calculate these measures are only available on
16 coordinated hot cuts. The P-7C measurement should include coordinated
17 and non-coordinated hot cuts; however, only data for coordinated hot cuts
18 has been included. The measure will be corrected to include non-
19 coordinated cuts beginning in January 2004, as reflected in the
20 Preliminary January 2004 Notification Report filed on November 3, 2003.
21 Analysis indicates that correcting this error will have a 0.005% positive
22 impact on results (based on May 2003 data).

23

24 Q. YOU INDICATED THAT COORDINATED CONVERSIONS ACCOUNT
25 FOR THE VAST MAJORITY OF CONVERSIONS THAT CLECS

1 REQUEST. PLEASE ILLUSTRATE THE COMPARATIVE VOLUMES OF
2 COORDINATED VERSUS NON-COORDINATED CONVERSIONS.

3
4 A. Over the 12-month period from September 2002 to August 2003, the
5 average volume for non-coordinated hot cuts was less than 3% of the total
6 volume for all conversions. In contrast, coordinated hot cuts represented
7 more than 97% of total conversions on average over this same period.
8 Moreover, for the one measure, P-7C, that should include non-coordinated
9 hot cuts, not only is the volume small, but based on the measurement
10 impact assessment included in the January 2004 Preliminary Notice, the
11 percent of non-coordinated hot cuts with troubles within 7 days was only
12 0.005%, based on May 2003 data.

13
14 Q. WHAT OPERATIONS ACTIVITIES ARE COVERED BY THESE
15 MEASUREMENTS?

16
17 A. These measurements capture four discrete operational aspects of the
18 cutover process. The hot cut process is discussed at length in the
19 testimony of BellSouth witness Ken Ainsworth including the activities
20 briefly described here. The first measure P-7, *Coordinated Customer*
21 *Conversions Interval*, is used to report the time interval from the point at
22 which BellSouth disconnects an unbundled loop from the BellSouth switch
23 until the loop is cross connected to the CLEC collocation space. The
24 maximum interval allowed to complete the cutover of a given loop is 15
25 minutes and in order to meet the requirements of this metric BellSouth

1 must complete the cutover of 95% of the unbundled loops within this 15
2 minute standard. The 15-minute standard does not include the time to
3 notify the CLEC, however, BellSouth has an objective to notify the CLEC
4 within 5 minutes of completion of coordinated hot cuts because the
5 Customer Wholesale Interconnect Network Services (CWINS) center
6 monitors each coordinated hot cut and knows when it is completed so that
7 the CLEC can be notified. BellSouth's performance related to this
8 notification interval is addressed in the testimony of BellSouth witness Mr.
9 Ken Ainsworth.

10
11 While measure P-7 captures the time required to complete the cutover,
12 measure P-7A, *Coordinated Customer Conversions – Hot Cut Timeliness*
13 *% Within Interval and Average Interval*, provides an indication of whether
14 or not BellSouth began the cutover in a timely matter. Specifically, for
15 cutovers that do not involve Integrated Digital Loop Carrier (IDLC),
16 BellSouth must begin the cut within 15 minutes of the scheduled start
17 time. Therefore, for non-IDLC applications, if BellSouth begins the cutover
18 more than 15 minutes before the scheduled start time or more than 15
19 minutes after the scheduled start time, the metric is considered missed.
20 When IDLC is involved BellSouth is required to begin the cut within a 4-
21 hour window centered on the scheduled start time. In this case, if
22 BellSouth begins the cutover more than 2 hours before the scheduled start
23 time or more than 2 hours after the scheduled start time, the metric is
24 considered missed. As recognized by this Commission, the 4-hour
25 window on hot cuts involving IDLC is necessary because of the additional

1 work activities required to begin this type of hot cut.

2
3 Measure P-7B, *Coordinated Customer Conversions – Average Recovery*
4 *Time*, addresses those situations where a service outage due to the
5 cutover is isolated to BellSouth’s side of network, prior to completion of the
6 service order. The time that it takes BellSouth to resolve the service
7 outage after notification by the CLEC is reported via this measure.
8 Beginning in July 2003, the Commission determined that the average
9 recovery time should be 5 hours or less.

10
11 Finally, measure P-7C, *Hot Cut Conversions - % Provisioning Troubles*
12 *Received 7 Days of a Completed Service Order*, is designed to assess the
13 quality of the work performed for coordinated cutovers by capturing the
14 number of troubles that occur within 7 days of the cutover. This measure
15 is calculated as the percentage of circuits associated with coordinated
16 conversions that incur troubles within 7 days of the service order
17 completion. The standard established by the Commission, effective July
18 2003, requires that CLECs should experience troubles on only 3% or less
19 of the circuits involved in the coordinated cutover.

20
21 In summary, BellSouth’s current set of measurements is comprehensive,
22 with respect to customer conversions/hot cuts, in that the data reflects
23 performance on the important aspects of the process for the overwhelming
24 majority of hot cuts. Particularly, BellSouth measures and reports:
25 whether the cutover started on time (P-7A: *Coordinated Customer*

1 *Conversions – Hot Cut Timeliness % Within Interval and Average*
2 *Interval*); (2) How long it takes to complete the cutover (P-7: *Coordinated*
3 *Customer Conversions Interval*); (3) if service outage problems are
4 encountered after the cutover, but before service order completion, the
5 time it takes to resolve the problem is measured (P-7B: *Coordinated*
6 *Customer Conversions – Average Recovery Time*); and (4) after the
7 service order is completed, any problems identified within a short time
8 after the cutover associated with circuits involved in the cutover are
9 tracked (P-7C: *Hot Cut Conversions - % Provisioning Troubles Received 7*
10 *Days of a Completed Service Order*).

11
12 Q. WOULD YOU DESCRIBE BELLSOUTH'S OVERALL PERFORMANCE
13 FOR HOT CUTS FOR THE PAST 12 MONTHS IN FLORIDA?

14
15 A. Certainly. BellSouth's hot cut performance is exemplary. Exhibit AJV-1
16 contains detailed information regarding hot cut performance. However,
17 reviewing the three SQM Hot Cutover measures that capture the
18 timeliness and accuracy of the conversion (Coordinated Customer
19 Conversions, Hot Cut Timeliness and Provisioning Troubles within 7 days
20 of Cutover), BellSouth met the standard for 94 of the 98 sub-metrics with
21 CLEC activity from September 2002 through August 2003. BellSouth met
22 the standard for 96% of all sub-metrics with CLEC activity for Hot Cuts for
23 the past 12 months in Florida. The following table lists the number of sub-
24 metrics with CLEC activity that met the ordered benchmark, the total
25 number of sub-metrics with CLEC activity and the corresponding

1 percentage of sub-metrics meeting the ordered benchmark for the past 12
 2 months.

3

% OF HOT CUT SUB-METRICS MEETING BENCHMARK			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Benchmark</u>	<u>Percentage of Submetrics Meeting Benchmark</u>
Sep '02	8	8	100%
Oct '02	8	8	100%
Nov '02	8	8	100%
Dec '02	9	8	89%
Jan '03	8	8	100%
Feb '03	8	8	100%
Mar '03	8	8	100%
Apr '03	7	7	100%
May '03	8	8	100%
Jun '03	8	7	88%
Jul '03	9	7	78%
Aug '03	9	9	100%
TOTAL	98	94	96%

4

5 Q. HOW DID BELLSOUTH PERFORM IN MEETING THE 15-MINUTE
 6 BENCHMARK FOR THE CUSTOMER COORDINATED CONVERSIONS
 7 OVER THE PAST 12 MONTHS IN FLORIDA?

8

9 A. The following table provides a month-by-month breakdown of the
 10 coordinated customer conversions for Florida from September 2002
 11 through August 2003. BellSouth met over 99.9% of all coordinated
 12 conversions during this period and averaged 2 minutes and 39 seconds
 13 per cutover for the over 23,000 coordinated conversions. As already
 14 noted, the Coordinated Customer Conversion Interval does not include the
 15 time to notify the CLEC. However, as will be discussed later in this

1 testimony, because the CLECs have requested that the interval include
 2 the time to notify, BellSouth proposes to modify measure P-7, Coordinated
 3 Customer Conversion Interval, to include the time to notify the CLEC that
 4 the conversion has been completed. This modification to the
 5 measurement should only impact the performance results slightly because
 6 the CWINS center notifies the CLEC within 5 minutes of the cutover.
 7

% OF COORDINATED CUSTOMER CONVERSIONS MEETING BENCHMARK				
<u>Month</u>	<u>Total # Hot Cuts</u>	<u># Hot Cuts Meeting Benchmark</u>	<u>Percentage Meeting Benchmark</u>	<u>Average Cutover Interval</u>
Sep '02	1,911	1,910	99.9%	2:31
Oct '02	2929	2,929	100.0%	2:41
Nov '02	2,669	2,668	100.0%	2:33
Dec '02	2,330	2,327	99.9%	2:50
Jan '03	1,782	1,782	100.0%	2:29
Feb '03	1,573	1,571	99.9%	2:49
Mar '03	1,567	1,566	99.9%	2:38
Apr '03	1,623	1,623	100.0%	2:36
May '03	1,720	1,720	100.0%	2:50
Jun '03	1,609	1,609	100.0%	2:41
Jul '03	1,704	1,696	99.5%	2:39
Aug '03	<u>1,597 1,595</u>	<u>1,595</u>	<u>99.9%</u>	<u>2:33</u>
TOTAL	23,014	22,996	99.9%	2:39

8
9

10 **III. BELLSOUTH'S PROPOSED ENHANCEMENTS TO THE**
 11 **PERFORMANCE MEASURES AND SEEM PLAN**

12

13 Q. DOES BELLSOUTH PLAN TO MAKE CHANGES TO ITS
 14 PERFORMANCE MEASUREMENTS TO ADDRESS BATCH HOT CUTS
 15 SPECIFICALLY IF IT RECEIVES RELIEF FROM UNBUNDLED CIRCUIT
 16 SWITCHING?

1 A. Yes. There are a few hot cut processes that are either not covered by the
2 existing measurements or, given the anticipated volume of hot cuts when
3 switching is no longer required, that this Commission may want to monitor
4 more closely. First, BellSouth does not currently measure pre-ordering
5 and ordering functions for Batch Hot Cuts, in part because they are project
6 managed. Therefore, BellSouth proposes to add a new Pre-Ordering
7 measure to capture its performance in the initial stage of processing a
8 CLEC request for a batch conversion. BellSouth also plans to modify four
9 of the Ordering measurements to include project managed batch hot cuts
10 that were previously excluded. BellSouth's Exhibit AJV-2 contains the
11 proposed changes to the current Florida performance measurements to
12 incorporate Batch hot cuts. Additions to the existing performance
13 measures are shown in the Exhibit AJV-2 as red underlined text and
14 deletions are as blue strike-through. For the new measures that BellSouth
15 proposes to add to the Florida SQM the entire SQM page is reflected as
16 red underlined text in the exhibit.

17
18 As previously discussed, the existing hot cut timeliness measures P-7 and
19 P-7A only record data for coordinated hot cuts. In fact, the data necessary
20 to produce these measurements are only available for coordinated hot
21 cuts. It is not clear whether CLECs will elect to use coordinated or non-
22 coordinated hot cuts to convert customers from UNE-P to UNE-L when
23 switching is no longer a UNE. Therefore, BellSouth proposes to add one
24 new provisioning measure to capture BellSouth's performance on non-
25 coordinated cutovers. Finally, there is one change in the existing

1 coordinated customer conversion interval measure to include the time to
2 notify the CLEC that the cutover has been completed.

3

4 Q. PLEASE DESCRIBE A BATCH HOT CUT, FROM THE PERSPECTIVE
5 OF WHAT BELLSOUTH PROPOSES TO MEASURE.

6

7 A. Mr. Ainsworth describes batch hot cuts in detail, so I will only briefly
8 describe them focusing on the aspects that would be measured. Also, it
9 should be noted that throughout this testimony the terms "batch" hot cut
10 and "bulk" hot cut will be used interchangeably. A batch hot cut is like any
11 other hot cut except for the preordering and ordering processes. For batch
12 hot cuts the process is designed to facilitate ordering large volumes of
13 loop hot cuts simultaneously. The batch hot cut process begins with
14 submission of a Bulk Migration Notification Form by the CLEC wherein
15 due dates for many different accounts can be requested at one time.
16 Submission of this form initiates the preordering process and a unique
17 project number is assigned ending in the characters "BULK".

18

19 For batch hot cuts, a project manager is assigned at the time of the
20 CLEC's initial request, and follows the project until completion. BellSouth
21 forwards the information provided by the CLEC to each of the groups
22 required to analyze the data and establish due dates, which are returned
23 to the CLEC. BellSouth then provides this information to the CLEC.

24

25

1 After the CLEC receives the preordering information from BellSouth, the
2 CLEC begins placing orders. The CLEC can consolidate UNE-P hot cuts
3 for up to 99 accounts, each containing up to 25 lines on a single batch
4 LSR. BellSouth's systems convert this batch LSRs into single LSRs for
5 processing and service order issuance. Each individual LSR spawned by
6 the batch LSR contains the unique project number assigned during the
7 preordering process. The individual LSRs resulting from the batch LSR
8 are treated similarly to any other hot cut LSR for operational purposes.

9

10 Q. TO WHAT EXTENT ARE BATCH HOT CUT RESULTS INCLUDED IN
11 THE EXISTING PERFORMANCE MEASURES AND THE SEEM PLAN?

12

13 A. While batch hot cuts are not currently included in ordering measurement
14 results, they are reflected in other measurements where applicable.
15 Specifically, coordinated batch hot cuts are reflected in the four hot cuts
16 measures that were discussed previously (*i.e.*, P-7, P-7A, P-7B and P-
17 7C). For designed loops, CLECs are required to request order
18 coordination on batch hot cuts. In cases where the loops ordered are not
19 designed, CLECs can order batch hot cuts with or without order
20 coordination. Therefore, the measures P-7, P-7A and P-7B, would
21 currently include batch hot cuts except in those case where CLECs
22 choose not to request order coordination for non-design loops. Both
23 coordinated and non-coordinated batch hot cuts also show up in
24 measures such as: P-3, *Percent Missed Installation Appointments*; P-4,
25 *Average Completion Notice Interval (OCI) & Order Completion Interval*

1 *Distribution; P-9, Percent Provisioning Troubles with 30 Days of Service*
2 *Order Completion; M&R-1, Missed Repair Appointments; M&R-2:*
3 *Customer Trouble Report Rate; and M&R-3, Maintenance Average*
4 *Duration.*

5
6 Further, for situations where the hot cut is associated with a number port
7 (this permits the telephone number to be ported so that the end user can
8 keep the same telephone number with the new carrier), LNP measures
9 also apply. Specifically, hot cuts are already included in LNP
10 measurements such as: P-13B, *LNP - Percent Out of Service < 60*
11 *Minutes; P-13C, Percentage of Time BellSouth Applies the 10-Digit*
12 *Trigger Prior to the LNP Order Due Date; P-13D, LNP- Average*
13 *Disconnect Timeliness Interval (Non-Trigger).*

14
15 Q. PLEASE DISCUSS THE NEW PRE-ORDERING MEASUREMENT THAT
16 BELLSOUTH PLANS TO ADD TO ITS SQM, IF IT RECEIVES
17 UNBUNDLED SWITCHING RELIEF.

18
19 A. BellSouth proposes to add a Pre-Ordering measure, PO-3, *UNE Bulk*
20 *Migration – Response Time*, if it receives unbundled switching relief. This
21 proposed measurement is designed to capture the time that it takes for
22 BellSouth to provide the requesting CLEC with a response to its UNE Bulk
23 Migration Notification Form, which begins prior to the creation of a Local
24 Service Request (LSR). The submittal of this form by the CLEC triggers
25 the assignment of a project manager to this request who handles

1 providing a timely response back to the CLEC. The interval being
2 measured begins upon receipt of the UNE Bulk Migration Notification
3 Form by BellSouth and ends when a response is transmitted back to the
4 CLEC. To meet the performance standard, BellSouth must provide a
5 response to the CLEC within 7 business days for bulk migration requests
6 of less than 99 individual LSRs, within 10 business days for 100 to 199
7 individual LSRs. Because the intervals for 200 or more LSRs are
8 negotiated, no benchmark applies. The details of this measure are
9 included in Exhibit AJV-2. Since processing of the Bulk Migration
10 Notification Form is the only Ordering or Pre ordering process that is not
11 covered by existing measurements, no additional measurements of
12 ordering or pre-ordering are proposed.

13
14 This new measurement is not proposed for inclusion in SEEM. Timely
15 processing of the Bulk Migration Notification Form benefits BellSouth
16 directly. This form is the initial stage of transferring lines from UNE-P to
17 UNE-L. Because of this fact, it is CLECs, not Bellsouth, who have an
18 incentive to delay processing of these forms. BellSouth will suffer a
19 penalty in lower revenues if the form is not processed promptly.
20 Consequently, no additional penalty should apply.

21
22 **Q. WHAT REVISIONS ARE BEING MADE TO ORDERING MEASURES?**

23
24 **A.** As previously discussed, batch hot cuts are currently excluded from
25 measures of the Ordering processes because they are project managed.

1 Project managed orders are those orders which require more detailed and
2 specific information from the CLEC in order to manage the cycle from
3 service request to service completion. Specifically, these orders are of a
4 level of complexity that requires the assignment of a project manager to
5 oversee the order from beginning to end. The Ordering measures carry
6 an exclusion for orders that are project managed because project
7 managed orders are not considered in the normal flow of order types that
8 can be responded to by BellSouth according to standard and well-
9 established time frames. Typically, the timeframes for responding to such
10 orders are non-standard so they do not lend themselves to evaluation via
11 an objective standard. Consequently, ordering data produced for the
12 typical project managed order does not provide any insight on the quality
13 of BellSouth's performance.

14
15 However, hot cuts can be included in the ordering measures even though
16 they are project managed because project management of Batch
17 migrations does not affect the timeframes for processing the underlying
18 LSRs after they are generated. Thus, the variability and uniqueness
19 normally associated with project managed LSRs generally do not apply to
20 Batch migrations once the individual LSRs are generated. These LSRs
21 also have a unique project identifier that facilitates inclusion in the ordering
22 measures by permitting them to be separately identified from other
23 projects. BellSouth proposes to modify the exclusion for projects in the
24 ordering measures to include batch migration LSRs. This Ordering
25 measurement change is reflected in the Florida SQM for the following

1 **measures, attached as Exhibit AJV-2:**

- 2 • **O-7: Percent Rejected Service Requests**
- 3 • **O-8: Reject Interval**
- 4 • **O-9: Firm Order Confirmation Timeliness**
- 5 • **O-11: Firm Order Confirmation and Reject Response**
- 6 **Completeness**

7 An additional change is required to account for the unique type of LSR
8 that a CLEC can submit in this case. Instead of submitting separate LSRs
9 for each account that the CLEC wants to transfer, up to 99 accounts can
10 be submitted on a single "Global" LSR. BellSouth's systems process this
11 Global LSR into multiple separate LSRs needed to create service orders
12 to provision the services. This process is unique to batch migrations. For
13 these batch migration LSRs, the start time will be receipt of the Global
14 LSR, so the same incoming timestamp will apply to each LSR spawned by
15 the Global LSR. The Global LSR, however, will not be included in the
16 count of LSRs because the individual LSRs resulting from the Global LSR
17 are the items that receive the reject or FOC responses that are tracked in
18 reported results. The ordering measurements O-8 and O-9 have been
19 modified to reflect this fact.

20

21 **Q. DOES BELLSOUTH PROPOSE ANY NEW MEASUREMENTS FOR THE**
22 **PROVISIONING PROCESS?**

23

24 **A. Yes. To display whether BellSouth meets its provisioning obligations for**
25 **noncoordinated hot cuts, a new provisioning measure, P-7E, *Non-***

1 *Coordinated Customer Conversions - % Completed and Notified on Due*
2 *Date, is proposed.*

3
4 Specifically, this new measure provides results indicating whether
5 BellSouth completes a non-coordinated customer conversion on the due
6 date and provides notification of completion to the CLEC on the same
7 date. This is the obligation that BellSouth makes to CLECs on non-
8 coordinated hot cuts. This measure is also proposed to be included in both
9 Tier 1 and Tier 2 of SEEM.

10
11 Q. WHAT DOES BELL SOUTH PROPOSE TO CHANGE FOR EXISTING
12 PROVISIONING MEASURES?

13
14 A. Provisioning measures currently include projects and, consequently, also
15 include batch hot cuts. Thus, there is no need to change the existing
16 provisioning measures to capture batch hot cuts. BellSouth is, however,
17 proposing the modification of measure P-7, Coordinated Customer
18 Conversions Interval, to include the time to notify the CLEC that BellSouth
19 has completed the conversion (see Exhibit AJV-2). This is an issue raised
20 by the CLECs that BellSouth's hot cut interval does not include the time to
21 notify the CLEC that the transfer is complete.

22
23 The current established standard for the conversion interval is 15 minutes
24 per line. The objective time to notify the CLEC that the cutover has been
25 completed is 5 minutes. Therefore, in adjusting this measure to include

1 the time to notify the CLEC, the proposed standard conversions interval is
2 changed from 15 minutes per line to 20 minutes per line. The proposed
3 changes to this measure are included in Exhibit AJV-2.

4

5 Q. YOU HAVE PROPOSED CHANGES TO CERTAIN MEASURES OR THE
6 ADDITION OF MEASURES IN THE PRE-ORDERING, ORDERING AND
7 PROVISIONING CATEGORIES, BUT NO CHANGES TO MAINTENANCE
8 AND REPAIR. WHY IS THIS?

9

10 A. While there are certain activities particular to batch hot cuts in some of the
11 Pre-Ordering, Ordering and Provisioning processes, there is nothing in the
12 Maintenance & Repair process that would distinguish a line associated
13 with a batch hot cut from any other line. Once the lines associated with
14 the batch hot cut have been converted, the process necessary to report a
15 line trouble and the process necessary to resolve a line trouble are exactly
16 the same as for any other lines.

17

18 Q. HOW WILL BELLSOUTH'S PROPOSED CHANGES TO THE
19 PERFORMANCE MEASUREMENTS IMPACT SEEM?

20

21 A. Any existing measurements that BellSouth has proposed to change that
22 are currently in SEEM will remain in SEEM. Any new data that will be
23 reflected in those measurements will be added to one of the existing
24 SEEM disaggregations. The new measurement, P-7E, that BellSouth
25 proposes to add to the Florida SQM is also proposed as a new

1 measurement in the SEEM plan in both Tier 1 and Tier 2. Exhibit AJV-3
2 includes the proposed changes to the SEEM plan and are reflected as red
3 underlined text.

4

5 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

6

7 A. Yes.

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA FOR HOT
CUTS AND UNE LOCAL LOOPS**

TABLE OF CONTENTS

A. Introduction	2
B. Summary of Measurements	3
C. Hot Cut Results	13
1. Coordinated Customer Conversions	13
2. Hot Cut Timeliness	15
3. % Provisioning Troubles within 7 Days	15
D. UNE Local Loop Results	16
1. Ordering	17
2. Provisioning	32
3. Maintenance & Repair	47
4. Collocation	55

Attachments:

- 1 Florida Results for Hot Cuts and UNE Local Loops

FLORIDA PERFORMANCE MEASUREMENT DATA DEMONSTRATE THAT
BELLSOUTH PROVIDES NONDISCRIMINATORY PERFORMANCE FOR
HOT CUTS AND UNE LOCAL LOOPS

A. INTRODUCTION

1. Hot Cut and other UNE Local Loop data for September 2002 through August 2003 are included with this Exhibit as Attachment 1. These performance data indicate whether each sub-metric demonstrates parity performance by comparing the CLEC data to the applicable retail analogue or benchmark as stated in the SQM.
2. BellSouth will first discuss the overall Hot Cut performance in detail and then follow up with other performance data for UNE Local Loops in Florida. All data will include BellSouth's performance for the months of September 2002 through August 2003.
3. A high level summary of the measurement results indicates the high level of service that BellSouth provides as follows. BellSouth met the Coordinated Customer Conversion 15-minute benchmark for over 99.9% of all cutovers in the past 12 months in Florida. This measurement calculates the average time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For UNE Local Loops, BellSouth processed 95% of all LSRs by the required benchmark interval during the period. BellSouth met the performance standard for 90% of the provisioning sub-metrics and 87% of the maintenance &

repair sub-metrics during the 12-month period. BellSouth also met the performance standard for 100% of all collocation sub-metrics during this period.

4. BellSouth has maintained high performance levels over the past twelve months in Florida for all of its customers, both retail and wholesale. The FPSC established high performance thresholds for BellSouth to meet. The hot cut, ordering, provisioning and maintenance & repair benchmarks and retail analogues are some of the most stringent of any of the nine states within BellSouth.

B. SUMMARY OF MEASUREMENTS

5. The SQM Hot Cut measures discussed in this Exhibit include the following:
 - (P-7) Coordinated Customer Conversions
 - (P-7A) Hot Cut Timeliness
 - (P-7C) % Provisioning Troubles within 7 days of Hot Cut

6. BellSouth has included the following SQM measures associated with Ordering, Provisioning in addition to the hot cut measurements referenced above and Maintenance & Repair functions for UNE local loops in Florida in this analysis:
 - Ordering
 - i. (O-8) Reject Interval - Fully Mechanized, Partial Mechanized and Non Mechanized

- ii. (O-9) FOC Timeliness - Fully Mechanized, Partial Mechanized and Non Mechanized
- iii. (O-11) FOC and Reject Response Completeness - Fully Mechanized, Partial Mechanized and Non Mechanized
- iv. Flow Through – UNE products
- v. Service Inquiry with Firm Order
- Provisioning (in addition to the hot cut measurements)
 - i. (P-1) Mean Held Order Interval
 - ii. (P-2) Average Jeopardy Notice Interval (Mechanized)
 - iii. (P-2) % Jeopardy Notice \geq 48 Hours (Mechanized)
 - iv. (P-4) Order Completion Interval
 - v. (P-3) Missed Installation Appointments
 - vi. (P-9) Provisioning Troubles within 30 Days
 - vii. (P-5) Average Completion Notice Interval (Mechanized)
 - viii. (P-8) Cooperative Test Attempts for DSL
 - ix. (P-11) Service Order Accuracy (Design & Non Design)
- Maintenance & Repair
 - i. (M&R-1) Missed Repair Appointments
 - ii. (M&R-2) Customer Trouble Report Rate
 - iii. (M&R-3) Maintenance Average Duration
 - iv. (M&R-4) Repeat Troubles within 30 Days

7. The Collocation Measures included with this filing are:

- (C-1) Average Response Time
- (C-2) Average Arrangement Time
- (C-3) Due Dates Missed

8. BellSouth has included the latest performance data with this filing for September 2002 through August 2003. When errors in the data occur, BellSouth must report these data errors in accordance with the Commission's approved reposting policy. During this 12-month period, the only reposted data that impact the results included in this filing are for March and April of 2003 for UNE Other and UNE-P Flow Through. The data, as reposted for these two months, are reflected in the results provided herein.

9. Each month BellSouth files a Notice of Proposed Changes to performance measurements and holds a conference call to discuss them with the CLECs. Any changes in the method of calculating data are listed in the Notice. BellSouth has notified the FPSC and the CLECs of upcoming changes to its measures for September through January data months that could affect data in the months used in this analysis. The notification items potentially affecting the data included with this exhibit are as follows:

September 2003

Ordering Measurements

- (6) *Affected Measure in Exhibit: O-11*

Description of Change: Currently, Fully Mechanized and Partially Mechanized xDSL and EEL LSRs that are cancelled by a CLEC and that have not received either a FOC or a Clarification are being counted in the O-11 measure. The business rules state that these records should be excluded from the measures. BellSouth proposes to correct the code so that these records will be excluded consistent with the SQM. (RQ2961)

Impact of Change: For May 2003, 132 of 3703 records (3.56%) should have been excluded. (Correction improves reported performance)

Provisioning Measurements

(7) *Affected Measures in Exhibit:* P-1, P-2, P-3, P-4, P-5, P-7C, & P-11

Description of Change: Currently, number change orders associated with the voice service on lines with ADSL are being erroneously reported as ADSL orders. BellSouth proposes to correct the code to report such orders with the associated voice service product (e.g., 1FR, etc.) This proposed change was Item (4) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ3028)

Impact of Change: Less than .05% of orders will change.

(8) *Affected Measure in Exhibit:* P-9

Description of Change: Currently, PMAP does not match ADSL troubles to ADSL orders, Line Share troubles to Line Share orders, nor does it match Line Splitting troubles to Line Splitting orders. There are seven types of trouble scenarios not associated with the line portion of an ADSL to retail, line sharing, or line splitting service, but which are improperly being associated with service orders for the provisioning of the data side of a line connection. These trouble scenarios are identified by Trouble Type Codes in LMOS and are as follows: 1xx (No Dial Tone); 2xx (Can't Call Other); 3xx (Transmission); 4xx (Can't Be Called); 5xx (Memory Service Failure); 7xx (Physical); and 8xx (Miscellaneous). The remaining Trouble Type Codes are 6xx and 9xx, which represent physical troubles with Data and Video/Internet/ISP failures and are appropriate to associate with recently completed service orders for Line Sharing, Line Splitting, and ADSL provided to retail services. BellSouth proposes to change the PMAP code to correctly match the trouble ticket to the appropriate service order product. This proposed change was Item (3) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ2413)

Impact of Change: Based on March 2003 data, the results would change as follows: ADSL provided to Retail would change from 16.32% to 9.94% regionally and CLEC Line Share would change from 10.66% to 3.86% regionally.

M & R Measurements

(9) *Affected Measures in Exhibit:* All M&R Measures

Description of Change: Currently, PMAP is misclassifying some DS1 services as EEL products. BellSouth proposes a coding change to begin using a class of service USOC as a filter to better distinguish EELs from DS1 services. This proposed change was Item (6) on the Preliminary August 2003 Data Notification filed on June 2, 2003. (RQ3403)

Impact of Change: Based on February 2003 data the Customer Trouble Report Rate for UNE Combo Other would increase from 4.26% to 4.45%.

October 2003

Ordering Measurements

(1) *Affected Measures in Exhibit:* O-8, O-9 & O-11

Description of Change: For LENS (WEB), and TAG LSRs, PMAP is currently using the timestamp from LEO or LNP, where a timestamp is not available in the interface. BellSouth proposes to use a new time stamp in SGG, where SGG is available, which is closer to the CLEC interface. This proposed change was Item (1) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ2028 & RQ3978)

Impact of Change: Intervals will be slightly longer but BellSouth does not expect an impact on overall results.

Provisioning Measurements

(5) *Affected Measure in Exhibit:* P- 3

Description of Change: Currently, certain denial and restoral orders are being classified inappropriately as missed appointments. Denial/Restoral Orders are

bulk completed in the switch. However, the recorded completion date is the date that SOCS completes the bulk orders reflecting the denial and restoral of service. If the bulk completion occurs after the appointment day, these orders are being incorrectly counted as a BellSouth missed appointment even though there is no missed appointment code on the order. If the appointment was missed, the order would reflect a missed appointment code input by the RCMAG organization. BellSouth proposes counting only records with a valid missed appointment code in the numerator of this measure. This proposed change was Item (4) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3074)

Impact of Change: For May 2003 for both Retail and Wholesale, 198 of 3,337,331 records (0.0005%) were marked as missed appointments without a valid missed appointment code.

(6) *Affected Measures in Exhibit:* P-1, P-2, P-3, P-4, P-5, P-6, & P-9

Description of Change: Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Currently, PMAP is using the wrong table to determine the SWO code. BellSouth proposes using the correct table. This proposed change was Item (7) on the Preliminary July 2003 Data Notification filed on May 1, 2003. (RQ3215)

Impact of Change: For January 2003 in Georgia, only 1 of 709,109 wholesale and retail orders was incorrectly identified, resulting in a .00014% difference in reported records.

(8) *Affected Measure in Exhibit:* P-5

Description of Change: Currently, the ending timestamp for Average Completion Notice Interval is the first timestamp indicating that a completion notice was sent. In some cases, this initial notice is misleading because the order may be updated before it goes to final completion status and a final notice is sent. The code will be modified to only report the notify timestamp when the order goes to final completion status. This proposed change was Item (5) on the Preliminary September 2003 Data Notification filed on July 1, 2003, but has been expanded to include Georgia. (RQ3914 & RQ4120)

Impact of Change: In May 2003, for 294,837 records in Alabama, the average duration was 1.117 hours. With this change, the average duration would be 1.120 hours. In June 2003, of 19,985 records sampled in Georgia, the ACNI duration increased from .71 hours to .80 hours.

November 2003

Ordering Measurements

- (2) *Affected Measures in Exhibit: O-8, O-9 & O-11*

Description of Change: With Encore Release 14.0, BellSouth will implement the process groups of related PONs (RPONs) submitted by the CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. This proposed change was item two (2) on preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4381)

Impact of Change: Information required to determine impact is not available.

December 2003

Provisioning Measurements

- (5) *Affected Measure in Exhibit: P-7*

Description of Change: Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4326)

Impact of change: Regional results for June 2003 would increase by 0.28%.

M&R Measurements

- (7) *Affected Measures in Exhibit: MR- 1, MR-2, MR-3 & MR-4*

Description of Change: Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

Impact of Change: Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

January 2004

Ordering Measurements

- (1) *Affected Measures in Exhibit:* O-8, O-9 & O-11

Description of Change: In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. This proposed change was Item (1) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4586)

Impact of Change: For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

- (2) *Affected Measure in Exhibit:* O-11

Description of Change: For manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. This proposed change was Item (2) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4601)

Impact of Change: For August 2003, for Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator. This change will increase the performance of O-11 (non-mechanized) from 94.88% to 96.75%.

- (3) *Affected Measures in Exhibit:* O-8, O-9 & O-11

Description of Change: Currently, the PMAP code is not utilizing certain criteria that correctly identify an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to utilize these additional criteria. This proposed change was Item (3) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4623)

Impact of Change: For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

Provisioning Measurements

(6) *Affected Measures in Exhibit: P-7C*

Description of Change: Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. This proposed change was Item (5) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4128)

Impact of Change: For May 2003, there were 17 non-coordinated conversions that were not reported, none of which had troubles.

(7) *Affected Measure in Exhibit: P-1 (Florida and Tennessee only)*

Description of Change: BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. This proposed change was Item (6) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4207).

Impact of Change: For June 2003, 3 additional records would be included in the wholesale results. Minimal change to reported result.

(8) *Affected Measure in Exhibit: P-8*

Description of Change: For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all reports. This proposed change was Item (7) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4308)

Impact of Change: For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

(9) *Affected Measures in Exhibit:* All Provisioning Measures

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (8) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4522)

Impact of Change: Less than 1% volume impact in July 2003 data.

(11) *Affected Measures in Exhibit:* All Provisioning Measures

Description of Change: Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. This proposed change was Item (10) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4540)

Impact of Change: For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

M&R Measurements

(13) *Affected Measures in Exhibit:* All

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (12) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4550)

Impact of Change: Less than 1% volume impact in July 2003 data.

10. None of the above notice items impacted the data to the extent that reposting would be required.
11. The following paragraphs that discuss BellSouth's Hot Cut and UNE Local Loop performance in Florida provide empirical evidence that demonstrate that BellSouth provides nondiscriminatory access to UNE Loops. Except where noted, all measures and sub-metrics indicate state level results for the CLEC aggregate and BellSouth retail analogues.

C. BELLSOUTH'S HOT CUT PERFORMANCE IN FLORIDA

12. Attachment 1 to this Exhibit provides detail data for BellSouth's performance measurements for Hot Cuts that provide comparative performance data to facilitate the evaluation of compliance with the section 271 requirements. Attachment 1 consists of the charts for the measurements referenced in the remainder of this exhibit. Each chart has a number, such as B.2.15 and this number is included with the heading on the following paragraphs.

Coordinated Conversions – Hot Cuts

13. BellSouth's SQM measures included with this Exhibit provide the Florida Commission sufficient evidence to evaluate the extent to which BellSouth complies with the Commission's requirements regarding the timeliness of coordinated cutovers. A cursory review of the data shows that BellSouth met 94 of the 98 sub-

metrics with CLEC activity from September 2002 through August 2003. This strong performance indicated by a cursory view is further supported by the more detailed analyses that follow and indicates BellSouth's commitment to performing hot cuts timely and accurately for CLECs in Florida. These results, both individually and collectively, demonstrate that BellSouth's performance does not pose a barrier for market entry for the CLECs.

Coordinated Customer Conversions (B.2.15)

14. This report measures the average elapsed time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For the coordinated conversions (i.e., hot cuts), BellSouth in Florida met the 15-minute benchmark for 22,996 of the 23,014 scheduled conversions (lines) or 99.92% for the 12-month period. The average interval for each cutover was 2:39 minutes (minutes: seconds) during this period.

% Hot Cuts > 15 minutes Early (B.2.16)

15. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes before the agreed upon start time. During the period of September 2002 through August 2003, BellSouth in Florida performed 7,690 hot cuts (orders). This measure includes the actual number of orders instead of the individual lines as shown in the Coordinated Customer Conversions measure B.2.15 above. The order has a specific start time to begin the cutover of the series of lines on that order. For the

entire 12-month period, there were only 12 orders with an actual beginning time in excess of the 15 minutes allowed. The resulting performance met or exceeded the 5% benchmark in each of the 12 months.

Hot Cut Timeliness (B.2.17)

16. This category measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order. There were a total of 7,690 hot cuts (orders) during September 2002 through August 2003, and 99.78% of these were within the 15-minute cutover criteria. There were a total of 3 missed sub-metrics out of the 46 with CLEC activity during the period. Each of these three misses was for time-specific SL2 cutovers. BellSouth met 6 of 7 cutovers in December, 23 of 25 in June and 15 of 16 in July. With such small volumes and a 95% benchmark, BellSouth would have to perform perfectly to meet this benchmark.

% Hot Cuts > 15 minutes Late (B.2.18)

17. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes after the agreed upon start time. During the period of September 2002 through August 2003, BellSouth in Florida performed 7,690 hot cuts (orders). There were only 5 late cutovers over the period, which met or exceeded the 5% benchmark in each of the 12 months.

% Provisioning Troubles within 7 days of the Hot Cut (B.2.23)

18. The percent of completed service orders that had a trouble reported within 7 days of completion associated with a Hot Cut Conversion measures the quality and accuracy of Coordinated Customer Conversion activities. BellSouth in Florida met the Commission established benchmark for 40 of the 41 sub-metrics that had CLEC activity in September 2002 through August 2003. In July 2003, the benchmark for this sub-metric was reduced from 5% to 3% in Florida. In July 2003, BellSouth received a total of 7 trouble reports for the 128 total completed hot cut service order circuits (5.47%) for the UNE Loop Design dispatch category. While this performance did not meet the new 3% benchmark, no systemic issues were identified for any of the 7 reports received for July and the volume was too low to indicate any problems with performance. BellSouth met this benchmark in August and all other sub-metrics during this period for 98% of the sub-metrics.

D. BELLSOUTH'S PERFORMANCE IN FLORIDA FOR UNE LOCAL LOOPS

19. Attachment 1 to this Exhibit provides detailed comparative performance data for UNE Local Loops to facilitate evaluation of the extent to which nondiscriminatory performance is provided. BellSouth's SQM measures show that BellSouth provides high quality performance for CLECs in Florida.

20. BellSouth has included the following disaggregations within the UNE Local Loop data with this filing:

- xDSL – this includes ADSL, HDSL and UCL except UCL-ND
- UCL-ND (There was no valid ordering or provisioning activity during the past year for this sub-metric in Florida)
- UNE ISDN Loops – this includes BRI, PRI and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP
- EELs

These categories were chosen because they appear to cover all of the likely products that a CLEC would order to convert from UNE-P to UNE Loops (UNE-L) when unbundling switching is no longer required.

UNE Ordering Measures

21. Items B.1.1 – B.1.16 show data for Reject Interval, FOC Timeliness, and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partially electronic and manual), as well as product type. BellSouth will discuss the ordering measures at the aggregate level. For many of these sub-metrics, the individual sub-metrics contain such small volumes that it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Reject Interval

22. Items B.1.4 - B.1.8 examine the Reject Interval for BellSouth in Florida. BellSouth demonstrated strong performance in this category with 13,907 of the 15,296 LSRs (91%) returned to the CLEC within the specified benchmarks during the months of September 2002 through August 2003. BellSouth has provided excellent performance in the three interface categories (electronic, partially electronic and manual) as well.

Reject Interval / Electronic (B.1.4.)

23. For orders submitted electronically, the benchmark is a very stringent - 97% returned within one hour. Fully mechanized is defined as an order that is submitted electronically and does not require any manual handling by a service representative. BellSouth met the one-hour benchmark for 4,392 of the 4,929 LSRs (89%) returned to the CLECs in the 12-month period.

24. For those LSRs for which BellSouth did not meet the benchmark, BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark. These three issues and their corresponding status are as follows:

<u>ISSUE</u>	<u>STATUS</u>
---------------------	----------------------

<p>1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.</p>	<p>1. Feature implemented with Release 12.0 on 3/30/03.</p>
<p>2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.</p>	<p>2. Feature implemented with Release 13.0 on 6/22/03</p>
<p>3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.</p>	<p>3. Feature implemented with Release 13.0 on 6/22/03</p>

25. With the implementation of Release 13.0 with May data, BellSouth has met the 1-
hours benchmark for 1,323 of the 1,375 (96%) of the rejected LSRs for May through

August 2003. Importantly, none of these changes were to correct a problem with the systems. Two of the changes simply corrected conditions that caused BellSouth to understate its performance and the third required a change in both CLEC and retail order processing. BellSouth continues to review the small number of rejected LSRs that did not meet the 1-hour benchmark for potential system issues.

Reject Interval / Partially Electronic (B.1.6.)

26. For orders that are submitted electronically but require additional handling by a BellSouth service representative, the benchmark was 95% within 10 hours. This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate BellSouth's 271 application in Florida. BellSouth returned 5,424 of 6,195 LSRs (88%) within the 10-hour benchmark for September 2002 through August 2003.

27. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

-BellSouth experienced delays in processing LSRs submitted via the EDI system.
During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between the EDI translator and down stream Legacy systems

were added. Finally, the electronic processing of certain administrative and archival activities was removed from the EDI translator to reduce overall processing time of the LSRs.

– Some LSRs experience delays in resolving incorrect connecting facility assignments (CFA) by the CLECs. BellSouth has determined that when an incorrect CFA is provided, it is being assigned an error status for further correction. Additional analysis is being performed to determine if the resolution is being delayed by a system problem or if the service representatives are not handling the corrections in a timely manner.

– LSRs are dropping out for manual handling because of an error discovered after a FOC was returned to the CLEC. There are instances where an error is discovered as the Service Order begins to process through the provisioning systems. Due to the way the ordering and provisioning systems interact, it is not feasible for the order processing systems to query the provisioning system to detect these errors, prior to sending the FOC. Thus, when the error is detected as the Service Order begins to process, the reject is returned to the CLEC, but the time interval is measured from when the LSR was first received, resulting in an unusually long reject interval. It may be appropriate to exclude these types of rejects from the reject interval measurement and this exclusion can be addressed in the next periodic review of measurements. There are only small quantities of cases where the types of conditions that cause BellSouth to miss the standard

occur, averaging about 65 per month. These volumes make it extremely difficult to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

Reject Interval / Manual (B.1.8.)

29. For orders that are submitted on a non-mechanized basis, the benchmark is 95% within 24 hours. BellSouth met or exceeded the 24-hour benchmark for 4,091 of 4,172 LSRs (98%) rejected for September 2002 through August 2003, well above the 95% requirement.

FOC Timeliness

30. Items B.1.9 - B.1.13 examine the FOC Timeliness for BellSouth in Florida. The overall results for these measurements in Florida demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of September 2002 through August 2003, BellSouth met the specified time interval for 62,394 of the 66,779 FOCs (93%) returned.

FOC Timeliness / Electronic (B.1.9.)

31. For orders submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. During the September 2002 through August 2003 time period, 33,947 of the 35,104 FOCs returned (97%) met the 3-hour benchmark.

FOC Timeliness / Partially Electronic (B.1.12.)

32. For partially mechanized orders, the benchmark is 95% returned within 10 hours. This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate the 271 application. BellSouth returned FOCs for 22,330 of the 25,187 partially electronic LSRs (89%) submitted by the CLECs within the 10-hour criteria for the months of September 2002 through August 2003.
33. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

-A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 10-hour benchmark. However, because of a system error the performance was stated incorrectly. The issue does not affect BellSouth's performance for returning the FOC to the CLEC; it is just understating BellSouth's performance.

-BellSouth experienced delays in processing LSRs submitted via the EDI system.

See detailed explanation included with Reject Interval B.1.12 for this issue.

-Some CLECs are requesting that certain auto clarified (rejected)LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

FOC Timeliness / Manual (B.1.13.)

34. For non-mechanized orders, the benchmark is 95% returned within 24 hours. This is a much more stringent benchmark than the 85% within 36 hours that was used to evaluate the 271 application. BellSouth in Florida returned FOCs for 6,117 of the 6,448 manual LSRs (94%) submitted by the CLECs within the 24-hour criteria for the months of September 2002 through August 2003.

FOC and Reject Response Completeness

35. Items B.1.14 - B.1.16 examine the FOC and Reject Response Completeness for BellSouth in Florida. The overall results for these measurements in Florida demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of September 2002 through August 2003, BellSouth met the benchmark for 79,254 of the 82,189 FOCs and/or Rejects (96%) returned.

FOC and Reject Response Completeness / Electronic (B.1.14.)

36. For orders submitted electronically, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. During the September 2002 through August 2003 time period, 39,635 of the 41,425 LSRs (96%) had responses returned to the CLECs.

FOC and Reject Response Completeness / Partially Electronic (B.1.15.)

37. For partially mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth returned responses to the CLECs for 29,424 of the 30,033 partially electronic LSRs (98%) submitted by the CLECs for the months of September 2002 through August 2003.

FOC and Reject Response Completeness / Manual (B.1.16.)

38. For non-mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth in Florida returned responses for 10,195 of the 10,731 manual LSRs (95%) submitted by the CLECs for the months of September 2002 through August 2003.

Flow-Through / UNE (F.1.1.5)

39. BellSouth does not measure the UNE Loops as a separate disaggregation within the Flow Through measurement. However, the Flow Through report does include a separate category for the UNE LSRs and they are set forth in the following table for the September 2002 through August 2003 time period. Flow Through is a regional measurement and not disaggregated at the state level. BellSouth exceeded the 85% benchmark for Flow Through of the UNE LSRs for each month of the 12-month period from September 2002 through August 2003. In fact, over 3.6 million of the 3.8 million UNE LSRs (95%) submitted met the flow through standard.

% OF UNE LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Sep '02	209,898	188,509	90%
Oct '02	260,197	241,241	93%
Nov '02	274,935	258,373	94%
Dec '02	278,324	256,629	92%
Jan '03	362,364	334,335	92%
Feb '03	462,913	442,383	96%
Mar '03	363,180	344,857	95%
Apr '03	376,478	360,938	96%
May '03	378,364	366,638	97%

% OF UNE LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Jun '03	417,617	400,403	96%
Jul '03 *	466,463	444,904	95%
Aug '03 *	492,421	473,341	96%
TOTAL	3,850,733	3,639,210	95%

* Data for July and August 2003 is combination of UNE-P and UNE Loop

Flow-Through / UNE Other (F.1.1.7)

40. Beginning in March 2003, BellSouth added UNE-P and UNE Other disaggregations to Flow-Through. The following data provides the percent flow through for UNE Other (mostly UNE Loop performance) for March through August 2003. (UNE Other is defined as the total UNE LSRs minus the UNE-P LSRs.)

% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Mar '03	10,911	9,348	85.68%
Apr '03	11,089	9,634	86.88%
May '03	11,081	9,413	84.95%
Jun '03	12,703	11,150	87.77%
Jul '03	13,367	11,600	86.78%
Aug '03	13,103	11,294	86.19%
TOTAL	72,254	62,439	86.42%

Flow-Through / LNP (F.1.3.1)

41. The following data provides the percent flow through for LNP for September 2002 through August 2003.

% OF LNP LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Sep '02	9,298	8,258	88.81%
Oct '02	13,004	11,253	86.53%
Nov '02	12,747	10,894	85.46%
Dec '02	9,405	7,788	82.81%
Jan '03	6,181	5,098	82.48%
Feb '03	4,238	3,240	76.45%
Mar '03	5,306	4,085	76.99%
Apr '03	4,649	3,711	79.82%
May '03	4,493	3,444	76.65%
Jun '03	4,973	4,130	83.05%
Jul '03	6,646	5,743	86.41%
Aug '03	7,188	6,084	84.64%
TOTAL	88,128	73,728	83.66%

42. BellSouth filed a flow-through improvement plan progress report with this commission on September 11, 2003. The following excerpts highlight the efforts being made to improve flow-through.

Flow-through Improvement Efforts

BellSouth's additional Flow-Through Improvement (FTI) project that began in August 2002 continues to focus solely on reducing or eliminating items classified as "BST errors" in the current flow-through process. Seventy-three features and defect corrections to improve flow-through have been implemented through Release 13.0 on June 22, 2003.

BellSouth's FTI project (summarized below) has consistently improved flow-through rates for Residential Resale, Business Resale, UNE, and LNP segments from August 2002 through July 2003. BellSouth's commercial data for July 2003 demonstrates the efforts placed upon meeting the benchmarks established by this

Commission – and BellSouth's success in so doing. According to the Florida Service Quality Measurement Plan, Version 2.0 dated January 23, 2002, the benchmarks for the segments of Percent Flow-Through Service Requests are provided below along with July 2003 results:

<u>SOM FLOW-THROUGH</u> <u>SEGMENTS</u>	<u>BENCHMARKS</u>	<u>JULY 2003</u> <u>RESULTS</u>
Residence Resale	95%	97.25%
Business Resale	90%	88.82%
Unbundled Network Elements (UNE)	85%	95.38%
Local Number Portability (LNP)	85%	86.41%

The guidelines for the FTI project are as follows:

1. This project is focusing solely on reducing or eliminating items classified as "BST errors" in the current flow-through reporting process. BST errors require manual review by the Local Carrier Service Center ("LCSC"), and are due to BellSouth's functionality. In other words, the CLEC orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This 'fallout' is categorized into Error Buckets or Error Codes.
2. This project has added information technology resources, over and above those that would be designated for the normal release capacity allocation, and does not affect the capacity already identified for the 2003 or 2004 release schedule, as published and shared through the BellSouth Change Control Process ("CCP").

3. BellSouth is following the guidelines of the CCP and has opened Type-6 defect change requests as identified for improvement purposes. A description of the CCP is outlined in the Change Control Process Document located at:

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf

These Type-6 defect change requests are being implemented during the system maintenance windows as point releases and are tied to the existing release schedule. These corrections are not available for testing in CAVE since they require no change on the part of the CLEC, and affect only orders currently being processed as “BST errors”.

4. The flow-through improvement plan outlined is focusing on the Local Exchange Service Order Generator (“LESOG”), LNP Automation (“LAUTO”), and LNP Service Order Generator (“LNP SOG”) applications. BellSouth performs an analysis of the top error codes impacting flow-through and identifies flow-through errors that are isolated to the LESOG, LAUTO and LNP SOG applications. Other systems may be impacted with future maintenance releases. Implementation began mid-August 2002 for LESOG and April 2003 for the LAUTO and LNP SOG applications.

BellSouth implemented Flow-Through Improvement items on August 25, 2002, October 13, 2002, December 29, 2002, January 19, 2003, March 30, 2003, April 13, 2003, June 22, 2003, September 13, 2003 and November 23, 2003. BellSouth

has targeted software releases for the implementation of Flow-Through Improvement items in 2004.

The leveling-off of the projections in no way indicates any lack of focus on continued flow-through improvement by BellSouth; rather, it is due to the fact that further results improvements become increasingly difficult to produce. Most of the large-impact items have been implemented. That leaves only low-volume errors that, when corrected, yield only tenths-of-percentage-points improvement.

LNP

BellSouth met the flow-through benchmark of 85% for July 2003 as demonstrated by BellSouth's commercial data in PMAP. BellSouth consistently met the benchmark prior to this Commission's *Order* to implement facilities check before firm order confirmation ("FOC"). LNP Percent Flow-Through dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before FOC was implemented in Florida with Release 10.5 on June 1, 2002, which caused a negative impact on LNP flow-through as explained in BellSouth's July 30, 2002 filing. Subsequently, this functionality was implemented for Tennessee (December 2002), and precipitated the drop in LNP flow-through for February 2003. The functionality was also implemented for North Carolina in August 2003, and may produce a similar drop in LNP flow-through.

The FTI project began implementing LNP flow-through improvement items on April 13, 2003, and continues to focus on items to improve this segment. The

percent LNP flow-through has improved from 76% in May 2003 to 84.64% in August 2003 with these changes.

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

43. This measure addresses a small group of services (*i.e.*, xDSL and Unbundled Interoffice Transport) that require BellSouth to check equipment availability before the CLEC can submit an LSR. BellSouth returned 325 of the 355 service inquiries within the 5-day interval specified by the Commission during the period of September 2002 through August 2003. The following table shows these results by month. From January through August 2003, BellSouth either met the 95% benchmark or missed the benchmark by one LSR except in March where the volume of 15 service inquiries did not allow for any misses. BellSouth met the 95% benchmark for all of the last three months included in this period with only one service inquiry missing the 5-day benchmark.

% OF SERVICE INQUIRIES MEETING 95% BENCHMARK			
<u>Month</u>	<u># Sis Submitted</u>	<u># SIs Meeting Benchmark</u>	<u>Percentage</u>
Sep '02	39	35	90%
Oct '02	55	48	87%
Nov '02	34	33	97%
Dec '02	52	42	81%
Jan '03	29	28	97%
Feb '03	25	23	92%
Mar '03	15	13	87%
Apr '03	21	21	100%
May '03	27	25	93%

% OF SERVICE INQUIRIES MEETING 95% BENCHMARK			
<u>Month</u>	<u># Sis Submitted</u>	<u># SIs Meeting Benchmark</u>	<u>Percentage</u>
Jun '03	20	19	95%
Jul '03	21	21	100%
Aug '03	<u>17</u>	<u>17</u>	<u>100%</u>
TOTAL	355	325	92%

As noted above, the volume of these services has been very small. Nonetheless, BellSouth has provided good performance.

UNE Local Loops Provisioning Measures

Mean Held Order Interval

44. When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed retail orders. Significantly, the number of held orders is very low, which indicates a very high level of performance in this area.

Mean Held Order Interval / xDSL (B.2.8.5)

45. BellSouth met 13 of the 14 sub-metrics with CLEC activity during the period from September 2002 through August 2003. In September 2002, there was one CLEC order held for reasons other than facility or equipment. The interval for this held

order was 18 days, which exceeded the retail analogue comparison. With only one held order it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. BellSouth met the retail analogue comparison for all other sub-metrics with CLEC activity during the period.

Mean Held Order Interval / UNE ISDN Loops (B.2.8.6)

46. BellSouth met 18 of the 25 sub-metrics with CLEC activity during the period from September 2002 through August 2003. There are very few held orders in this category. The maximum number of held orders for any of the 7 missed sub-metrics was 6 orders in any one month. The overall distribution was two misses with only 1 held order, one miss with 2 held orders, three misses with 3 held orders and one miss with 6 held orders. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / UNE 2W Analog Loops Design with and without LNP (B.2.8.8 & B.2.8.12)

47. BellSouth met 26 of the 31 sub-metrics with CLEC activity during the period from September 2002 through August 2003. There are very few held orders in this sub-metric. There were two missed sub-metrics for the loops without LNP and each of the months had only 1 held order. For the loops with LNP there were a total of three missed sub-metrics with two months having 1 held order and the other having 2 held orders. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / UNE 2W Analog Loops Non Design with and without LNP

(B.2.8.9 & B.2.8.13)

48. BellSouth met 57 of the 59 sub-metrics with CLEC activity during the period from September 2002 through August 2003. There are very few held orders in this sub-metric. There were two missed sub-metrics for the loops with LNP and each of the months had only 1 held order. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / EELs (B.2.8.21)

49. BellSouth met 17 of the 19 sub-metrics with CLEC activity during the period from September 2002 through August 2003. There were two missed sub-metrics for the EELs sub-metric. Both of the missed sub-metrics were in the facility category and required additional facilities to be added to complete the service orders between the two central offices.

Average Jeopardy Notice Interval

50. When BellSouth can determine in advance, at least 48 hours, that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC until 5pm on the due date of the order.

Average Jeopardy Notice Interval / xDSL (B.2.11.5)

51. BellSouth met 9 of the 9 sub-metrics with CLEC activity during the period from
September 2002 through August 2003.

Average Jeopardy Notice Interval / UNE ISDN Loops (B.2.11.6)

52. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from
September 2002 through August 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Design with and without
LNP (B.2.11.8 & .12)

53. BellSouth met 32 of the 32 sub-metrics with CLEC activity during the period from
September 2002 through August 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Non Design with and
without LNP (B.2.11.9 & .13)

54. BellSouth met 41 of the 41 sub-metrics with CLEC activity during the period from
September 2002 through August 2003.

Average Jeopardy Notice Interval / EELs (B.2.11.21)

55. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from
September 2002 through August 2003.

% Jeopardy Notice >= 48 Hours / xDSL (B.2.13.5)

56. BellSouth met 5 of the 9 sub-metrics with CLEC activity during the period from September 2002 through August 2003. BellSouth met the performance standard for 87 of the 95 notices (92%) within the benchmark during this period. The small volume of jeopardies during the months not meeting the 95% benchmark did not allow for any missed notices. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. Also, the small number of jeopardies shows that the more meaningful activity, providing facilities to meet due dates is performed very well. There has been no CLEC activity since May for this sub-metric.

% Jeopardy Notice >= 48 Hours / UNE ISDN Loops (B.2.13.6)

57. BellSouth met 14 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The two missed sub-metrics were both in the non-dispatched category. In May, BellSouth failed to return 1 of the 14 notices with at least 48 hours notification and in June 1 of 12 notices did not meet the 48-hour criteria. The small volume during the months not meeting the 95% benchmark did not allow for any missed notices. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Design with and without LNP (B.2.13.8 & .12)

58. BellSouth met 25 of the 32 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The small volume during the months not meeting the 95% benchmark allowed for 1 or less missed notices. The following table shows the allowable missed notices and BellSouth's performance for the 7 missed sub-metrics.

<u>Month</u>	<u>Sub-Metric</u>	<u># Jeopardies</u>	<u>Allowed Misses</u>	<u>BellSouth Misses</u>
Nov '02	B.2.13.8.1	27	1	2
Dec '02	B.2.13.8.1	32	1	2
Mar '03	B.2.13.8.1	34	1	3
May '03	B.2.13.8.1	23	1	2
May '03	B.2.13.8.2	10	0	1
Jun '03	B.2.13.8.2	10	0	1
Jun '03	B.2.13.12.1	6	0	1

With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Non Design with and without LNP (B.2.13.9 & .13)

59. BellSouth met 34 of the 41 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The small volume during the months not meeting the 95% benchmark allowed for 2 or less missed notices.

<u>Month</u>	<u>Sub-Metric</u>	<u># Jeopardies</u>	<u>Allowed Misses</u>	<u>BellSouth Misses</u>
Sep '02	B.2.13.9.1	51	2	4
Oct '02	B.2.13.9.1	52	2	4
Mar '03	B.2.13.9.1	41	2	3
Oct '02	B.2.13.13.1	14	0	1

Nov '02	B.2.13.13.1	26	1	2
Mar '03	B.2.13.13.1	16	0	1
Apr '03	B.2.13.13.1	19	0	1

With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

% Jeopardy Notice >= 48 Hours / EELs (B.2.13.21)

60. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Percent Missed Installation Appointments

61. This measure monitors the reliability of BellSouth commitments with respect to due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth retail.

%Missed Installation Appointments / xDSL (B.2.24.6)

62. BellSouth met 14 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003. In August, BellSouth missed 3 of 18 dispatched appointments and in July BellSouth missed 1 of 5 non-dispatched

appointments. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / UNE ISDN Loops (B.2.24.7)

63. BellSouth met 13 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003. In March and April 2003, BellSouth missed 9 of 243 and 261, respectively for the dispatched appointments. For non-dispatched appointments, BellSouth missed 4 of the 71 scheduled appointments. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / UNE 2W Analog Loops Design with and without LNP (B.2.24.9 & .13)

64. BellSouth met 55 of the 58 sub-metrics with CLEC activity during the period from September 2002 through August 2003. All three of the missed sub-metrics had only 1 missed appointment. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / UNE 2W Analog Loops Non Design with and without LNP (B.2.24.10 & .14)

65. BellSouth met 78 of the 88 sub-metrics with CLEC activity during the period from September 2002 through August 2003. All of the missed sub-metrics were in the

“dispatched in” category and each missed sub-metric contained 6 or fewer missed appointments. Each of these sub-metrics met over 99% of the scheduled appointments during this period. There was no systemic issue identified for any of the missed sub-metrics.

%Missed Installation Appointments / EELs (B.2.24.22)

66. BellSouth met 10 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003. All of the missed sub-metrics were in the dispatched category and each missed sub-metric contained 5 or fewer missed appointments. Each of these sub-metrics met over 97% of the scheduled appointments during this period. There was no systemic issue identified for any of the missed sub-metrics.

Average Completion Interval (OCI)

67. The average completion interval measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The interval is measured from the time the CLEC is notified of the firm order due date until the order is completed by BellSouth. The standard for all measures except xDSL is a retail analogue. For xDSL, the orders that require conditioning are measured against a 12-day benchmark while orders that do not require conditioning have a 5-day benchmark.

Average Completion Interval / xDSL (B.2.4)

68. BellSouth met 11 of the 14 sub-metrics with CLEC activity during the period from September 2002 through August 2003. In December 2002, there were a total of 13 orders that had extended intervals due to customer request or missed appointments for customer reasons that should have been excluded from this measure. For the two remaining missed sub-metrics, there were a total of 14 orders in May and 15 in August. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval / UNE ISDN Loops (B.2.1.5)

69. BellSouth met 12 of the 17 sub-metrics with CLEC activity during the period from September 2002 through August 2003. Four of the missed sub-metrics were in the non-dispatch category. For UNE ISDN Loops, BellSouth is unable to determine at the time of the order is received whether a technician must be dispatched to the customer's premises. As a result, all orders are scheduled assuming a dispatch is required and this assumption results in a longer provisioning interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All of these orders would have met the parity requirement if compared with the dispatched retail analogue. There was one missed dispatched sub-metric that only had 1 order completed within the month. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. All the difference between the CLEC orders and the retail analogue indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP

(B.2.1.7 & .11)

70. BellSouth met 50 of the 50 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Average Completion Interval / UNE 2W Analog Loops Non Design with and without

LNP (B.2.1.8 & .12)

71. BellSouth met 60 of the 85 sub-metrics with CLEC activity during the period from September 2002 through August 2003. All of the missed sub-metrics were in the non-dispatch category. As noted above, BellSouth is unable to determine at the time of scheduling whether a dispatch out is required and therefore must schedule all orders with the longer interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All the difference between the CLEC orders and the retail analogue indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

Average Completion Interval / EELs (B.2.1.20)

72. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Provisioning Troubles within 30 Days of Service Order Completion

73. This measure shows the quality and accuracy of the completed orders. It includes the reported troubles up to 30 days after the completion of the order.

% Provisioning Troubles within 30 Days / xDSL (B.2.26.5)

74. BellSouth met 15 of the 15 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Provisioning Troubles within 30 Days / UNE ISDN Loops (B.2.26.6)

75. BellSouth met 11 of the 15 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The majority of the missed sub-metrics were due to random plug-in failures associated with the UDC service. BellSouth has met the majority of the sub-metrics since May for this measure.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Design with and without LNP (B.2.26.8 & .12)

76. BellSouth met 51 of the 56 sub-metrics with CLEC activity during the period from September 2002 through August 2003. Three of the missed sub-metrics had less than 10 orders completed within the previous 30 days and with such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. The remaining two missed sub-metrics were missed in 2002 with a higher than normal found OK percentage (25%) when the reports were closed.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Non Design with and without LNP (B.2.26.9 & .13)

77. BellSouth met 83 of the 89 sub-metrics with CLEC activity during the period from September 2002 through August 2003. Three of the six missed sub-metrics had 2 or less troubles reported in the 30-day period. The remaining three sub-metrics indicated that the majority of the troubles were closed as either facility or network terminating wire issues. No systemic issue was identified for any of the missed sub-metrics.

% Provisioning Troubles within 30 Days / EELs (B.2.26.21)

78. BellSouth met 7 of the 15 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The analysis of the 8 missed sub-metrics indicated that the reports were not confined to any one area or issue. Facilities, equipment, network terminating wire, broken jumpers, etc. were some of the reasons for the failures. With less than 200 orders in most months and one of the most complex local services offer by BellSouth, only a few troubles can increase the overall percentage when compared with a retail analogue that has a volume of at least 10 times greater than wholesale BellSouth continues to review this service for any potential systemic issues that may occur.

Cooperative Acceptance Testing

79. A loop will be considered successfully tested when both the CLEC and BellSouth agree that the loop meets the technical specifications set forth in TR 73600 for DSL service.

% Successful Cooperative Test Attempts for xDSL / (B.2.37)

80. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Average Completion Notice Interval

81. The interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Average Completion Notice Interval / xDSL (B.2.27.5)

82. BellSouth met 12 of the 13 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The only missed sub-metric was in September 2002 due to a timestamp problem that was corrected with October 2002 data. This was item 9 on the October notification dated September 3, 2002.

Average Completion Notice Interval / UNE ISDN Loop (B.2.27.6)

83. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP

(B.2.27.8 & .12)

84. BellSouth met 56 of the 58 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The only missed sub-metrics were in September 2002 due to a timestamp problem that was corrected with October 2002 data. This was item 9 on the October notification dated September 3, 2002.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP

(B.2.27.9 & .13)

85. BellSouth met 86 of the 86 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Average Completion Notice Interval / EELs (B.2.27.21)

86. BellSouth met 15 of the 15 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Service Order Accuracy

87. This measurement indicates the accuracy with which CLEC requests for service are converted to LSRs by comparing the LSR to the completed service order after provisioning has been finished.

% Service Order Accuracy / Design & Non Design (B.2.38)

88. BellSouth met 84 of the 96 sub-metrics with CLEC activity during the period from September 2002 through August 2003. While BellSouth met 42 of the 48 sub-metrics for design, over 98% of the total sample of orders (3706/3766) was accurate. For the non-design loops, BellSouth also met 42 of the 48 sub-metrics with over 98% of the total sample of orders (9017/9178) was accurate. While certain individual sub-metrics did not meet the 95% benchmark in specific months, BellSouth met the accuracy requirements for over 98% of the LSRs submitted by the CLECs during the past year.

UNE Local Loops Maintenance & Repair Measures

89. While the SQM does not require that the EELs and UCL-ND disaggregations be separated for maintenance and repair measures, BellSouth has provided these disaggregations to augment the information for UNE Local loops. The data for EELs and UCL-ND is also included in the sub-metrics ordered by the FPSC in the approved SQM.

Missed Repair Appointments

90. This measures tracks the percent of customer reports not cleared by the committed due date and time.

% Missed Repair Appointments / EELs (B.3.1.4)

91. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Missed Repair Appointments / xDSL (B.3.1.5)

92. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. BellSouth failed to meet the non-dispatch sub-metric in May 2003. BellSouth met 15 of the 16 scheduled appointments during that period.

% Missed Repair Appointments / UNE ISDN Loops (B.3.1.6)

93. BellSouth met 21 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. BellSouth missed a total of 5 appointments for the 3 sub-metrics that did not meet the retail analogue comparison. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Repair Appointments / UNE 2W Analog Loops Design (B.3.1.8)

94. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Missed Repair Appointments / UNE 2W Analog Loops Non Design (B.3.1.9)

95. BellSouth met 10 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The majority of the missed sub-metrics were in the non-dispatch category. Over the 12 month period, there was an average of 26 repair appointments with only 4 missed appointments per month. This low volume of trouble reports is itself indicative of excellent performance; the higher the percentage of missed repair appointments does not indicate poor performance.

% Missed Repair Appointments / UCD-ND (B.3.1.11)

96. BellSouth met 7 of the 9 sub-metrics with CLEC activity during the period from September 2002 through August 2003. There were only 2 scheduled appointments in both months that did not meet the retail analogue. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Customer Trouble Report Rate

97. This measure tracks the initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service. The standard comparison for each of these sub-metrics is a retail analogue. BellSouth provided over 98% trouble-free service to all CLEC lines during the past year.

% Customer Trouble Report Rate / EELs (B.3.2.4)

98. BellSouth met 12 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The 12 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. BellSouth provided 97% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 2000 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / xDSL (B.3.2.5)

99. BellSouth met 20 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The 12 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 97% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 2000 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE ISDN Loops (B.3.2.6)

100. BellSouth met 12 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The 12 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth

provided 98% trouble-free service to all customers in this category. The Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE 2W Analog Loops Design (B.3.2.8)

101. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Customer Trouble Report Rate / UNE 2W Analog Loops Non Design (B.3.2.9)

102. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. With December 2002 data, a new source feed from WFA began including the originating and terminating end of each circuit causing PMAP to double count the CLEC in service volume. The corrected data for Florida is included in Attachment 1 to this exhibit. There was no change in the parity status with this update. The following item was included in the preliminary February Data Notification dated December 1, 2003.

(8) *Affected Measures:* MR-2

Description of Change: Currently, BellSouth is over-counting lines for 2 wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. Bellsouth proposes to correct the over-counting of these loops. (RQ4664)

Impact of Change: CLEC CTRR for 2-wire analog loops non-design will approximately double.

% Customer Trouble Report Rate / UCD-ND (B.3.2.11)

103. BellSouth met 21 of the 21 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Maintenance Average Duration

104. This measure tracks the average duration of the customer trouble report from the receipt of the report until the time the trouble is cleared and closed within the system.

Maintenance Average Duration / EELs (B.3.3.4)

105. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Maintenance Average Duration / xDSL (B.3.3.5)

106. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Maintenance Average Duration / UNE ISDN Loops (B.3.3.6)

107. BellSouth met 15 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The 9 sub-metrics that did not meet the retail analogue comparison were all in the non-dispatch category. There was an approximate 2-hour difference for the sub-metrics that did not meet the retail analogue comparison. The major difference was due to the fact that in the majority of

the CLEC cases, it was necessary to have the translation technicians involved in reviewing “hairpin” connections for UDC circuits and this took extended time to resolve over the retail analogue that were mostly loop circuits. A “hairpin” connection assigns a dedicated time slot within a digital loop carrier system to make sure the UDC is always available. This is required for all UDC orders placed by the CLECs.

Maintenance Average Duration / UNE 2W Analog Loops Design (B.3.3.8)

108. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

Maintenance Average Duration / UNE 2W Analog Loops Non Design (B.3.3.9)

109. BellSouth met 21 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The three missed sub-metrics did not indicate a systemic issue when analyzed. One was due to a single missed appointment that extended the interval, another was a central office equipment problem for one CLEC in a particular office and the other was due to a facility issue that had to be resolved before the trouble could be cleared.

Maintenance Average Duration / UCD-ND (B.3.3.11)

110. BellSouth met 10 of the 12 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The two missed sub-metrics had 4 troubles in

one and 2 troubles in another. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles within 30 Days

111. This measurement records the percent of customer troubles, during the current reporting period, which had at least one prior trouble on the same line/circuit, anytime in the preceding 30 calendar days from the receipt of the current trouble report.

% Repeat Troubles within 30 Days / EELs (B.3.4.4)

112. BellSouth met 19 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The majority of the missed sub-metrics were due to the small number of reports that were received. During the 12 month period there was an average of 35 reported troubles with 4 classified as repeat reports per month. Any repeat reports with such small volumes inflates the percentage compared with a retail analogue that has over 600 times the volume of the wholesale results. In fact the low trouble report volume means that the higher percent repeat trouble report rates are not indicative of poor performance.

% Repeat Troubles within 30 Days / xDSL (B.3.4.5)

113. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Repeat Troubles within 30 Days / UNE ISDN Loops (B.3.4.6)

114. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. In August 2003, BellSouth had a total of 9 repeat reports for the 37 total reports taken for this sub-metric. There were no systemic issues identified for any of the 9 repeat reported troubles.

% Repeat Troubles within 30 Days / UNE 2W Analog Loops Design (B.3.4.8)

115. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003.

% Repeat Troubles within 30 Days / UNE 2W Analog Loops Non Design (B.3.4.9)

116. BellSouth met 22 of the 24 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The two missed sub-metrics were due to the small number of reports that were received. Both missed sub-metrics only had a total of 23 reported troubles with 8 being classified as repeat reports. Any repeat reports with such small volumes inflates the percentage compared with a retail analogue that has over 2000 times the volume of the wholesale results.

% Repeat Troubles within 30 Days / UCD-ND (B.3.4.11)

117. BellSouth met 8 of the 10 sub-metrics with CLEC activity during the period from September 2002 through August 2003. The two missed sub-metrics had 4 troubles in one and 2 troubles in another. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Collocation

118. BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E, Items E.1.1.1 through E.1.3.2, provides these results.

119. During the months of September 2002 through August 2003, BellSouth met or exceeded the benchmark for every sub-metric that had CLEC activity in this category. There were a total of 484 requests for physical collocation received from the CLECs during this period. The benchmark for the average response time for such requests is less than or equal to 15 days. BellSouth averaged less than 6 days for the average response interval (E.1.1.2 & E.1.1.3) in this sub-metric. In addition, there were a total of 21 requests for virtual collocation received from the CLECs during this period. The benchmark for the average response time for virtual requests is less than or equal to 15 days. BellSouth averaged 5 days for the average response interval (E.1.1.1) in this sub-metric.

120. There were a total of 20 physical collocation orders with 90-day completion benchmarks that completed in this time period. BellSouth completed these 20 orders in an average of 63 days. In addition, there were a total of 19 virtual collocation orders with 45-day completion benchmarks that completed in this time period. BellSouth averaged 11 days for completion of these 19 orders.

121. During the period from September 2002 through August 2003, BellSouth completed all 470 of the 470 (100%) (E.1.3.1/E.1.3.2) scheduled virtual and physical orders on time. The benchmark for this measure, Percent Due Dates Missed, changed from less than 10% of the scheduled orders missed within the period to less than 5% in July 2002. These results demonstrate BellSouth's commitment to provide nondiscriminatory access to collocation arrangements in Florida's central offices.
122. This concludes the data analysis associated with BellSouth's performance for Hot Cuts and UNE Local Loops.

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

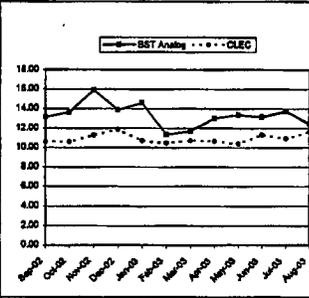
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.5.3.1 UNE ISDN/c6 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	13.16	3,368	256	10.82	2,071	195	11.740	2.2713	YES
Oct-02	13.63	4,471	328	10.57	2,936	278	11.448	3.2836	YES
Nov-02	15.84	4,394	276	11.27	2,310	205	14.834	3.4134	YES
Dec-02	13.58	3,568	257	11.87	2,208	188	12.523	1.6703	YES
Jan-03	14.59	4,930	338	10.72	2,015	188	12.728	3.3407	YES
Feb-03	11.95	2,883	254	10.44	1,847	177	8.333	1.4782	YES
Mar-03	11.70	2,351	201	10.89	2,083	192	8.983	1.4245	YES
Apr-03	13.02	3,034	233	10.84	2,160	203	9.783	2.6351	YES
May-03	13.59	1,512	113	10.37	933	90	16.399	1.2992	YES
Jun-03	13.15	1,315	100	11.33	1,246	110	11.490	1.1512	YES
Jul-03	13.72	1,537	112	10.93	961	87	9.956	1.9605	YES
Aug-03	12.83	1,181	95	11.95	1,258	108	6.513	0.8562	YES

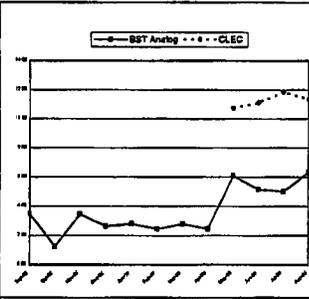
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.3.2 UNE ISDN/c6 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	3.49	1,209	346				3.686		
Oct-02	4.25	772	816				2.130		
Nov-02	3.47	788	227				8.155		
Dec-02	2.65	357	135				6.070		
Jan-03	2.79	804	288				3.823		
Feb-03	2.44	474	194				4.234		
Mar-03	2.81	544	194				8.567		
Apr-03	2.45	417	168				4.211		
May-03	6.09	1,286	211	10.76	441	41	6.759	-4.0427	NO
Jun-03	5.17	1,588	307	11.13	823	56	6.759	-5.0618	NO
Jul-03	5.01	1,282	258	11.88	865	56	7.470	-6.2318	NO
Aug-03	6.35	997	157	11.35	420	37	6.649	-4.1159	NO

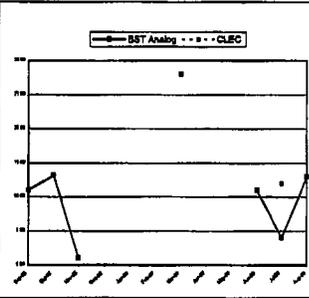
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.4.1 UNE ISDN/6-13 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.00	22	2				0.000		
Oct-02	13.20	66	5				4.382		
Nov-02	11.00	1	1				0.000		
Dec-02									
Jan-03									
Feb-03									
Mar-03	11.00	28	1				0.000		
Apr-03									
May-03									
Jun-03	11.00	11	1				0.000		
Jul-03	4.00	4	1	12.00	12	1	0.000		NO
Aug-03	13.00	13	1				0.000		

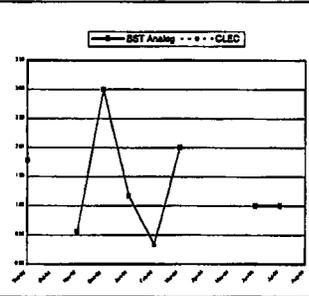
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	3.78	5	3				1.347		
Oct-02									
Nov-02	0.56	2	3				0.385		
Dec-02	3.00	3	1				0.000		
Jan-03	1.17	2	2				1.179		
Feb-03	0.33	0	1				0.000		
Mar-03	2.00	2	1				0.000		
Apr-03									
May-03									
Jun-03	1.00	1	1				0.000		
Jul-03	1.00	1	1				0.000		
Aug-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

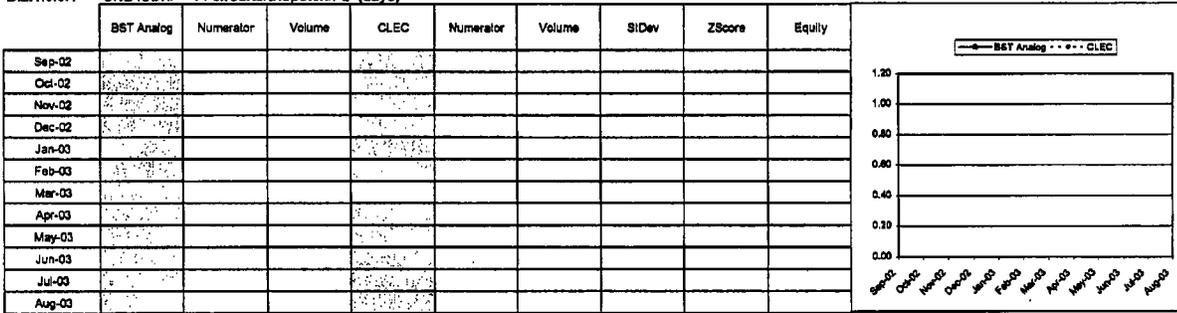


Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

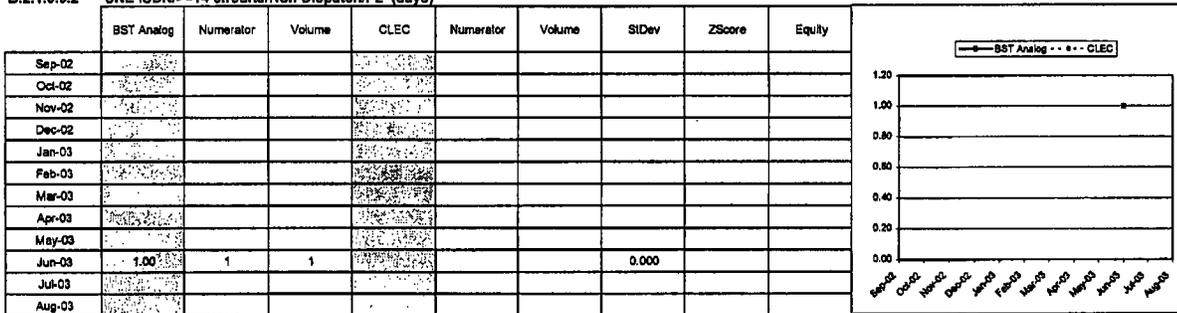
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.5.5.1 UNE ISDN/>=14 circuits/Dispatch/FL (days)



B.2.1.5.5.2 UNE ISDN/>=14 circuits/Non-Dispatch/FL (days)



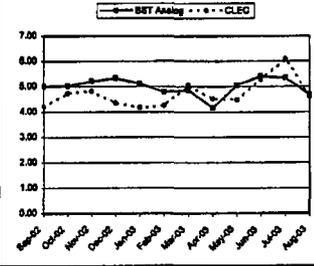
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.7.1.1 2W Analog Loop Design<10 circuits/Dispatch/FL (days)

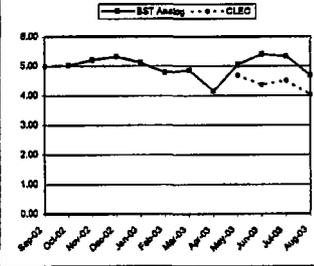
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00	233,090	46,659	4.21	949	154	6.290	1.5492	YES
Oct-02	5.03	246,326	49,007	4.74	767	166	6.233	0.5890	YES
Nov-02	5.20	213,056	40,942	4.62	832	131	6.631	0.8389	YES
Dec-02	5.33	209,595	39,331	4.36	665	153	6.721	1.8049	YES
Jan-03	5.11	239,503	46,897	4.17	705	169	6.693	1.7571	YES
Feb-03	4.76	193,326	40,357	4.25	675	169	6.246	1.0964	YES
Mar-03	4.67	197,295	40,537	4.04	1,049	208	6.108	-0.4206	YES
Apr-03	4.16	207,101	46,827	4.62	699	199	6.635	-0.7664	YES
May-03	5.05	175,030	34,679	4.07	264	59	6.726	0.6533	YES
Jun-03	5.41	192,769	35,821	4.26	217	41	6.096	0.1255	YES
Jul-03	5.34	196,246	35,790	6.07	170	25	6.164	-0.6314	YES
Aug-03	4.68	166,223	35,489	4.69	193	42	3.679	0.1479	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.7.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/FL (days)

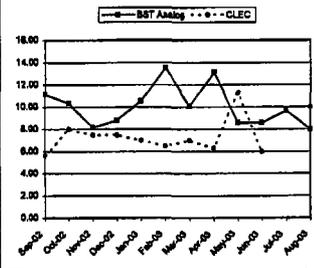
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00	233,090	46,659				6.290		
Oct-02	5.03	246,326	49,007				6.233		
Nov-02	5.20	213,056	40,942				6.631		
Dec-02	5.33	209,595	39,331				6.721		
Jan-03	5.11	239,503	46,897				6.693		
Feb-03	4.76	193,326	40,357				6.246		
Mar-03	4.67	197,295	40,537				6.108		
Apr-03	4.16	207,101	46,827				6.635		
May-03	5.05	175,030	34,679	4.68	356	76	6.726	0.4699	YES
Jun-03	5.41	192,769	35,821	4.37	166	38	6.096	1.0597	YES
Jul-03	5.34	196,246	35,790	4.51	136	30	6.164	0.7324	YES
Aug-03	4.68	166,223	35,489	4.03	141	35	3.679	0.9999	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.7.2.1 2W Analog Loop Design>=10 circuits/Dispatch/FL (days)

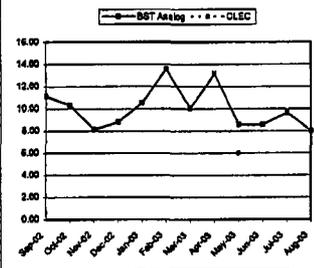
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.16	4,094	367	6.67	17	3	20.784	0.4555	YES
Oct-02	10.32	3,631	381	6.00	8	1	15.499	0.1493	YES
Nov-02	8.15	2,256	277	7.50	15	2	10.063	0.0902	YES
Dec-02	6.79	2,611	297	7.50	16	2	11.327	0.1608	YES
Jan-03	10.53	3,707	352	7.00	42	6	14.314	0.5994	YES
Feb-03	13.66	4,270	315	6.50	13	2	21.923	0.4538	YES
Mar-03	10.05	2,834	282	7.00	14	2	16.346	0.2928	YES
Apr-03	9.15	3,565	271	6.25	44	7	20.631	0.8614	YES
May-03	8.61	2,196	255	11.25	45	4	9.749	-0.5370	YES
Jun-03	6.67	2,279	266	6.00	12	2	11.486	0.3148	YES
Jul-03	9.65	2,653	275	6.00			12.333		
Aug-03	7.86	1,709	214	10.00	30	3	8.026	-0.4320	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.7.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.16	4,094	367				20.784		
Oct-02	10.32	3,631	381				15.499		
Nov-02	8.15	2,256	277				10.063		
Dec-02	6.79	2,611	297				11.327		
Jan-03	10.53	3,707	352				14.314		
Feb-03	13.66	4,270	315				21.923		
Mar-03	10.05	2,834	282				16.346		
Apr-03	9.15	3,565	271				20.631		
May-03	8.61	2,196	255	6.00	12	2	9.749	0.3774	YES
Jun-03	6.67	2,279	266				11.486		
Jul-03	9.65	2,653	275				12.333		
Aug-03	7.86	1,709	214				8.026		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

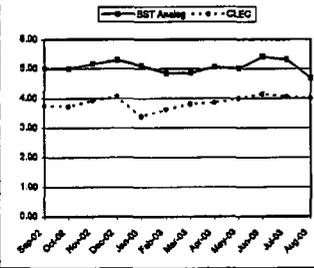
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.8.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/FL (days)

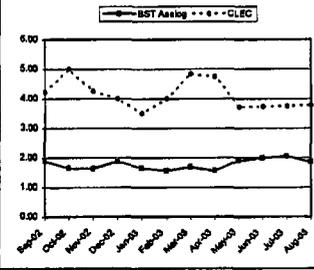
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.01	228,768	45,857	3.76	2,288	808	6.228	4.9315	YES
Oct-02	5.01	240,999	48,140	3.73	2,461	860	6.145	5.3019	YES
Nov-02	5.17	209,263	40,443	3.93	1,858	429	6.714	3.8155	YES
Dec-02	5.30	205,908	38,823	4.07	1,542	378	6.826	3.8115	YES
Jan-03	5.11	235,705	46,163	3.98	1,214	358	6.821	4.7741	YES
Feb-03	4.85	189,803	38,098	3.83	1,450	402	6.287	3.8919	YES
Mar-03	4.88	194,854	40,012	3.81	1,849	433	6.114	3.5743	YES
Apr-03	5.07	192,345	37,917	3.85	1,374	358	7.047	3.2359	YES
May-03	5.01	171,467	34,228	3.89	1,585	397	6.224	3.2385	YES
Jun-03	5.41	190,855	35,227	4.14	1,799	434	6.075	4.3213	YES
Jul-03	5.32	193,379	36,363	4.07	1,870	410	6.107	4.1045	YES
Aug-03	4.68	184,284	35,113	4.01	1,579	394	3.954	3.4240	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/FL (days)

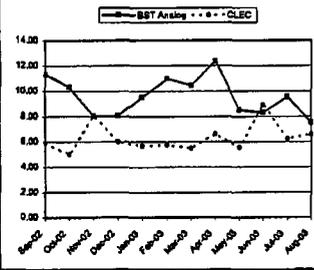
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.89	546,047	289,569	4.22	38	9	2.325	-3.0144	NO
Oct-02	1.85	533,323	322,881	5.00	45	9	2.790	-3.8004	NO
Nov-02	1.84	474,915	280,281	4.28	17	4	2.548	-2.0521	NO
Dec-02	1.87	580,388	310,087	4.00	8	2	2.351	-1.2802	YES
Jan-03	1.95	586,706	358,400	3.50	14	4	1.835	-2.0211	NO
Feb-03	1.87	434,008	277,315	4.00	4	1	1.749	-1.3825	YES
Mar-03	1.89	490,952	291,184	4.83	29	8	2.155	-3.5774	NO
Apr-03	1.55	468,725	315,885	4.76	19	4	1.878	-3.8181	NO
May-03	1.90	277,395	148,387	3.71	488	131	2.483	-8.3817	NO
Jun-03	2.00	273,328	138,907	3.73	477	128	2.720	-7.1827	NO
Jul-03	2.06	297,457	144,726	3.74	419	112	2.936	-8.0740	NO
Aug-03	1.88	274,013	147,585	3.77	528	140	2.388	-8.4918	NO



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.2.1 2W Analog Loop Non-Design<=10 circuits/Dispatch/FL (days)

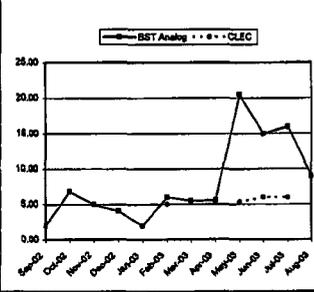
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.33	3,738	330	8.90	59	10	21.628	0.7817	YES
Oct-02	10.30	3,470	337	5.02	70	14	15.963	1.2110	YES
Nov-02	8.03	2,048	255	8.03	80	10	9.936	-0.0002	YES
Dec-02	8.08	2,133	284	6.00	18	3	10.382	0.3468	YES
Jan-03	8.50	3,002	318	5.87	17	3	11.742	0.5630	YES
Feb-03	10.88	3,054	278	5.75	48	8	18.913	0.7720	YES
Mar-03	10.48	2,583	247	5.30	22	4	17.305	0.5882	YES
Apr-03	12.38	2,908	235	6.83	53	8	20.025	0.7988	YES
May-03	8.81	1,933	227	6.57	39	7	10.002	0.7866	YES
Jun-03	8.28	2,015	243	8.00	89	10	11.575	-0.1831	YES
Jul-03	8.64	2,300	241	6.28	25	4	12.808	0.5182	YES
Aug-03	7.50	1,364	182	6.60	66	10	7.738	0.3587	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.2.4 2W Analog Loop Non-Design<=10 circuits/Dispatch In/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.00	6	3				1.732		
Oct-02	6.80	34	5				1.304		
Nov-02	5.00	35	7				4.619		
Dec-02	4.00	20	5				3.062		
Jan-03	2.00	4	2				1.414		
Feb-03	6.00	12	2	5.00	5	1	4.243	0.1825	YES
Mar-03	5.50	22	4				5.198		
Apr-03	5.90	28	5				5.177		
May-03	20.50	123	8	5.33	16	3	16.208	1.3234	YES
Jun-03	15.00	60	4	6.00	8	1	10.893	0.7390	YES
Jul-03	18.00	32	2	8.00	8	1	15.586	0.5249	YES
Aug-03	8.00	9	1				0.000		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

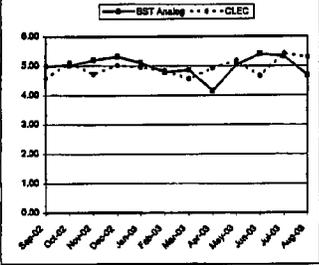
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.11.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/FL (days)

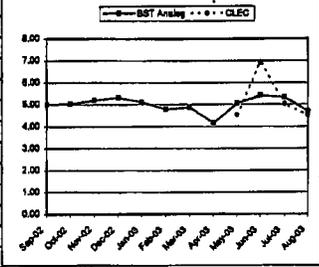
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00	233,090	48,859	4.59	156	34	6.260	0.3799	YES
Oct-02	5.03	246,328	49,007	5.13	205	40	6.233	-0.1000	YES
Nov-02	5.20	213,056	40,942	4.72	203	43	6.831	0.4633	YES
Dec-02	5.33	209,595	39,331	5.03	191	38	6.721	0.2775	YES
Jan-03	5.11	236,503	46,897	4.96	223	45	6.893	0.1473	YES
Feb-03	4.79	193,328	40,357	4.85	126	26	6.246	-0.0455	YES
Mar-03	4.87	197,265	40,537	4.56	146	32	6.108	0.2813	YES
Apr-03	4.76	207,101	49,827	4.83	143	29	6.635	-0.6285	YES
May-03	5.05	175,030	34,679	5.19	109	21	6.728	-0.0976	YES
Jun-03	5.41	192,789	35,821	4.87	42	9	6.066	0.3684	YES
Jul-03	5.34	196,246	36,790	5.42	65	12	6.164	-0.0455	YES
Aug-03	4.68	188,223	35,489	5.30	53	10	3.879	-0.5023	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.11.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/FL (days)

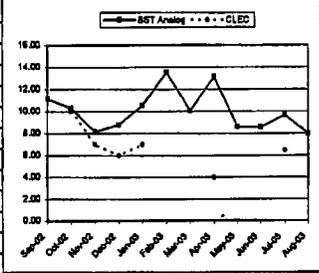
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00	233,090	48,859				6.260		
Oct-02	5.03	246,328	49,007				6.233		
Nov-02	5.20	213,056	40,942				6.831		
Dec-02	5.33	209,595	39,331				6.721		
Jan-03	5.11	236,503	46,897				6.893		
Feb-03	4.79	193,328	40,357				6.246		
Mar-03	4.87	197,265	40,537				6.108		
Apr-03	4.76	207,101	49,827				6.635		
May-03	5.05	175,030	34,679	4.53	68	15	6.728	0.2958	YES
Jun-03	5.41	192,789	35,821	6.93	97	14	6.066	-0.9355	YES
Jul-03	5.34	196,246	36,790	5.03	196	39	6.164	0.3140	YES
Aug-03	4.68	188,223	35,489	4.50	45	10	3.879	0.1498	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.11.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/FL (days)

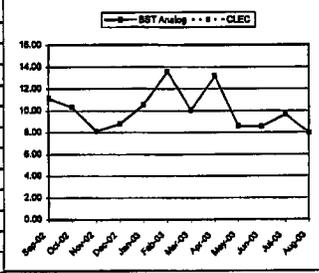
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.16	4,094	387				20.784		
Oct-02	10.32	3,931	381	10.00	20	2	15.499	0.0289	YES
Nov-02	8.15	2,256	277	7.00	14	2	10.083	0.1601	YES
Dec-02	8.79	2,611	297	6.00	6	1	11.327	0.2461	YES
Jan-03	10.53	3,707	352	7.00	14	2	14.314	0.3460	YES
Feb-03	13.56	4,270	316				21.923		
Mar-03	10.05	2,834	282				16.348		
Apr-03	13.16	3,565	271	4.00	4	1	20.831	0.4387	YES
May-03	8.91	2,196	256				9.749		
Jun-03	8.57	2,279	266				11.486		
Jul-03	9.65	2,653	275	6.50	13	2	12.333	0.3596	YES
Aug-03	7.98	1,709	214				8.028		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.11.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.16	4,094	387				20.784		
Oct-02	10.32	3,931	381				15.499		
Nov-02	8.15	2,256	277				10.083		
Dec-02	8.79	2,611	297				11.327		
Jan-03	10.53	3,707	352				14.314		
Feb-03	13.56	4,270	316				21.923		
Mar-03	10.05	2,834	282				16.348		
Apr-03	13.16	3,565	271				20.831		
May-03	8.91	2,196	256				9.749		
Jun-03	8.57	2,279	266				11.486		
Jul-03	9.65	2,653	275				12.333		
Aug-03	7.98	1,709	214				8.028		



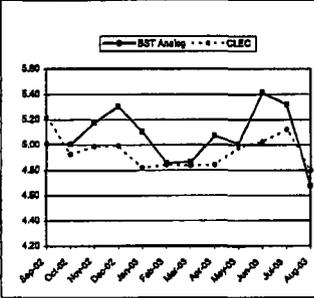
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.12.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/FL (days)

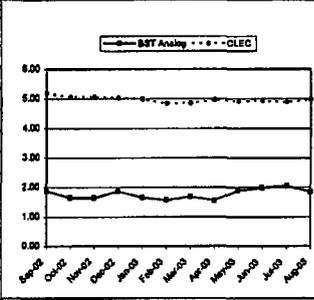
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.01	228,768	45,657	5.22	767	147	6.228	-0.4028	YES
Oct-02	5.01	240,998	48,140	4.83	1,227	249	6.146	0.2010	YES
Nov-02	4.71	206,263	40,443	4.98	1,312	263	6.714	0.4470	YES
Dec-02	5.30	205,909	38,623	4.89	1,173	235	6.626	0.7203	YES
Jan-03	5.11	236,705	46,163	4.82	737	153	6.621	0.6182	YES
Feb-03	4.85	189,803	38,098	4.84	799	165	6.267	0.0248	YES
Mar-03	4.88	194,654	40,012	4.84	708	146	6.114	0.0532	YES
Apr-03	5.07	192,346	37,917	4.84	620	128	7.047	0.3671	YES
May-03	5.01	171,467	34,226	4.89	264	53	6.224	0.0336	YES
Jun-03	5.41	190,658	35,227	6.03	357	71	8.075	0.5321	YES
Jul-03	5.32	183,379	36,383	5.12	292	57	6.107	0.2412	YES
Aug-03	4.89	164,264	35,113	4.79	187	39	3.864	-0.1876	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch in/FL (days)

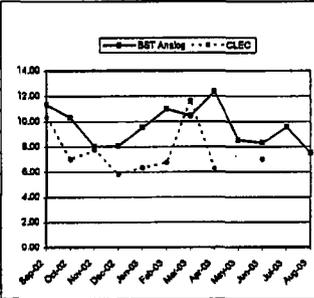
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.89	546,047	296,569	5.20	982	188	2.325	-18.5633	NO
Oct-02	1.65	533,323	322,661	5.06	1,579	312	2.790	-21.5736	NO
Nov-02	1.84	474,915	290,281	5.05	1,471	291	2.548	-22.8625	NO
Dec-02	1.87	580,386	310,097	5.03	965	196	2.351	-18.7740	NO
Jan-03	1.63	569,709	358,400	4.89	928	186	1.835	-24.8422	NO
Feb-03	1.57	434,008	277,315	4.85	1,047	218	1.749	-27.6747	NO
Mar-03	1.69	490,952	291,164	4.85	1,024	211	2.155	-21.3369	NO
Apr-03	1.55	488,725	315,855	4.67	760	151	1.678	-25.0223	NO
May-03	1.90	277,395	148,387	4.92	1,509	307	2.493	-21.2901	NO
Jun-03	2.00	273,328	138,907	4.95	1,297	262	2.720	-17.5610	NO
Jul-03	2.06	297,457	144,726	4.60	1,890	345	2.936	-17.0656	NO
Aug-03	1.86	274,013	147,565	4.88	1,503	302	2.386	-22.7051	NO



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/FL (days)

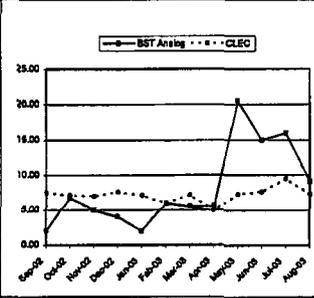
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.33	3,738	330	10.33	62	6	21.826	0.1116	YES
Oct-02	10.30	3,470	337	7.00	77	11	15.963	0.6740	YES
Nov-02	8.03	2,048	255	7.75	31	4	9.936	0.0565	YES
Dec-02	8.08	2,133	264	6.63	23	4	10.362	0.4305	YES
Jan-03	6.50	3,002	316	6.33	19	3	11.742	0.4651	YES
Feb-03	10.89	3,064	278	8.75	27	4	18.913	0.4447	YES
Mar-03	10.56	2,583	247	11.67	35	3	17.306	-0.1204	YES
Apr-03	12.39	2,908	235	8.25	25	4	20.025	0.6087	YES
May-03	8.83	1,933	227				10.002		
Jun-03	6.26	2,015	243	7.00	7	1	11.575	0.1113	YES
Jul-03	9.54	2,300	241				12.806		
Aug-03	7.58	1,364	182				7.738		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch in/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.00	6	3	7.50	30	4	1.732	-4.1576	NO
Oct-02	6.80	34	5	7.19	57	8	1.304	-0.4372	YES
Nov-02	6.00	35	7	7.00	26	4	4.619	-0.6906	YES
Dec-02	4.00	20	5	7.80	38	5	3.082	-1.8468	NO
Jan-03	2.00	4	2	7.14	50	7	1.414	-4.6356	NO
Feb-03	6.00	12	2	6.00	16	3	4.243	0.0000	YES
Mar-03	5.50	22	4	7.17	43	6	6.196	-0.4969	YES
Apr-03	5.50	28	5	6.00	15	3	5.177	0.1687	YES
May-03	20.50	123	6	7.25	58	6	16.208	1.5137	YES
Jun-03	16.00	60	4	7.80	36	5	10.893	1.0127	YES
Jul-03	18.00	32	2	18.50	38	4	15.556	0.4825	YES
Aug-03	9.00	9	1	7.25	29	4	0.000		YES



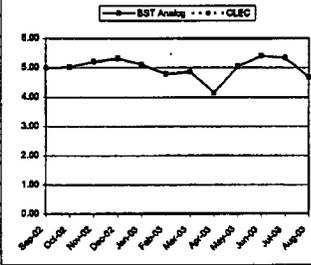
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.14.1.1 UCL-ND/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00	233,090	46,659				6.280		
Oct-02	5.03	246,326	49,007				6.233		
Nov-02	5.20	213,058	40,942				6.831		
Dec-02	5.33	209,565	39,331				6.721		
Jan-03	5.11	239,503	46,897				6.893		
Feb-03	4.79	193,328	40,357				6.246		
Mar-03	4.87	197,265	40,537				6.108		
Apr-03	4.18	207,101	49,827				6.835		
May-03	5.05	175,030	34,879				6.726		
Jun-03	5.41	192,799	35,921				6.068		
Jul-03	5.34	196,246	38,780				6.184		
Aug-03	4.66	166,223	35,489				3.879		

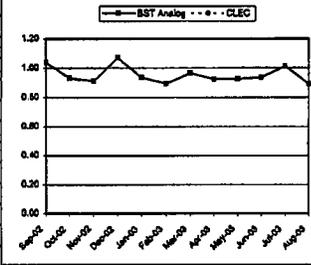


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.1.2 UCL-ND/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.04	675,296	650,009				1.767		
Oct-02	0.93	692,509	742,307				2.078		
Nov-02	0.91	603,908	661,228				1.822		
Dec-02	1.07	707,160	860,176				1.833		
Jan-03	0.84	739,844	789,605				1.416		
Feb-03	0.90	583,749	618,349				1.350		
Mar-03	0.97	814,010	834,996				1.633		
Apr-03	0.93	620,920	670,413				1.323		
May-03	0.93	558,299	601,320				1.543		
Jun-03	0.94	567,751	606,245				1.545		
Jul-03	1.01	602,043	594,092				1.703		
Aug-03	0.89	584,694	656,458				1.345		

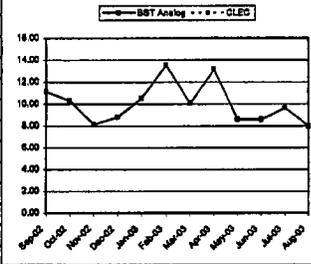


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.2.1 UCL-ND/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	11.16	4,094	387				20.784		
Oct-02	10.32	3,931	381				15.499		
Nov-02	8.15	2,258	277				10.053		
Dec-02	6.79	2,811	297				11.327		
Jan-03	10.53	3,707	352				14.314		
Feb-03	13.68	4,270	315				21.923		
Mar-03	10.05	2,834	282				16.348		
Apr-03	13.15	3,565	271				20.831		
May-03	8.91	2,196	255				9.749		
Jun-03	8.57	2,279	269				11.486		
Jul-03	9.65	2,853	275				12.333		
Aug-03	7.99	1,709	214				8.028		

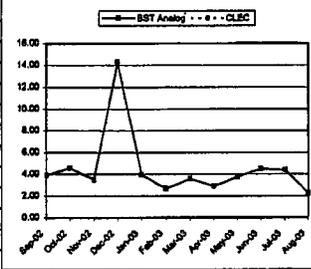


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.2.2 UCL-ND/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	3.89	558	189				11.897		
Oct-02	4.56	1,071	235				12.073		
Nov-02	3.49	530	152				6.500		
Dec-02	14.26	3,445	241				14.829		
Jan-03	3.94	689	175				5.186		
Feb-03	2.66	480	190				4.212		
Mar-03	3.57	461	129				7.017		
Apr-03	2.89	769	286				5.378		
May-03	3.74	651	177				6.963		
Jun-03	4.49	822	183				10.423		
Jul-03	4.37	402	92				7.029		
Aug-03	2.22	340	153				2.923		



Better Performance ↓

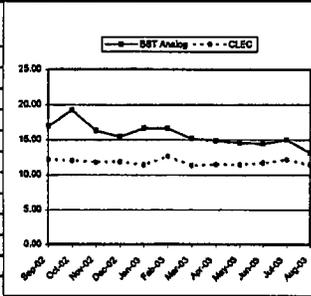
Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.20.1.1 EELs<10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	16.98	32,858	1,937	12.21	1,294	106	14.697	3.2439	YES
Oct-02	16.23	46,193	2,508	12.05	1,109	82	14.370	4.7048	YES
Nov-02	16.36	21,907	1,339	11.83	1,301	110	13.514	3.3822	YES
Dec-02	15.51	19,788	1,278	11.68	1,400	118	11.977	3.1814	YES
Jan-03	16.08	25,847	1,549	11.46	1,581	138	12.593	4.6747	YES
Feb-03	16.85	19,783	1,188	12.70	1,130	89	14.156	2.5427	YES
Mar-03	15.21	19,186	1,261	11.39	1,571	138	14.704	2.9053	YES
Apr-03	14.86	20,735	1,390	11.53	1,884	146	8.862	3.8989	YES
May-03	14.59	18,240	1,113	11.47	1,808	140	13.375	2.6011	YES
Jun-03	14.47	14,469	1,000	11.72	1,512	129	10.652	2.7500	YES
Jul-03	14.99	17,448	1,164	12.20	1,513	124	12.009	2.4578	YES
Aug-03	13.16	14,961	1,137	11.48	1,469	126	8.829	1.8356	YES

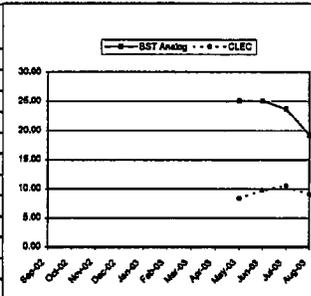


Better Performance

Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.1.20.1.2 EELs<10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	25.08	3,135	125	8.33	26	3	24.416	1.1740	YES
Jun-03	25.14	3,217	128	8.75	39	4	17.391	1.7423	YES
Jul-03	23.68	4,028	170	10.90	84	6	17.532	2.0802	YES
Aug-03	19.17	1,150	80	9.00	27	3	17.768	0.9872	YES

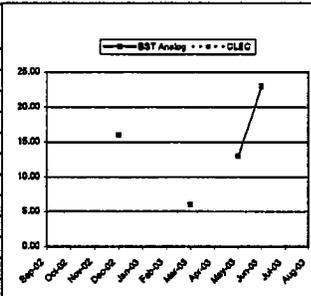


Better Performance

Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.1.20.2.1 EELs>=10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02	16.00	18	1				0.000		
Jan-03									
Feb-03									
Mar-03	6.00	8	1				0.000		
Apr-03									
May-03	13.00	13	1				0.000		
Jun-03	23.00	23	1				0.000		
Jul-03									
Aug-03									

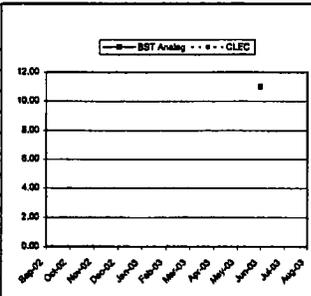


Better Performance

Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.1.20.2.2 EELs>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	11.00	11	1				0.000		
Jul-03									
Aug-03									



Better Performance

Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.21.1.1 UNE ISDN Loop Excluding UDC<10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	19.18	3,738	195	8.00	8	1	17.460	0.8375	YES
Aug-03	14.35	2,006	140	15.60	78	5	12.137	-0.2302	YES

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

B.2.1.21.1.2 UNE ISDN Loop Excluding UDC<10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	6.69	4,209	529	12.00	24	2	11.245	-0.6686	YES
Aug-03	4.59	2,109	459				6.156		

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

B.2.1.21.2.1 UNE ISDN Loop Excluding UDC>=10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	18.60	78	4				18.065		
Aug-03	12.00	24	2				2.628		

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

B.2.1.21.2.2 UNE ISDN Loop Excluding UDC>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	7.88	370	47				11.710		
Aug-03	2.58	111	43				3.673		

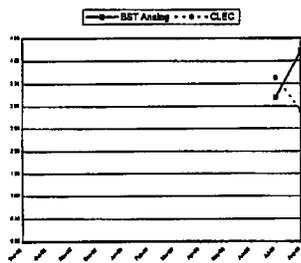
Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.22.1.1 UNE Line Sharing w/o Loop Conditioning <10 circuits/Dispatch/FL (days)

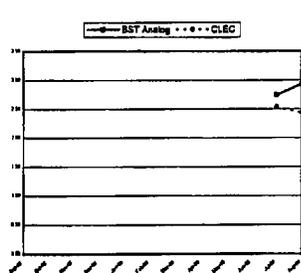
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	3.19	52,378	16,403	2.85	254	70	2.828	-1.3832	YES
Aug-03	2.25	93,438	22,110	2.9033	174	60	5.157	1.9889	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.22.1.2 UNE Line Sharing w/o Loop Conditioning <10 circuits/Non-Dispatch/FL (days)

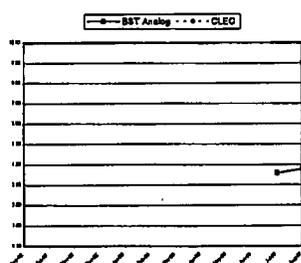
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	2.74	24,089	8,782	2.53	1,379	545	1.829	2.8271	YES
Aug-03	2.93	32,305	11,019	2.43	1,598	698	2.860	4.8027	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.22.2.1 UNE Line Sharing w/o Loop Conditioning >=10 circuits/Dispatch/FL (days)

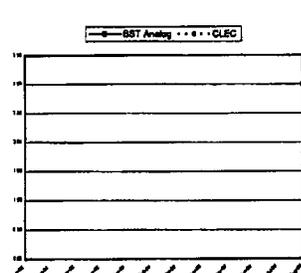
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	3.97	100	28				2.700		
Aug-03	3.78	155	41	6.00	9	1	4.803	-1.1453	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.22.2.2 UNE Line Sharing w/o Loop Conditioning >=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	3.00	3	1				0.000		

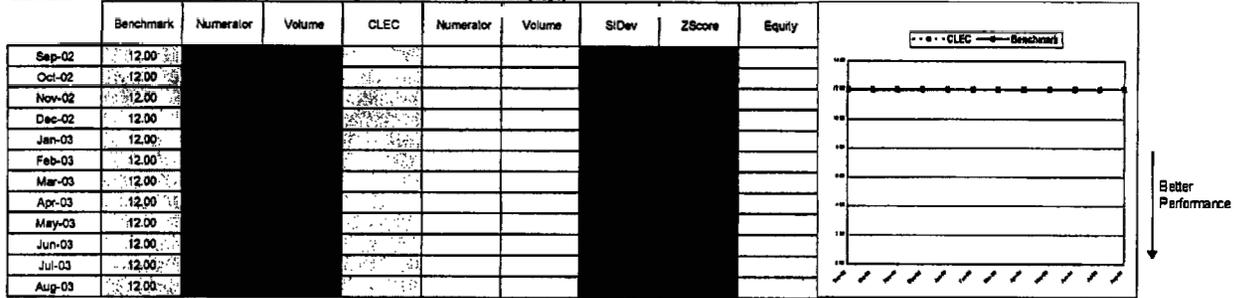


Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

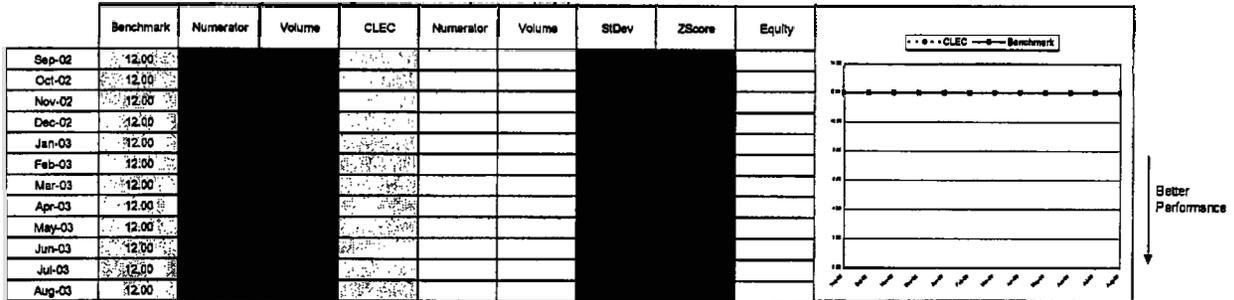
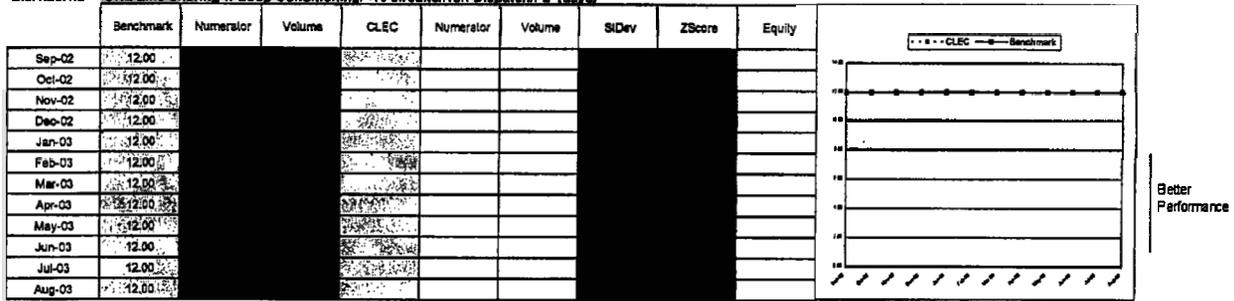
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

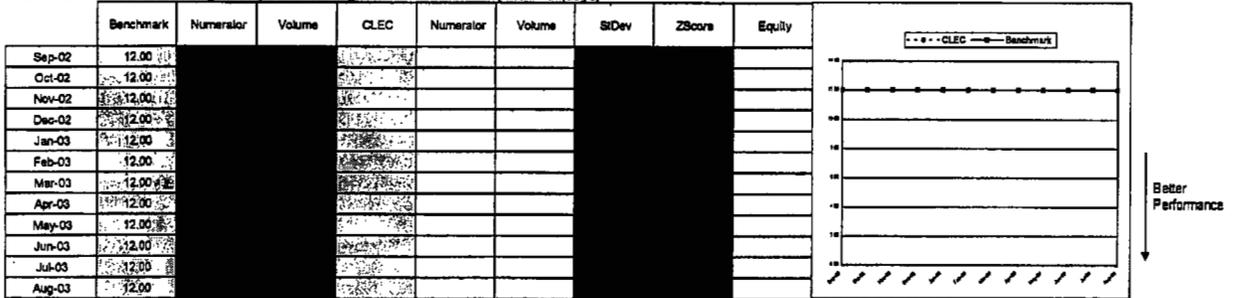
B.2.1.23.1.1 UNE Line Sharing w Loop Conditioning <10 circuits/Dispatch/FL (days)



B.2.1.23.1.2 UNE Line Sharing w Loop Conditioning <10 circuits/Non-Dispatch/FL (days)



B.2.1.23.2.2 UNE Line Sharing w Loop Conditioning >=10 circuits/Non-Dispatch/FL (days)



Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.24.1.1 UNE Line Splitting w/o Loop Conditioning/<10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	3.19	52,378	16,403				2.828		
Aug-03	5.23	83,438	22,110				5.157		

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.24.1.2 UNE Line Splitting w/o Loop Conditioning/<10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	2.74	24,089	8,782				1.829		
Aug-03	2.93	32,305	11,019	4.00	4	1	2.860	-0.4016	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.24.2.1 UNE Line Splitting w/o Loop Conditioning/>=10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	3.57	100	28				2.700		
Aug-03	4.78	155	41				4.503		

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.1.24.2.2 UNE Line Splitting w/o Loop Conditioning/>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	3.00	3	1				0.000		

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.25.1.1 UNE Line Splitting w Loop Conditioning/<10 circuits/Dispatch/FL (days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	12.00								
Oct-02	12.00								
Nov-02	12.00								
Dec-02	12.00								
Jan-03	12.00								
Feb-03	12.00								
Mar-03	12.00								
Apr-03	12.00								
May-03	12.00								
Jun-03	12.00								
Jul-03	12.00								
Aug-03	12.00								

Better
Performance

B.2.1.25.1.2 UNE Line Splitting w Loop Conditioning/<10 circuits/Non-Dispatch/FL (days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	12.00								
Oct-02	12.00								
Nov-02	12.00								
Dec-02	12.00								
Jan-03	12.00								
Feb-03	12.00								
Mar-03	12.00								
Apr-03	12.00								
May-03	12.00								
Jun-03	12.00								
Jul-03	12.00								
Aug-03	12.00								

Better
Performance

B.2.1.25.2.1 UNE Line Splitting w Loop Conditioning/>=10 circuits/Dispatch/FL (days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	12.00								
Oct-02	12.00								
Nov-02	12.00								
Dec-02	12.00								
Jan-03	12.00								
Feb-03	12.00								
Mar-03	12.00								
Apr-03	12.00								
May-03	12.00								
Jun-03	12.00								
Jul-03	12.00								
Aug-03	12.00								

Better
Performance

B.2.1.25.2.2 UNE Line Splitting w Loop Conditioning/>=10 circuits/Non-Dispatch/FL (days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	12.00								
Oct-02	12.00								
Nov-02	12.00								
Dec-02	12.00								
Jan-03	12.00								
Feb-03	12.00								
Mar-03	12.00								
Apr-03	12.00								
May-03	12.00								
Jun-03	12.00								
Jul-03	12.00								
Aug-03	12.00								

Better
Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

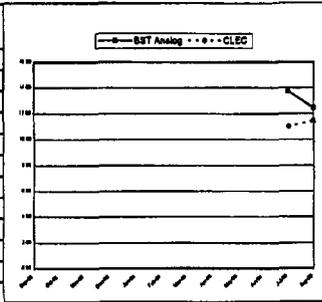
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.26.1.1 UNE UDC/DSL/<10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	13.72	1,537	112	10.98	955	87	9.996	1.9282	YES
Aug-03	12.44	1,194	96	11.46	1,150	103	6.479	1.0676	YES

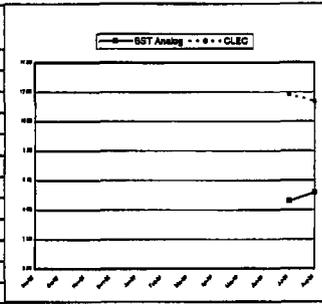
Note 1: ISDN - BRI data serves as the BST Analog for this report



B.2.1.26.1.2 UNE UDC/DSL/<10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	4.81	1,354	294	11.87	941	54	7.065	-6.9454	NO
Aug-03	5.16	1,150	222	11.35	420	37	5.902	-5.6862	NO

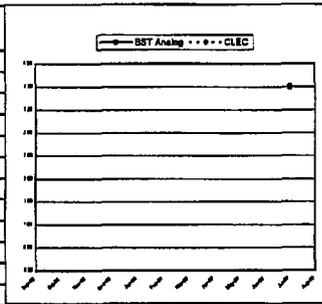
Note 1: ISDN - BRI data serves as the BST Analog for this report



B.2.1.26.2.1 UNE UDC/DSL/>=10 circuits/Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	4.00	4	1				0.000		
Aug-03									

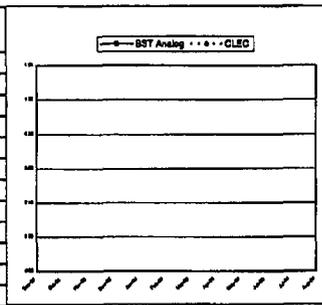
Note 1: ISDN - BRI data serves as the BST Analog for this report



B.2.1.26.2.2 UNE UDC/DSL/>=10 circuits/Non-Dispatch/FL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									

Note 1: ISDN - BRI data serves as the BST Analog for this report



Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Coordinated Customers Conversions

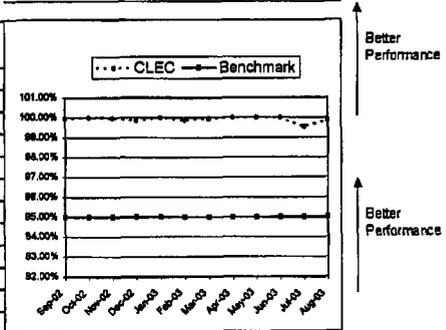
(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

Numerator Indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.

Volume Indicates the number of items cut for this disaggregation in the reporting period.

B.2.15.2 Loops with LNP/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			99.89%	1,910	1,911			YES
Oct-02	95.00%			100.00%	2,929	2,929			YES
Nov-02	95.00%			99.96%	2,868	2,869			YES
Dec-02	95.00%			99.87%	2,327	2,330			YES
Jan-03	95.00%			100.00%	1,782	1,782			YES
Feb-03	95.00%			99.87%	1,571	1,573			YES
Mar-03	95.00%			99.94%	1,566	1,567			YES
Apr-03	95.00%			100.00%	1,623	1,623			YES
May-03	95.00%			100.00%	1,720	1,720			YES
Jun-03	95.00%			100.00%	1,609	1,609			YES
Jul-03	95.00%			99.53%	1,696	1,704			YES
Aug-03	95.00%			99.87%	1,595	1,597			YES



Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Hot Cut Timeliness

(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.
Volume indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

B.2.17.1 Time-Specific SL1/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			99.78%	483	484			YES
Oct-02	95.00%			99.86%	715	718			YES
Nov-02	95.00%			99.88%	818	819			YES
Dec-02	95.00%			99.84%	697	698			YES
Jan-03	95.00%			99.56%	452	454			YES
Feb-03	95.00%			100.00%	518	518			YES
Mar-03	95.00%			99.61%	520	521			YES
Apr-03	95.00%			100.00%	453	453			YES
May-03	95.00%			99.63%	532	534			YES
Jun-03	95.00%			99.58%	472	474			YES
Jul-03	95.00%			100.00%	528	528			YES
Aug-03	95.00%			99.62%	518	520			YES

B.2.17.2 Time-Specific SL2/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	8	8			YES
Oct-02	95.00%			100.00%	17	17			YES
Nov-02	95.00%			100.00%	21	21			YES
Dec-02	95.00%			85.71%	6	7			NO
Jan-03	95.00%			100.00%	19	19			YES
Feb-03	95.00%			100.00%	8	8			YES
Mar-03	95.00%			100.00%	9	9			YES
Apr-03	95.00%			100.00%	8	8			YES
May-03	95.00%			100.00%	15	15			YES
Jun-03	95.00%			92.00%	23	25			NO
Jul-03	95.00%			93.75%	15	16			NO
Aug-03	95.00%			100.00%	7	7			YES

B.2.17.3 Non-Time Specific SL1/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	38	38			YES
Oct-02	95.00%			100.00%	89	89			YES
Nov-02	95.00%			100.00%	34	34			YES
Dec-02	95.00%			100.00%	31	31			YES
Jan-03	95.00%			100.00%	19	19			YES
Feb-03	95.00%			100.00%	2	2			YES
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%					
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%					
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%			100.00%	2	2			YES

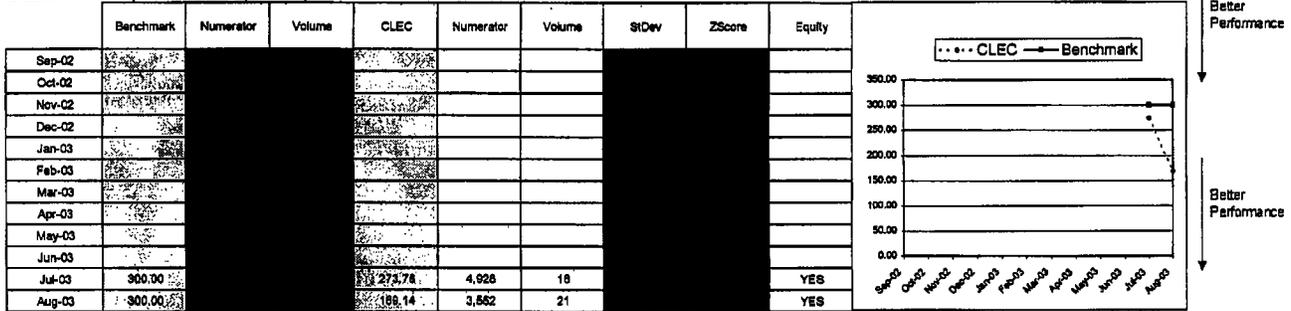
B.2.17.4 Non-Time Specific SL2/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	72	72			YES
Oct-02	95.00%			100.00%	74	74			YES
Nov-02	95.00%			100.00%	42	42			YES
Dec-02	95.00%			100.00%	71	71			YES
Jan-03	95.00%			100.00%	78	78			YES
Feb-03	95.00%			100.00%	38	38			YES
Mar-03	95.00%			100.00%	40	40			YES
Apr-03	95.00%			100.00%	51	51			YES
May-03	95.00%			100.00%	54	54			YES
Jun-03	95.00%			100.00%	38	38			YES
Jul-03	95.00%			100.00%	73	73			YES
Aug-03	95.00%			100.00%	43	43			YES

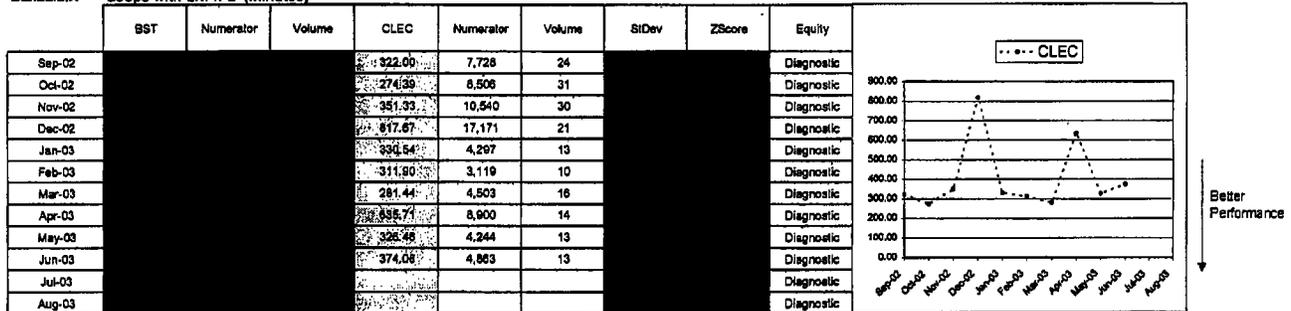
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Recovery Time - CCC

(Time between notification by BellSouth of a service outage found that can be isolated to the BellSouth side of the network)
Numerator indicates date and time trouble is closed by CLEC minus date and time the initial trouble is opened with BellSouth.
Volume indicates total number of troubles referred to BellSouth in the reporting period.

B.2.22.2 Loops with LNP/FL (minutes)



B.2.22.2.X Loops with LNP/FL (minutes)



Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 7 Days - Hot Cuts

(% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)
Numerator indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.
Volume indicates total number of cut counts for this disaggregation in the previous reporting period.

B.2.23.1.1 UNE Loop Design/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00%			4.62%	26	563			YES
Oct-02	5.00%			1.85%	4	216			YES
Nov-02	5.00%			0.58%	2	358			YES
Dec-02	5.00%			0.77%	2	260			YES
Jan-03	5.00%			0.37%	1	272			YES
Feb-03	5.00%			1.91%	11	280			YES
Mar-03	5.00%			2.52%	4	159			YES
Apr-03	5.00%			1.78%	3	169			YES
May-03	5.00%			0.43%	1	234			YES
Jun-03	5.00%			1.47%	2	136			YES
Jul-03	5.00%			5.47%	7	128			NO
Aug-03	3.00%			2.62%	2	71			YES

B.2.23.1.2 UNE Loop Design/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00%								
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%			0.00%	0	2			YES
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%			0.00%	0	1			YES
May-03	5.00%								
Jun-03	5.00%			2.22%	2	90			YES
Jul-03	3.00%			0.00%	0	153			YES
Aug-03	3.00%			1.48%	2	134			YES

B.2.23.2.1 UNE Loop Non-Design/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00%			0.68%	9	1,046			YES
Oct-02	5.00%			0.22%	2	860			YES
Nov-02	5.00%			0.04%	13	1,248			YES
Dec-02	5.00%			1.65%	8	1,232			YES
Jan-03	5.00%			1.09%	13	1,178			YES
Feb-03	5.00%			0.79%	6	766			YES
Mar-03	5.00%			0.78%	5	640			YES
Apr-03	5.00%			0.87%	5	576			YES
May-03	5.00%			1.12%	8	716			YES
Jun-03	5.00%			0.00%	0	214			YES
Jul-03	5.00%			0.87%	2	297			YES
Aug-03	3.00%			1.19%	3	253			YES

B.2.23.2.2 UNE Loop Non-Design/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.00%			0.84%	3	850			YES
Oct-02	5.00%			0.59%	5	852			YES
Nov-02	5.00%			0.30%	4	1,326			YES
Dec-02	5.00%			1.36%	16	1,180			YES
Jan-03	5.00%			0.91%	8	882			YES
Feb-03	5.00%			1.28%	9	705			YES
Mar-03	5.00%			0.78%	8	758			YES
Apr-03	5.00%			0.73%	6	820			YES
May-03	5.00%			0.30%	2	873			YES
Jun-03	5.00%			0.68%	11	1,280			YES
Jul-03	3.00%			1.25%	13	1,028			YES
Aug-03	3.00%			0.56%	7	1,248			YES

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.5.1.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02				50.00%	1	2			
Oct-02				0.00%	0	1			
Nov-02				0.00%	0	2			
Dec-02				0.00%	0	2			
Jan-03									
Feb-03									
Mar-03									
Apr-03				0.00%	0	1			
May-03				0.00%	0	1			
Jun-03				0.00%	0	1			
Jul-03									
Aug-03									

Note 1: ADSL Provided to Retail - with Conditioning data serves as the BST Analog for this report

B.2.24.5.1.2 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									

Note 1: ADSL Provided to Retail - with Conditioning data serves as the BST Analog for this report

B.2.24.5.2.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									

Note 1: ADSL Provided to Retail - with Conditioning data serves as the BST Analog for this report

B.2.24.5.2.2 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									

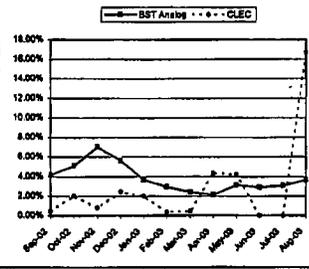
Note 1: ADSL Provided to Retail - with Conditioning data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.24.6.1.1 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.17%	593	14,233	0.48%	1	209		2.6488	YES
Oct-02	5.06%	780	16,332	2.03%	8	295		2.3841	YES
Nov-02	7.02%	1,041	14,821	0.61%	2	247		3.7902	YES
Dec-02	5.52%	1,084	19,299	2.45%	6	245		2.1400	YES
Jan-03	3.66%	684	18,663	1.98%	4	202		1.2652	YES
Feb-03	2.92%	478	16,371	0.38%	1	262		2.4209	YES
Mar-03	2.41%	417	17,307	0.47%	1	211		1.6224	YES
Apr-03	2.12%	376	17,713	4.35%	2	46		-1.0456	YES
May-03	3.13%	602	19,249	4.17%	1	24		-0.2923	YES
Jun-03	2.68%	538	18,596	0.00%	0	22		0.8069	YES
Jul-03	3.04%	565	16,675	0.00%	0	23		0.8456	YES
Aug-03	3.97%	602	24,586	16.67%	3	18		-2.9323	NO

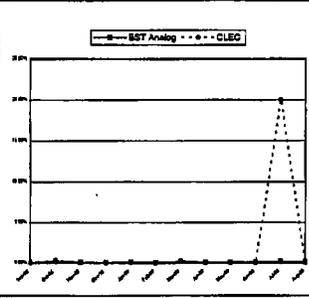


Better Performance

Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report

B.2.24.6.1.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.07%	6	8,295						
Oct-02	0.25%	23	9,185						
Nov-02	0.08%	6	7,766						
Dec-02	0.02%	2	10,017						
Jan-03	0.10%	11	10,660						
Feb-03	0.03%	3	9,156						
Mar-03	0.21%	20	9,750						
Apr-03	0.03%	3	9,760						
May-03	0.10%	10	10,500	0.00%	0	3		0.0535	YES
Jun-03	0.13%	13	9,768	0.00%	0	7		0.0966	YES
Jul-03	0.18%	18	8,896	20.00%	1	5		-10.3974	NO
Aug-03	0.17%	21	12,225	0.00%	0	3		0.0716	YES

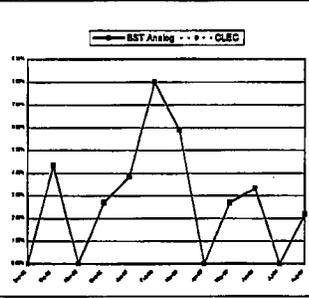


Better Performance

Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report

B.2.24.6.2.1 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.00%	0	17						
Oct-02	4.35%	1	23						
Nov-02	0.00%	0	21						
Dec-02	2.70%	1	37						
Jan-03	3.65%	1	28						
Feb-03	8.00%	2	25						
Mar-03	5.88%	2	34						
Apr-03	0.00%	0	18						
May-03	2.70%	1	37						
Jun-03	3.33%	1	30						
Jul-03	0.00%	0	31						
Aug-03	2.17%	1	46						

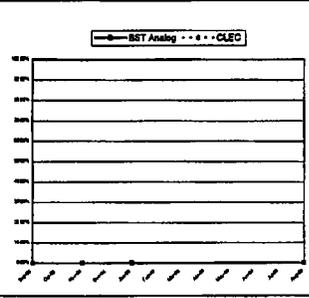


Better Performance

Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report

B.2.24.6.2.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.00%	0	1						
Oct-02									
Nov-02	0.00%	0	1						
Dec-02									
Jan-03	0.00%	0	1						
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	0.00%	0	1						



Better Performance

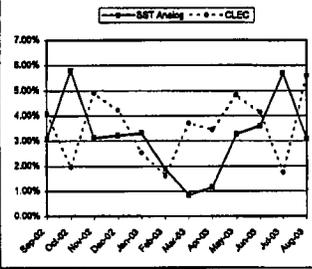
Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.7.1.1 UNE ISDN/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	3.13%	10	322	4.08%	10	245		-0.6637	YES
Oct-02	6.80%	22	379	1.96%	8	306		2.1390	YES
Nov-02	3.13%	10	320	4.82%	12	244		-1.2125	YES
Dec-02	1.23%	9	279	4.22%	10	237		-0.6386	YES
Jan-03	3.32%	15	452	2.54%	6	236		0.6398	YES
Feb-03	1.88%	6	319	1.81%	4	249		0.2389	YES
Mar-03	5.05%	2	236	3.70%	9	243		-3.4084	NO
Apr-03	1.16%	3	259	3.45%	9	261		-2.4402	NO
May-03	3.28%	4	122	4.84%	8	124		-0.6870	YES
Jun-03	3.80%	4	111	4.14%	8	145		-0.2273	YES
Jul-03	5.99%	7	123	1.75%	2	114		1.3070	YES
Aug-03	3.05%	4	130	5.59%	8	143		-1.2030	YES

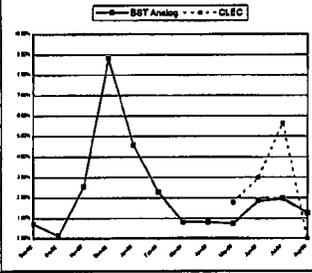


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.24.7.1.2 UNE ISDN/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	0.71%	3	423						
Oct-02	0.14%	1	698						
Nov-02	2.54%	9	354						
Dec-02	8.80%	19	216						
Jan-03	4.56%	18	395						
Feb-03	2.27%	6	264						
Mar-03	0.80%	2	251						
Apr-03	0.81%	2	248						
May-03	0.73%	2	274	1.79%	1	56		-0.8457	YES
Jun-03	1.84%	7	380	2.96%	2	67		-0.6415	YES
Jul-03	1.95%	6	306	5.63%	4	71		-2.0111	NO
Aug-03	1.24%	3	241	0.00%	0	49		0.7164	YES

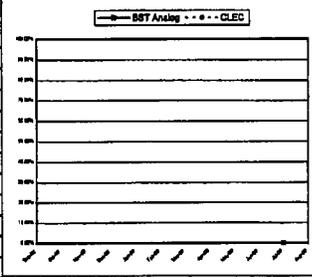


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.24.7.2.1 UNE ISDN/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	0.00%	0	1						
Aug-03									

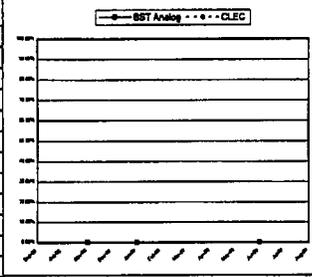


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.24.7.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02	0.00%	0	1						
Dec-02									
Jan-03	0.00%	0	1						
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									



Better Performance

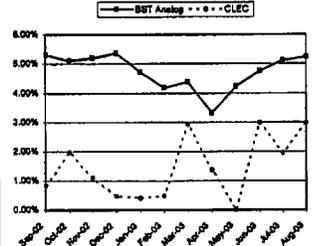
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.9.1.1 ZW Analog Loop Design/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.31%	2,881	54,424	0.83%	2	240		3.0969	YES
Oct-02	5.11%	2,940	57,571	1.98%	5	253		2.2570	YES
Nov-02	5.21%	2,672	49,383	1.06%	2	183		2.9009	YES
Dec-02	5.37%	2,541	47,339	0.48%	1	210		3.1382	YES
Jan-03	4.73%	2,596	54,914	0.41%	1	245		3.1785	YES
Feb-03	4.19%	2,041	48,751	0.48%	1	209		2.6709	YES
Mar-03	4.39%	2,260	51,811	2.93%	8	273		1.1885	YES
Apr-03	3.34%	1,981	59,360	1.37%	4	291		1.8588	YES
May-03	4.24%	1,883	44,442	0.00%	0	100		2.1011	YES
Jun-03	4.76%	2,303	48,379	2.89%	2	87		0.6520	YES
Jul-03	5.12%	2,278	44,468	1.96%	1	51		1.0237	YES
Aug-03	5.24%	2,442	46,592	2.89%	2	87		0.8281	YES

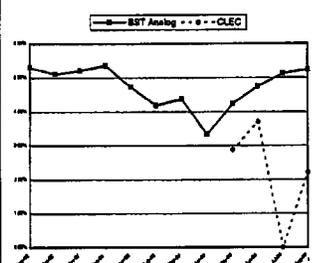


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.9.1.2 ZW Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.31%	2,881	54,424						
Oct-02	5.11%	2,940	57,571						
Nov-02	5.21%	2,672	49,383						
Dec-02	5.37%	2,541	47,339						
Jan-03	4.73%	2,596	54,914						
Feb-03	4.19%	2,041	48,751						
Mar-03	4.39%	2,260	51,811						
Apr-03	3.34%	1,981	59,360						
May-03	4.24%	1,883	44,442	2.88%	3	104		0.8539	YES
Jun-03	4.76%	2,303	48,379	3.70%	2	54		0.3845	YES
Jul-03	5.12%	2,278	44,468	0.00%	0	39		1.4505	YES
Aug-03	5.24%	2,442	46,592	2.22%	1	45		0.9083	YES

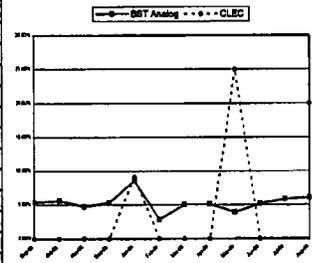


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.9.2.1 ZW Analog Loop Design/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.37%	23	428	0.00%	0	8		0.6678	YES
Oct-02	5.61%	25	448	0.00%	0	3		0.4207	YES
Nov-02	4.75%	16	337	0.00%	0	3		0.3850	YES
Dec-02	5.34%	19	358	0.00%	0	4		0.4722	YES
Jan-03	6.58%	37	431	9.06%	1	11		-0.0592	YES
Feb-03	2.85%	11	386	0.00%	0	3		0.2985	YES
Mar-03	5.08%	18	354	0.00%	0	4		0.4603	YES
Apr-03	5.14%	17	331	0.00%	0	11		0.7592	YES
May-03	3.94%	13	330	25.00%	1	4		-2.1823	NO
Jun-03	5.21%	17	328	0.00%	0	5		0.5205	YES
Jul-03	5.88%	18	308						
Aug-03	6.10%	20	328	20.00%	1	5		-1.2894	YES

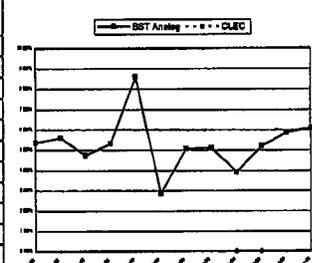


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.9.2.2 ZW Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.37%	23	428						
Oct-02	5.61%	25	448						
Nov-02	4.75%	16	337						
Dec-02	5.34%	19	358						
Jan-03	6.58%	37	431						
Feb-03	2.85%	11	386						
Mar-03	5.08%	18	354						
Apr-03	5.14%	17	331						
May-03	3.94%	13	330	0.00%	0	3		0.3492	YES
Jun-03	5.21%	17	328	0.00%	0	1		0.2342	YES
Jul-03	5.88%	18	308						
Aug-03	6.10%	20	328						



Better Performance

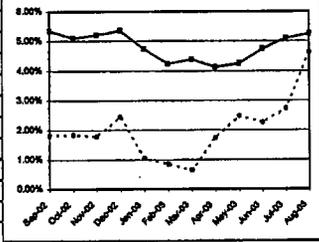
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.24.10.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.34%	2,851	53,375	1.92%	17	533		4.7395	YES
Oct-02	5.11%	2,896	56,644	1.84%	17	922		4.4702	YES
Nov-02	5.22%	2,549	48,825	1.79%	12	672		3.9757	YES
Dec-02	5.36%	2,508	46,783	2.45%	16	652		3.2591	YES
Jan-03	4.74%	2,569	54,157	1.05%	6	574		4.1464	YES
Feb-03	4.25%	2,014	47,429	0.85%	5	598		4.0588	YES
Mar-03	4.39%	2,240	51,042	0.64%	4	622		4.5327	YES
Apr-03	4.14%	1,964	47,429	1.74%	9	517		2.7243	YES
May-03	4.26%	1,861	43,724	2.49%	13	523		1.9940	YES
Jun-03	4.75%	2,273	47,900	2.26%	13	579		2.7922	YES
Jul-03	5.11%	2,249	44,011	2.73%	15	550		2.5220	YES
Aug-03	5.25%	2,418	46,085	4.83%	26	582		0.6548	YES

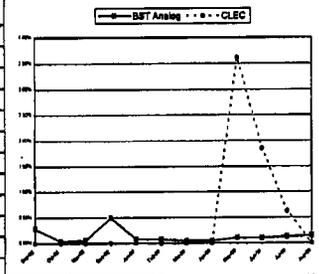


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.10.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.28%	918	323,434	0.00%	0	9		0.1601	YES
Oct-02	0.04%	148	365,976	0.00%	0	9		0.0588	YES
Nov-02	0.06%	194	352,602	0.00%	0	11		0.0778	YES
Dec-02	0.60%	1,783	356,069	0.04%	0	7		0.1868	YES
Jan-03	0.06%	350	433,804	0.00%	0	11		0.0943	YES
Feb-03	0.07%	243	333,878	0.00%	0	4		0.0540	YES
Mar-03	0.05%	164	359,859	0.00%	0	10		0.0675	YES
Apr-03	0.04%	161	376,757	0.00%	0	14		0.0774	YES
May-03	0.10%	209	203,281	3.81%	6	155		-14.1119	NO
Jun-03	0.10%	198	196,310	1.85%	3	162		-7.0181	NO
Jul-03	0.12%	241	193,529	0.83%	1	160		-1.7943	NO
Aug-03	0.14%	289	206,000	0.00%	0	197		0.8258	YES

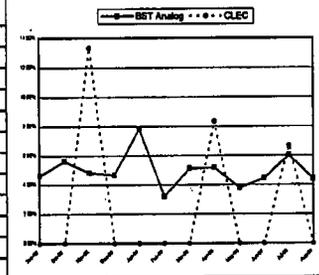


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.10.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.83%	18	389	0.00%	0	21		0.9832	YES
Oct-02	4.61%	22	392	0.05%	0	22		1.1129	YES
Nov-02	4.82%	15	311	19.33%	2	15		-1.5025	YES
Dec-02	4.87%	15	321	0.00%	0	14		0.8106	YES
Jan-03	7.83%	30	383	0.00%	0	11		0.9533	YES
Feb-03	3.21%	11	343	0.00%	0	13		0.8442	YES
Mar-03	5.13%	16	312	0.00%	0	9		0.8876	YES
Apr-03	5.15%	15	291	6.33%	1	12		-0.4880	YES
May-03	3.76%	11	291	0.00%	0	8		0.5531	YES
Jun-03	4.42%	13	294	0.00%	0	17		0.8823	YES
Jul-03	8.02%	16	268	8.87%	1	15		-0.1033	YES
Aug-03	4.86%	12	273	0.00%	0	14		0.7825	YES

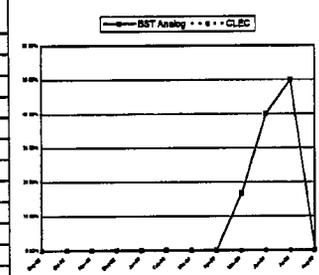


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.10.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.00%	0	4						
Oct-02	0.00%	0	7						
Nov-02	0.00%	0	9						
Dec-02	0.00%	0	11	0.00%	0	1			YES
Jan-03	0.00%	0	2						
Feb-03	0.00%	0	2	0.00%	0	1			YES
Mar-03	0.00%	0	4						
Apr-03	0.00%	0	5						
May-03	16.87%	1	6	0.00%	0	3		0.6325	YES
Jun-03	40.00%	2	5	0.00%	0	1		0.7454	YES
Jul-03	60.00%	1	2	0.00%	0	2		1.0000	YES
Aug-03	0.00%	0	2						



Better Performance

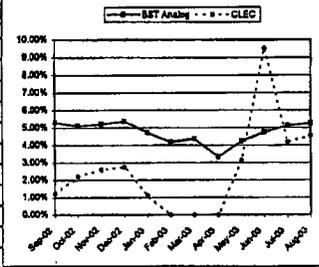
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.13.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.31%	2,891	54,424	1.22%	1	82		1.6512	YES
Oct-02	5.11%	2,940	57,571	2.20%	2	91		1.2586	YES
Nov-02	5.21%	2,572	49,383	2.90%	2	77		1.0303	YES
Dec-02	5.37%	2,541	47,339	2.74%	2	73		0.9955	YES
Jan-03	4.73%	2,596	54,914	1.10%	1	91		1.6286	YES
Feb-03	4.19%	2,041	48,751	0.00%	0	44		1.3859	YES
Mar-03	4.38%	2,260	51,611	0.00%	0	50		1.5124	YES
Apr-03	3.34%	1,981	59,380	0.00%	0	52		1.3391	YES
May-03	4.24%	1,883	44,442	3.13%	1	32		0.3122	YES
Jun-03	4.78%	2,303	48,379	8.52%	2	21		-1.0250	YES
Jul-03	5.12%	2,278	44,468	4.17%	1	24		0.2124	YES
Aug-03	5.24%	2,442	48,592	4.55%	1	22		0.1484	YES

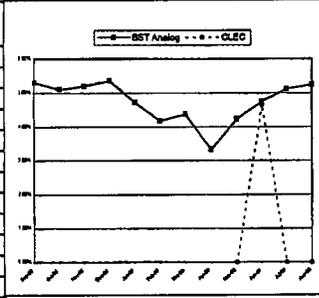


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.13.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.31%	2,891	54,424						
Oct-02	5.11%	2,940	57,571						
Nov-02	5.21%	2,572	49,383						
Dec-02	5.37%	2,541	47,339						
Jan-03	4.73%	2,596	54,914						
Feb-03	4.19%	2,041	48,751						
Mar-03	4.38%	2,260	51,611						
Apr-03	3.34%	1,981	59,380						
May-03	4.24%	1,883	44,442	0.00%	0	36		1.2816	YES
Jun-03	4.78%	2,303	48,379	4.85%	2	43		0.0336	YES
Jul-03	5.12%	2,278	44,468	0.00%	0	70		1.9428	YES
Aug-03	5.24%	2,442	48,592	0.00%	0	31		1.3090	YES

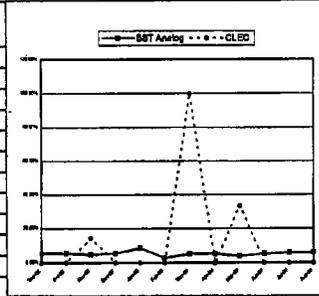


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.13.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.37%	23	428	0.00%	0	1		0.2380	YES
Oct-02	5.61%	25	446	0.00%	0	5		0.5419	YES
Nov-02	4.75%	16	337	14.28%	1	7		-1.1745	YES
Dec-02	5.34%	19	358	0.00%	0	5		0.5273	YES
Jan-03	5.58%	37	431	0.00%	0	3		0.5289	YES
Feb-03	2.85%	11	388	0.00%	0	2		0.2416	YES
Mar-03	5.09%	18	354	100.00%	1	1		-4.3144	NO
Apr-03	5.14%	17	331	0.00%	0	4		0.4828	YES
May-03	3.84%	13	330	53.33%	1	3		-2.6053	NO
Jun-03	5.21%	17	328	0.00%	0	3		0.4044	YES
Jul-03	5.88%	18	308	0.00%	0	2		0.3524	YES
Aug-03	6.10%	20	328	0.00%	0	1		0.2544	YES

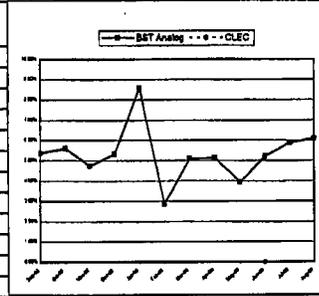


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.24.13.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	5.37%	23	428						
Oct-02	5.61%	25	446						
Nov-02	4.75%	16	337						
Dec-02	5.34%	19	358						
Jan-03	5.58%	37	431						
Feb-03	2.85%	11	388						
Mar-03	5.09%	18	354						
Apr-03	5.14%	17	331						
May-03	3.84%	13	330						
Jun-03	5.21%	17	328	0.00%	0	1		0.2342	YES
Jul-03	5.88%	18	308						
Aug-03	6.10%	20	328						



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

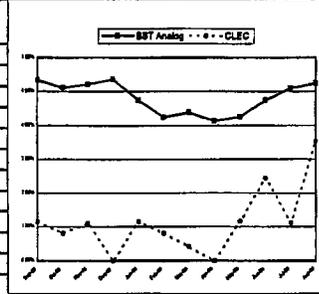
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.14.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	5.34%	2,851	53,375	1.16%	3	260		2.9956	YES
Oct-02	5.11%	2,898	56,844	0.81%	3	369		3.7377	YES
Nov-02	5.22%	2,549	48,825	1.00%	5	454		3.8278	YES
Dec-02	5.36%	2,506	46,783	0.00%	0	410		4.7982	YES
Jan-03	4.74%	2,589	54,157	0.15%	3	260		2.7185	YES
Feb-03	4.23%	2,014	47,429	0.81%	2	247		2.6718	YES
Mar-03	4.35%	2,240	51,042	0.42%	1	236		2.9866	YES
Apr-03	4.14%	1,984	47,429	0.00%	0	245		3.2449	YES
May-03	4.26%	1,881	43,724	1.16%	1	88		1.4197	YES
Jun-03	5.75%	2,273	47,900	2.44%	3	123		1.2015	YES
Jul-03	6.11%	2,249	44,011	0.11%	1	90		1.7211	YES
Aug-03	5.26%	2,418	46,095	3.61%	3	85		0.7091	YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

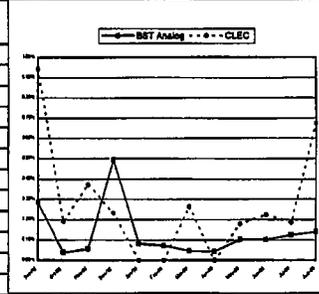


Better Performance

B.2.24.14.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	0.28%	918	323,434	0.94%	3	318		-2.2098	NO
Oct-02	0.04%	148	385,975	0.61%	1	519		-1.7947	NO
Nov-02	0.06%	194	352,902	0.37%	2	537		-3.1344	NO
Dec-02	0.50%	1,783	358,089	0.23%	1	432		0.7802	YES
Jan-03	0.08%	350	433,804	0.00%	0	303		0.4948	YES
Feb-03	0.07%	243	333,878	0.00%	0	353		0.5088	YES
Mar-03	0.05%	154	359,859	0.28%	1	381		-1.9825	NO
Apr-03	0.04%	181	378,757	0.00%	0	288		0.3384	YES
May-03	0.10%	209	203,281	0.18%	1	558		-0.5623	YES
Jun-03	0.10%	198	196,310	0.22%	1	445		-0.8222	YES
Jul-03	0.12%	241	193,529	0.19%	1	538		-0.4087	YES
Aug-03	0.14%	289	206,000	0.88%	4	592		-3.4753	NO

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

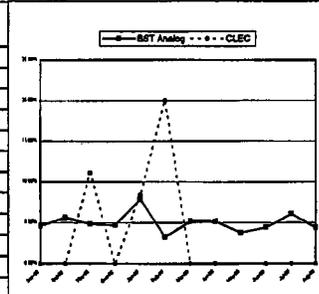


Better Performance

B.2.24.14.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	4.63%	18	389	0.00%	0	10		0.8878	YES
Oct-02	5.81%	22	392	0.00%	0	24		1.1596	YES
Nov-02	4.82%	15	311	11.11%	1	9		-0.8890	YES
Dec-02	4.87%	15	321	0.00%	0	17		0.8896	YES
Jan-03	7.83%	30	383	8.33%	1	12		-0.0535	YES
Feb-03	3.21%	11	343	20.00%	1	5		-2.1159	NO
Mar-03	5.13%	19	312	0.00%	0	4		0.4820	YES
Apr-03	6.15%	15	291	0.00%	0	11		0.7590	YES
May-03	3.78%	11	291	0.00%	0	4		0.4273	YES
Jun-03	4.42%	13	294	0.00%	0	4		0.4273	YES
Jul-03	8.02%	18	298	0.00%	0	2		0.3584	YES
Aug-03	4.40%	12	273	0.00%	0	1		0.2140	YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

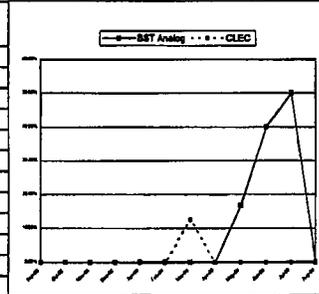


Better Performance

B.2.24.14.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	0.00%	0	4	0.00%	0	8			YES
Oct-02	0.00%	0	7	0.00%	0	9			YES
Nov-02	0.00%	0	9	0.00%	0	7			YES
Dec-02	0.00%	0	11	0.00%	0	7			YES
Jan-03	0.00%	0	2	0.00%	0	10			YES
Feb-03	0.00%	0	2	0.00%	0	7			YES
Mar-03	0.00%	0	4	12.50%	1	8			NO
Apr-03	0.00%	0	5	0.00%	0	8			YES
May-03	16.87%	1	6	0.00%	0	12		0.8944	YES
Jun-03	40.00%	2	5	0.00%	0	8		1.4322	YES
Jul-03	50.00%	1	2	0.00%	0	12		1.3093	YES
Aug-03	0.00%	0	2	0.00%	0	8			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



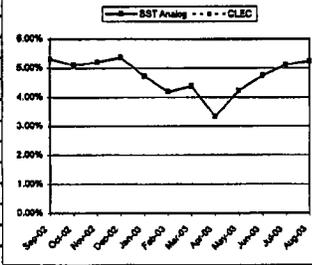
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.16.1.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	5.31%	2,891	54,424						
Oct-02	5.11%	2,940	57,571						
Nov-02	5.21%	2,572	49,383						
Dec-02	5.37%	2,541	47,339						
Jan-03	4.73%	2,586	54,914						
Feb-03	4.18%	2,041	48,751						
Mar-03	4.38%	2,280	51,611						
Apr-03	3.34%	1,991	59,390						
May-03	4.24%	1,883	44,442						
Jun-03	4.76%	2,303	48,379						
Jul-03	5.12%	2,278	44,488						
Aug-03	6.24%	2,442	48,592						

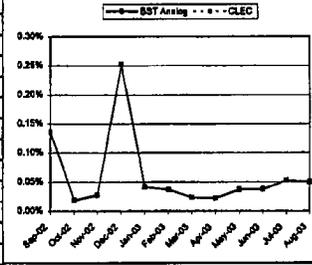


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.1.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.14%	924	654,181						
Oct-02	0.02%	150	805,744						
Nov-02	-0.03%	200	723,860						
Dec-02	0.28%	1,781	708,487						
Jan-03	0.04%	358	865,298						
Feb-03	0.04%	251	675,212						
Mar-03	0.02%	187	704,043						
Apr-03	0.02%	184	731,836						
May-03	0.04%	245	658,834						
Jun-03	0.04%	248	665,314						
Jul-03	0.05%	335	643,198						
Aug-03	0.05%	358	715,320						

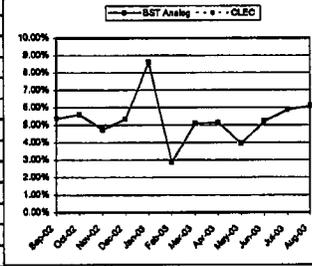


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.2.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	5.37%	23	428						
Oct-02	5.61%	25	448						
Nov-02	4.75%	16	337						
Dec-02	5.34%	19	358						
Jan-03	6.58%	37	431						
Feb-03	2.89%	11	386						
Mar-03	5.08%	18	354						
Apr-03	5.14%	17	331						
May-03	3.94%	13	330						
Jun-03	5.21%	17	328						
Jul-03	6.88%	18	308						
Aug-03	6.10%	20	328						

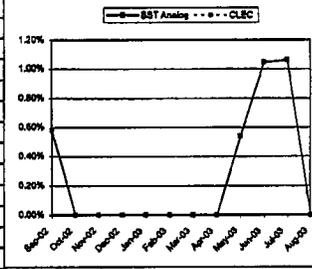


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.2.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.58%	1	172						
Oct-02	0.00%	0	242						
Nov-02	0.00%	0	156						
Dec-02	0.00%	0	252						
Jan-03	0.00%	0	181						
Feb-03	0.00%	0	182						
Mar-03	0.00%	0	132						
Apr-03	0.00%	0	272						
May-03	0.54%	1	185						
Jun-03	1.05%	2	191						
Jul-03	7.06%	1	94						
Aug-03	0.00%	0	170						



Better Performance

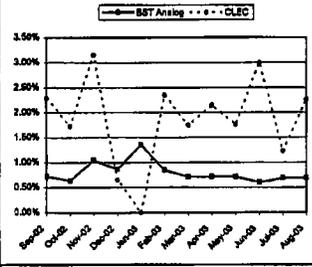
Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.22.1.1 EELs<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.72%	14	1,938	2.29%	3	131		-2.0508	NO
Oct-02	0.84%	16	2,508	1.72%	2	116		-1.4352	YES
Nov-02	1.05%	14	1,339	3.15%	4	127		-2.2279	NO
Dec-02	0.89%	11	1,278	0.65%	1	154		0.2697	YES
Jan-03	1.35%	21	1,550	0.00%	0	180		1.4883	YES
Feb-03	0.84%	10	1,188	2.34%	3	128		-1.7673	NO
Mar-03	0.71%	9	1,261	1.74%	3	172		-1.5060	YES
Apr-03	0.72%	10	1,397	2.15%	4	186		-2.1804	NO
May-03	0.72%	6	1,113	1.76%	3	170		-1.5036	YES
Jun-03	0.80%	8	1,000	2.96%	5	167		-3.7083	NO
Jul-03	0.69%	9	1,164	1.23%	2	163		-0.7811	YES
Aug-03	0.84%	8	1,315	2.26%	4	177		-2.3888	NO

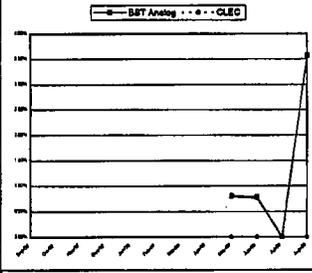


Better Performance

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report

B.2.24.22.1.2 EELs<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.60%	1	125	0.00%	0	3		0.1537	YES
Jun-03	0.76%	1	129	0.00%	0	7		0.2278	YES
Jul-03	0.00%	0	171	0.00%	0	10			YES
Aug-03	3.57%	3	84	0.00%	0	5		0.4181	YES

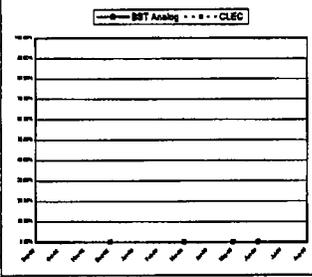


Better Performance

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report

B.2.24.22.2.1 EELs/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02	0.00%	0	1						
Jan-03									
Feb-03									
Mar-03	0.00%	0	1						
Apr-03									
May-03	0.00%	0	1						
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									

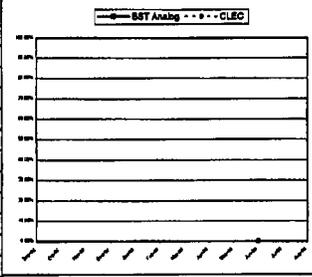


Better Performance

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report

B.2.24.22.2.2 EELs/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									



Better Performance

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report

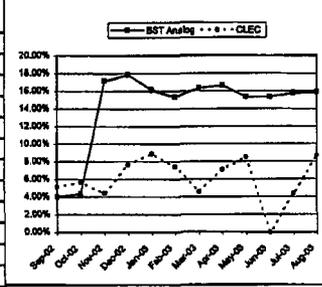
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.5.1.1 xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	3.88%	413	10,345	5.15%	10	194		-0.8103	YES
Oct-02	4.31%	614	14,233	5.89%	12	211		-0.8748	YES
Nov-02	7.13%	2,627	15,332	4.38%	13	298		5.7628	YES
Dec-02	17.85%	2,848	14,821	7.53%	19	249		4.1772	YES
Jan-03	16.15%	3,117	19,299	8.81%	22	247		3.0742	YES
Feb-03	15.33%	2,854	18,853	7.43%	15	202		3.1013	YES
Mar-03	18.31%	2,870	16,371	4.58%	12	262		5.0582	YES
Apr-03	16.58%	2,872	17,307	7.11%	16	211		3.5812	YES
May-03	15.85%	2,719	17,713	8.81%	4	47		1.2981	YES
Jun-03	15.32%	2,960	19,327	0.00%	0	25		2.1250	YES
Jul-03	15.78%	2,952	18,896	4.35%	1	23		1.5039	YES
Aug-03	15.80%	3,113	19,575	8.70%	2	23		0.9446	YES

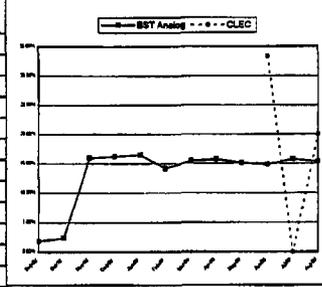


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.1.2 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	1.80%	114	6,331						
Oct-02	2.38%	197	8,265						
Nov-02	15.95%	1,462	9,185						
Dec-02	16.25%	1,265	7,786						
Jan-03	16.52%	1,655	10,017						
Feb-03	14.20%	1,514	10,660						
Mar-03	15.91%	1,420	9,158						
Apr-03	15.75%	1,538	9,750						
May-03	15.12%	1,478	9,760						
Jun-03	14.86%	1,561	10,509	33.33%	1	3		-0.8999	YES
Jul-03	15.80%	1,843	9,786	0.00%	0	7		1.1457	YES
Aug-03	15.36%	1,520	9,898	20.00%	1	5		-0.2877	YES

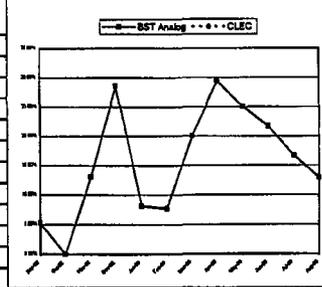


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	5.28%	1	19						
Oct-02	0.00%	0	17						
Nov-02	13.04%	3	23						
Dec-02	28.57%	8	21						
Jan-03	6.33%	3	37						
Feb-03	7.69%	2	28						
Mar-03	20.00%	5	25						
Apr-03	25.00%	10	34						
May-03	25.00%	4	16						
Jun-03	21.82%	8	37						
Jul-03	16.67%	5	30						
Aug-03	12.90%	4	31						

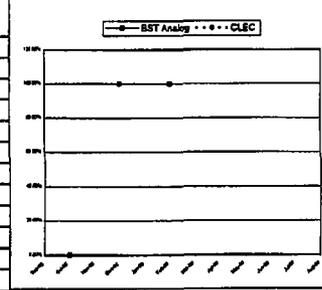


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02	0.00%	0	1						
Nov-02									
Dec-02	100.00%	1	1						
Jan-03									
Feb-03	100.00%	1	1						
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									



Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

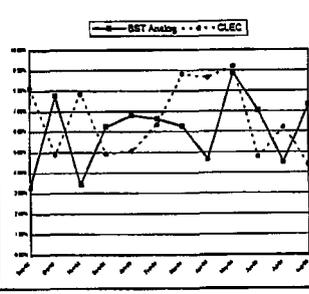
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.6.1.1 UNE ISDN/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	3.27%	16	490	4.13%	20	246		-3.5030	NO
Oct-02	7.78%	25	322	4.80%	12	245		1.2633	YES
Nov-02	3.43%	13	379	7.84%	24	306		-3.1550	NO
Dec-02	6.25%	20	320	4.92%	12	244		0.6474	YES
Jan-03	6.81%	19	279	5.06%	12	237		0.7849	YES
Feb-03	6.64%	30	452	6.36%	16	236		0.1407	YES
Mar-03	6.27%	20	319	8.84%	22	249		-1.2516	YES
Apr-03	4.66%	11	236	8.64%	21	243		-2.0663	NO
May-03	6.68%	23	259	9.20%	24	261		-0.1283	YES
Jun-03	7.03%	9	125	4.76%	6	126		0.7073	YES
Jul-03	4.50%	5	111	6.21%	9	145		-0.8508	YES
Aug-03	7.32%	9	123	4.09%	5	114		0.8658	YES

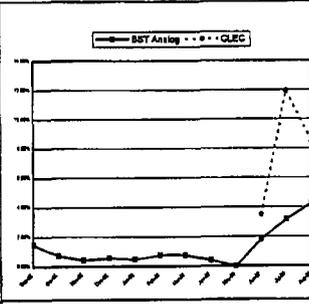


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.26.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.49%	7	469						
Oct-02	0.71%	3	423						
Nov-02	0.43%	3	696						
Dec-02	0.58%	2	354						
Jan-03	0.46%	1	216						
Feb-03	0.76%	3	395						
Mar-03	0.75%	2	264						
Apr-03	0.10%	1	251						
May-03	0.00%	0	248						
Jun-03	1.61%	5	277	3.51%	2	57		-0.6799	YES
Jul-03	3.15%	12	380	11.94%	8	67		-3.7902	NO
Aug-03	2.25%	13	306	8.45%	6	71		-1.5617	YES

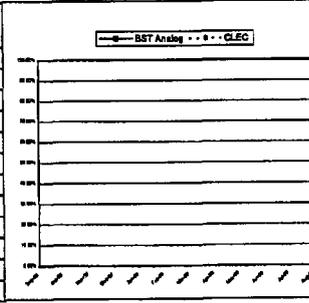


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.26.6.2.1 UNE ISDN/≥10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	0.00%	0	1						

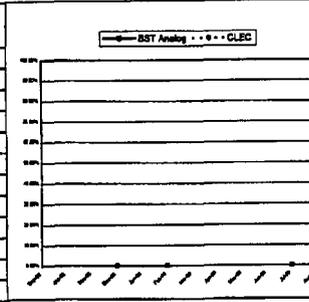


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.26.6.2.2 UNE ISDN/≥10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02	0.00%	0	1						
Jan-03									
Feb-03	0.00%	0	1						
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	0.00%	0	1						
Aug-03									



Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

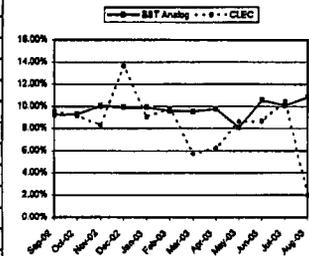
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.22%	6,811	71,710	9.57%	29	303		-0.2113	YES
Oct-02	9.30%	5,081	54,424	9.17%	22	240		0.0705	YES
Nov-02	10.05%	5,784	57,571	9.30%	21	253		0.9220	YES
Dec-02	9.95%	4,816	49,383	13.66%	25	183		-1.6716	NO
Jan-03	9.92%	4,694	47,339	9.05%	19	210		0.4200	YES
Feb-03	9.81%	5,276	54,914	9.80%	24	245		-0.0997	YES
Mar-03	9.54%	4,848	48,751	9.74%	12	209		1.8637	YES
Apr-03	9.77%	5,041	51,811	6.23%	17	273		1.9851	YES
May-03	8.10%	4,807	59,380	8.59%	25	291		-0.3083	YES
Jun-03	10.54%	4,729	44,879	8.65%	9	104		0.6248	YES
Jul-03	10.08%	4,876	48,379	10.45%	7	87		-0.1003	YES
Aug-03	10.82%	4,812	44,468	11.86%	1	51		2.0357	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

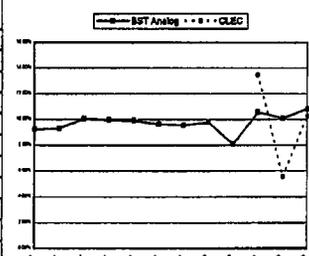


Better Performance

B.2.26.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.22%	6,811	71,710						
Oct-02	9.30%	5,081	54,424						
Nov-02	10.05%	5,784	57,571						
Dec-02	9.95%	4,816	49,383						
Jan-03	9.92%	4,694	47,339						
Feb-03	9.81%	5,276	54,914						
Mar-03	9.54%	4,848	48,751						
Apr-03	9.77%	5,041	51,811						
May-03	8.10%	4,807	59,380						
Jun-03	10.54%	4,729	44,879	13.48%	14	104		-0.9702	YES
Jul-03	10.08%	4,876	48,379	5.58%	3	54		1.1035	YES
Aug-03	10.82%	4,812	44,468	10.28%	4	39		0.1135	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

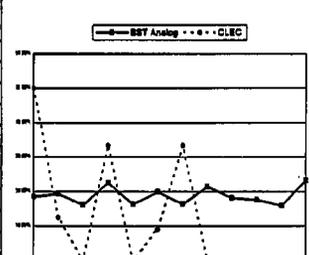


Better Performance

B.2.26.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	18.53%	83	448	50.00%	2	4		-1.6130	YES
Oct-02	18.39%	83	428	12.50%	1	8		0.4885	YES
Nov-02	16.14%	72	448	0.00%	0	3		0.7574	YES
Dec-02	22.55%	78	337	33.33%	1	3		-0.4449	YES
Jan-03	18.28%	58	356	0.00%	0	4		0.6774	YES
Feb-03	19.95%	86	431	0.00%	1	11		0.8902	YES
Mar-03	16.32%	63	388	33.33%	1	3		-0.7942	YES
Apr-03	21.47%	78	354	0.00%	0	4		1.0399	YES
May-03	16.13%	60	331	0.00%	0	11		1.6353	YES
Jun-03	17.58%	59	338	0.00%	0	5		1.0244	YES
Jul-03	15.85%	52	328	0.00%	0	6		0.8967	YES
Aug-03	23.20%	71	306						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

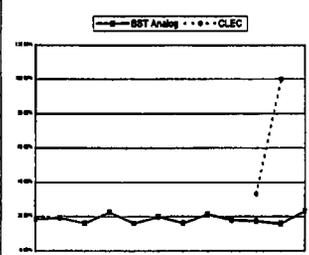


Better Performance

B.2.26.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	18.53%	83	448						
Oct-02	18.39%	83	428						
Nov-02	16.14%	72	448						
Dec-02	22.55%	78	337						
Jan-03	18.28%	58	356						
Feb-03	19.95%	86	431						
Mar-03	16.32%	63	388						
Apr-03	21.47%	78	354						
May-03	16.13%	60	331						
Jun-03	17.58%	59	338	33.33%	1	3		-0.7148	YES
Jul-03	15.85%	52	328	100.00%	1	1		-2.2920	NO
Aug-03	23.20%	71	306						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better Performance

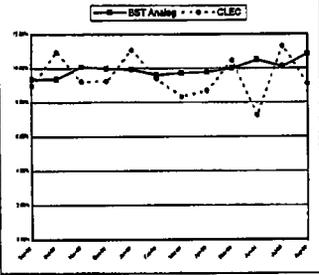
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	8.37%	6,523	69,594	8.86%	80	893		0.4222	YES
Oct-02	8.36%	4,997	53,375	10.93%	102	933		-1.6325	YES
Nov-02	10.09%	5,713	56,844	9.22%	85	922		0.8669	YES
Dec-02	9.98%	4,873	48,825	9.23%	82	872		0.8480	YES
Jan-03	8.92%	4,840	48,783	11.04%	72	652		-0.9543	YES
Feb-03	9.80%	5,200	54,157	9.41%	54	574		0.1570	YES
Mar-03	9.72%	4,808	47,429	8.33%	49	588		1.1245	YES
Apr-03	9.76%	4,983	51,042	8.88%	54	622		0.9027	YES
May-03	10.01%	4,747	47,429	10.44%	54	517		-0.3287	YES
Jun-03	10.49%	4,632	44,153	7.25%	38	524		2.4053	YES
Jul-03	10.11%	4,842	47,900	11.28%	85	578		-0.9308	YES
Aug-03	10.85%	4,774	44,011	9.00%	50	550		1.3164	YES

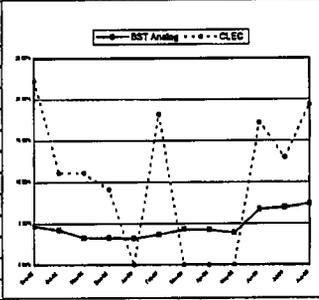


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.89%	16,821	358,945	22.22%	2	9		-2.4592	NO
Oct-02	4.23%	13,684	323,434	11.11%	1	9		-1.0254	YES
Nov-02	3.26%	12,655	385,976	11.11%	1	9		-1.3182	YES
Dec-02	3.26%	11,487	352,602	9.00%	1	11		-1.0887	YES
Jan-03	3.17%	11,303	358,069	0.00%	0	7		0.4750	YES
Feb-03	3.66%	15,988	433,804	18.18%	2	11		-2.5830	NO
Mar-03	4.29%	14,326	330,878	0.00%	0	4		0.4235	YES
Apr-03	4.25%	15,282	359,859	0.00%	0	10		0.6559	YES
May-03	3.88%	14,823	376,757	0.00%	0	14		0.7519	YES
Jun-03	6.73%	13,668	203,804	12.16%	29	189		-5.4315	NO
Jul-03	6.97%	13,681	198,310	12.96%	21	162		-2.9949	NO
Aug-03	7.38%	14,278	193,529	18.38%	31	160		-5.8038	NO

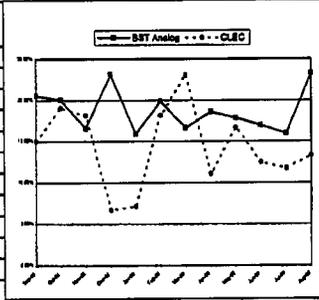


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	20.58%	78	379	15.00%	3	20		0.8018	YES
Oct-02	20.65%	78	389	18.95%	4	21		0.1110	YES
Nov-02	18.58%	85	392	18.18%	4	22		-0.1984	YES
Dec-02	23.15%	72	311	8.87%	1	15		1.4784	YES
Jan-03	15.89%	51	321	7.14%	1	14		0.8782	YES
Feb-03	18.84%	78	383	18.18%	2	11		0.1382	YES
Mar-03	18.82%	57	343	23.08%	3	13		-0.6141	YES
Apr-03	18.69%	58	312	11.11%	1	9		0.5686	YES
May-03	17.87%	52	291	18.67%	2	12		0.1066	YES
Jun-03	18.85%	50	295	12.50%	1	8		0.3310	YES
Jul-03	18.89%	47	294	11.76%	2	17		0.4618	YES
Aug-03	23.31%	62	266	13.33%	2	15		0.8590	YES

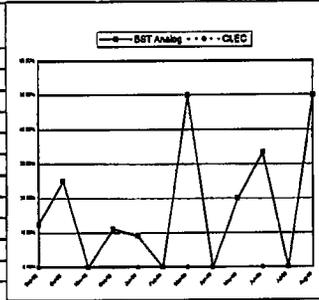


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	12.50%	1	8	0.00%	0	1		0.3583	YES
Oct-02	26.00%	1	4						
Nov-02	0.00%	0	7						
Dec-02	11.11%	1	9						
Jan-03	9.09%	1	11	0.00%	0	1		0.3026	YES
Feb-03	0.00%	0	2						
Mar-03	50.00%	1	2	0.00%	0	1		0.8185	YES
Apr-03	0.00%	0	4						
May-03	20.00%	1	5						
Jun-03	33.33%	2	6	0.00%	0	3		1.0000	YES
Jul-03	0.00%	0	5	0.00%	0	1			YES
Aug-03	50.00%	1	2	50.00%	1	2		0.0000	YES



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

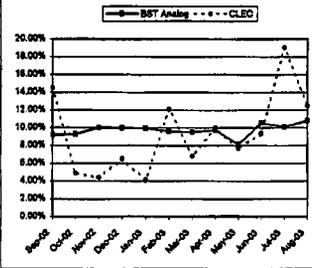
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.22%	6,611	71,710	14.52%	18	124		-2.0372	NO
Oct-02	9.30%	5,061	54,424	4.88%	4	82		1.3775	YES
Nov-02	10.05%	5,784	57,571	4.40%	4	91		1.7916	YES
Dec-02	9.95%	4,916	49,383	8.48%	5	77		1.0137	YES
Jan-03	9.92%	4,694	47,339	4.11%	3	73		1.6685	YES
Feb-03	9.61%	5,276	54,914	12.06%	11	91		-0.8022	YES
Mar-03	9.54%	4,649	48,751	6.82%	3	44		0.6136	YES
Apr-03	9.77%	5,041	51,611	10.00%	5	50		-0.0564	YES
May-03	8.10%	4,807	59,380	7.89%	4	52		0.1065	YES
Jun-03	10.54%	4,729	44,879	8.33%	3	32		0.2141	YES
Jul-03	10.08%	4,876	48,379	18.09%	4	21		-1.3850	YES
Aug-03	10.82%	4,812	44,468	12.50%	3	24		-0.2647	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

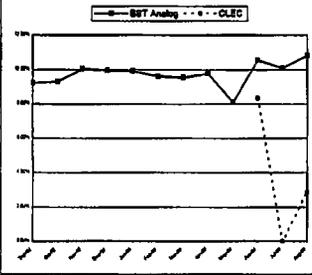


Better Performance

B.2.26.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.22%	6,611	71,710						
Oct-02	9.30%	5,061	54,424						
Nov-02	10.05%	5,784	57,571						
Dec-02	9.95%	4,916	49,383						
Jan-03	9.92%	4,694	47,339						
Feb-03	9.61%	5,276	54,914						
Mar-03	9.54%	4,649	48,751						
Apr-03	9.77%	5,041	51,611						
May-03	8.10%	4,807	59,380						
Jun-03	10.54%	4,729	44,879	8.33%	3	36		0.4305	YES
Jul-03	10.08%	4,876	48,379	0.00%	0	43		2.1944	YES
Aug-03	10.82%	4,812	44,468	2.66%	2	70		2.1433	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

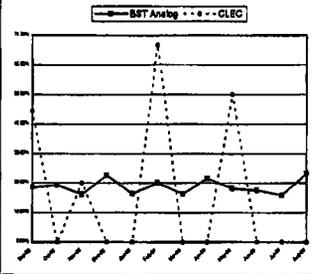


Better Performance

B.2.26.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	18.53%	83	448	44.44%	4	9		-1.9815	NO
Oct-02	18.39%	83	428	0.00%	0	1		0.4899	YES
Nov-02	16.14%	72	446	20.00%	1	5		-0.2331	YES
Dec-02	22.55%	76	337	0.00%	0	7		1.4131	YES
Jan-03	18.29%	58	356	0.00%	0	5		0.9796	YES
Feb-03	19.89%	86	431	88.87%	2	3		-2.0175	NO
Mar-03	18.32%	83	386	0.00%	0	2		0.6230	YES
Apr-03	21.47%	76	354	0.00%	0	1		0.6221	YES
May-03	18.13%	80	331	50.00%	2	4		-1.6448	YES
Jun-03	17.56%	56	336	0.00%	0	3		0.7958	YES
Jul-03	15.95%	52	326	0.00%	0	3		0.7511	YES
Aug-03	23.20%	71	306	0.00%	0	2		0.7748	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

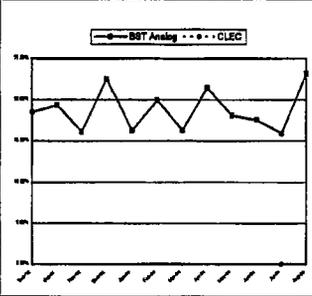


Better Performance

B.2.26.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	18.53%	83	448						
Oct-02	18.39%	83	428						
Nov-02	16.14%	72	446						
Dec-02	22.55%	76	337						
Jan-03	18.29%	58	356						
Feb-03	19.89%	86	431						
Mar-03	18.32%	83	386						
Apr-03	21.47%	76	354						
May-03	18.13%	80	331						
Jun-03	17.56%	56	336						
Jul-03	15.95%	52	326	0.00%	0	1		0.4350	YES
Aug-03	23.20%	71	306						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better Performance

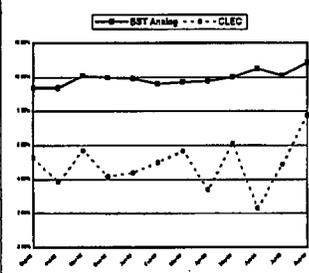
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)

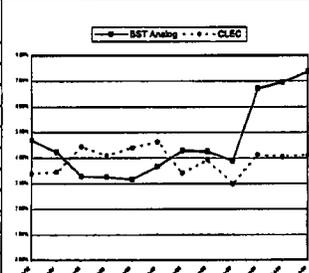
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	6.37%	6,523	69,994	5.26%	15	285		2.3757	YES
Oct-02	6.34%	4,997	53,375	3.85%	10	260		3.0456	YES
Nov-02	10.09%	5,713	56,644	5.09%	21	369		2.7943	YES
Dec-02	9.68%	4,673	48,825	4.19%	19	454		4.1008	YES
Jan-03	9.92%	4,840	48,783	4.39%	18	410		3.7284	YES
Feb-03	6.60%	5,200	54,157	5.00%	13	260		2.5125	YES
Mar-03	6.72%	4,808	47,429	6.67%	14	247		2.1423	YES
Apr-03	9.76%	4,983	51,042	3.39%	8	236		3.2906	YES
May-03	10.01%	4,747	47,429	6.12%	15	245		2.0216	YES
Jun-03	10.49%	4,832	44,153	2.30%	2	67		2.4910	YES
Jul-03	10.11%	4,842	47,900	4.89%	6	123		1.8218	YES
Aug-03	10.85%	4,774	44,011	7.76%	7	90		0.9354	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)

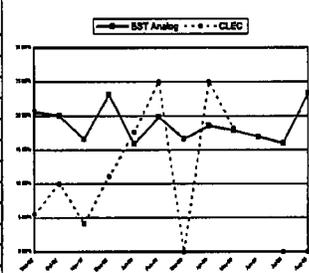
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.69%	15,821	358,945	3.38%	8	237		0.6544	YES
Oct-02	4.23%	13,584	323,434	3.46%	11	316		0.6833	YES
Nov-02	3.28%	12,658	386,978	4.43%	23	519		-1.4727	YES
Dec-02	3.25%	11,487	352,802	4.10%	22	537		-1.0944	YES
Jan-03	3.17%	11,303	358,069	4.40%	19	432		-1.4499	YES
Feb-03	3.66%	15,855	433,904	4.92%	14	303		-0.8652	YES
Mar-03	4.29%	14,326	333,876	3.40%	12	353		0.6260	YES
Apr-03	4.25%	15,282	359,859	3.94%	15	361		0.2996	YES
May-03	3.88%	14,823	378,757	2.99%	8	268		0.7593	YES
Jun-03	6.71%	13,666	203,804	4.11%	23	559		2.4458	YES
Jul-03	6.97%	13,891	196,310	4.04%	18	445		2.4198	YES
Aug-03	7.38%	14,276	193,529	4.10%	22	536		2.8942	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)

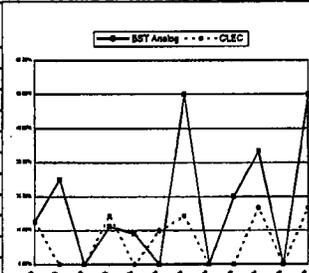
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	20.58%	76	379	5.59%	1	18		1.5406	YES
Oct-02	20.06%	78	389	10.00%	1	10		0.7839	YES
Nov-02	16.56%	65	392	4.17%	1	24		1.5875	YES
Dec-02	23.15%	72	311	1.11%	1	9		0.8442	YES
Jan-03	15.89%	61	321	17.69%	3	17		-0.1894	YES
Feb-03	19.84%	76	383	28.00%	3	12		-0.4410	YES
Mar-03	16.82%	57	343	0.00%	0	5		0.9911	YES
Apr-03	18.58%	58	312	25.00%	1	4		-0.3275	YES
May-03	17.67%	52	291	16.18%	2	11		-0.0265	YES
Jun-03	18.95%	50	295						
Jul-03	15.99%	47	294	0.00%	0	4		0.6866	YES
Aug-03	23.31%	62	266	0.00%	0	2		0.7787	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.26.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	12.50%	1	8	12.50%	1	8		0.0000	YES
Oct-02	25.00%	1	4	0.00%	0	8		0.8428	YES
Nov-02	0.00%	0	7	0.00%	0	9			YES
Dec-02	11.11%	1	9	14.29%	1	7		-0.2004	YES
Jan-03	9.09%	1	11	0.00%	0	7		0.8540	YES
Feb-03	0.00%	0	2	10.00%	1	10			NO
Mar-03	50.00%	1	2	14.29%	1	7		0.8909	YES
Apr-03	0.00%	0	4	0.00%	0	8			YES
May-03	20.00%	1	5	0.00%	0	8		0.8771	YES
Jun-03	33.33%	2	6	16.67%	2	12		0.7071	YES
Jul-03	0.00%	0	5	0.00%	0	8			YES
Aug-03	50.00%	1	2	16.67%	2	12		0.8729	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

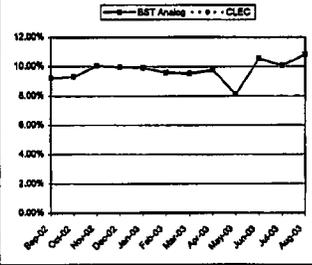
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.15.1.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.22%	6,611	71,710						
Oct-02	9.30%	5,061	54,424						
Nov-02	10.05%	5,784	57,571						
Dec-02	9.85%	4,916	49,383						
Jan-03	9.92%	4,694	47,339						
Feb-03	9.61%	5,276	54,914						
Mar-03	9.54%	4,649	48,751						
Apr-03	8.77%	5,041	51,611						
May-03	8.10%	4,807	59,380						
Jun-03	10.54%	4,729	44,879						
Jul-03	10.58%	4,875	46,379						
Aug-03	10.82%	4,812	44,468						

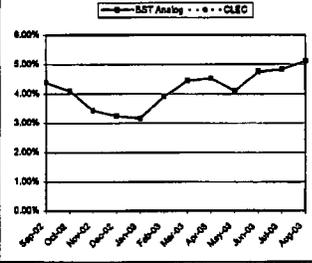


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.26.15.1.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.38%	33,401	782,023						
Oct-02	4.06%	27,976	684,181						
Nov-02	3.42%	27,683	805,744						
Dec-02	3.24%	23,462	723,860						
Jan-03	3.17%	22,387	706,487						
Feb-03	3.81%	33,858	885,298						
Mar-03	4.45%	30,030	675,212						
Apr-03	4.82%	31,814	704,043						
May-03	4.10%	30,040	731,838						
Jun-03	4.75%	31,398	660,425						
Jul-03	4.83%	32,116	665,314						
Aug-03	5.11%	32,638	643,198						

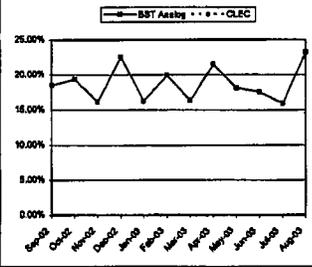


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.26.15.2.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	16.53%	83	448						
Oct-02	19.39%	83	428						
Nov-02	16.14%	72	446						
Dec-02	22.55%	76	337						
Jan-03	18.29%	58	356						
Feb-03	10.99%	86	431						
Mar-03	15.32%	83	386						
Apr-03	21.47%	76	354						
May-03	18.13%	60	331						
Jun-03	17.56%	69	336						
Jul-03	15.85%	52	328						
Aug-03	23.20%	71	308						

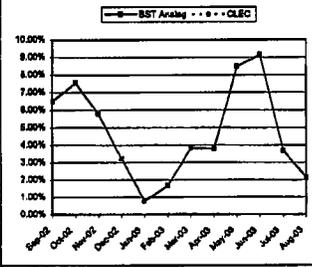


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.26.15.2.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	6.51%	19	292						
Oct-02	7.56%	13	172						
Nov-02	5.79%	14	242						
Dec-02	3.23%	5	156						
Jan-03	0.79%	2	262						
Feb-03	1.66%	3	181						
Mar-03	3.85%	7	182						
Apr-03	3.79%	5	132						
May-03	8.46%	23	272						
Jun-03	9.14%	17	198						
Jul-03	3.66%	7	191						
Aug-03	2.13%	2	94						



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

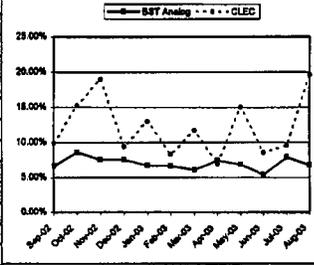
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.21.1.1 EELs<10 circuits/Dispatch/FL (%)

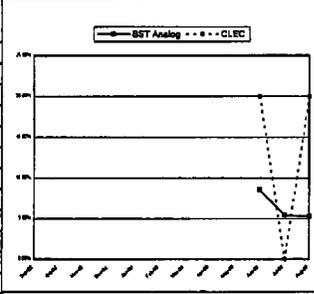
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	6.67%	159	2,385	9.89%	9	91		-1.2099	YES
Oct-02	6.62%	167	1,938	15.27%	20	131		-2.6261	NO
Nov-02	7.54%	189	2,506	18.87%	22	116		-4.5651	NO
Dec-02	7.54%	101	1,339	9.45%	12	127		-0.7773	YES
Jan-03	6.74%	66	1,276	12.88%	20	154		-2.9210	NO
Feb-03	6.71%	104	1,550	8.33%	15	180		-0.8241	YES
Mar-03	8.06%	72	1,188	11.72%	15	128		-2.5490	NO
Apr-03	7.45%	94	1,261	6.98%	12	172		0.2237	YES
May-03	6.87%	98	1,397	15.05%	28	186		-4.1437	NO
Jun-03	5.41%	62	1,148	8.57%	15	175		-1.7219	NO
Jul-03	7.90%	79	1,000	9.46%	16	167		-0.7454	YES
Aug-03	6.78%	79	1,194	18.83%	32	163		-8.1055	NO



Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.26.21.1.2 EELs<10 circuits/Non-Dispatch/FL (%)

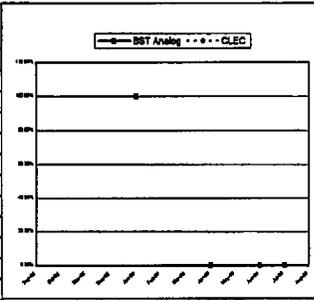
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	8.53%	11	129	20.00%	1	5		-0.9013	YES
Jul-03	6.43%	7	129	0.00%	0	7		0.6172	YES
Aug-03	5.28%	9	171	20.00%	2	10		-2.0285	NO



Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.26.21.2.1 EELs>=10 circuits/Dispatch/FL (%)

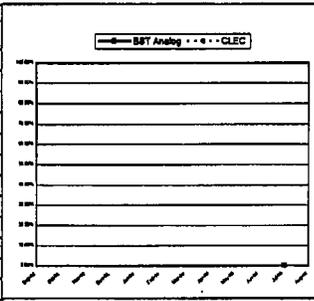
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03	100.00%	1	1						
Feb-03									
Mar-03									
Apr-03	0.00%	0	1						
May-03									
Jun-03	0.00%	0	1						
Jul-03	0.00%	0	1						
Aug-03									



Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

B.2.26.21.2.2 EELs>=10 circuits/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	0.00%	0	1						
Aug-03									



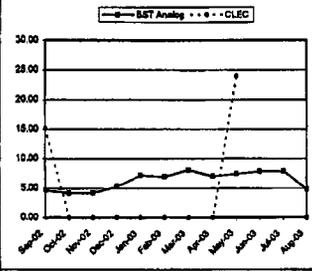
Note 1: Retail DS1/ DS3 - Interoffice data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.65	66,066	14,202	15.16	2,938	174	51.751	-2.8617	NO
Oct-02	4.20	64,319	15,306	0.02	4	227	18.189	3.4414	YES
Nov-02	4.21	62,070	14,754	0.02	3	201	17.211	3.4285	YES
Dec-02	6.26	101,381	19,279	0.02	3	204	17.911	4.1560	YES
Jan-03	7.18	133,933	18,653	0.02	3	160	21.566	4.1836	YES
Feb-03	6.99	115,084	18,467	0.02	4	232	22.497	4.6854	YES
Mar-03	8.07	141,190	17,468	0.02	3	193	27.717	4.0182	YES
Apr-03	6.96	123,737	17,770	0.02	0	25	28.037	1.3331	YES
May-03	7.38	142,846	19,327	24.00	24	1	30.318	-0.5478	YES
Jun-03	7.62	146,210	18,696				33.480		
Jul-03	7.90	154,847	19,575				36.579		
Aug-03	4.83	118,700	24,586	0.02	0	1	24.842	0.1952	YES

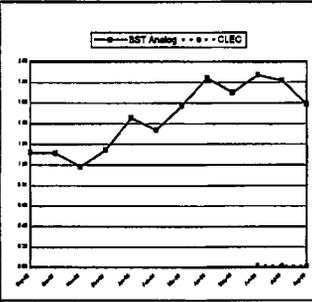


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.27.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	7.12	9,265	8,261				9.431		
Oct-02	1.12	10,226	9,161				9.334		
Nov-02	0.98	7,678	7,780				7.468		
Dec-02	1.15	11,484	10,015				9.431		
Jan-03	1.45	16,503	10,666				12.041		
Feb-03	1.34	12,286	9,171				11.214		
Mar-03	1.57	15,374	9,775				13.340		
Apr-03	1.84	17,989	9,788				21.383		
May-03	1.70	17,871	10,509				12.531		
Jun-03	1.97	18,265	9,788	0.02	0	2	14.571	0.1799	YES
Jul-03	1.82	18,008	9,898	0.02	0	1	21.200	0.0850	YES
Aug-03	1.59	19,405	12,225	0.02	0	2	13.558	0.1638	YES

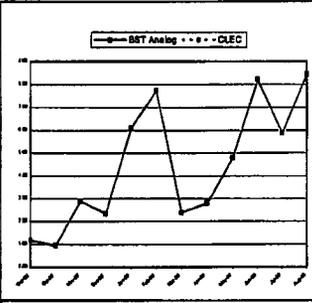


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.27.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.18	20	17				4.283		
Oct-02	0.94	21	22				4.024		
Nov-02	2.99	61	21				6.482		
Dec-02	2.34	87	37				7.923		
Jan-03	6.09	158	26				10.885		
Feb-03	7.73	193	25				20.241		
Mar-03	2.38	81	34				6.497		
Apr-03	2.81	45	18				10.884		
May-03	4.50	178	37				13.058		
Jun-03	8.22	247	30				20.284		
Jul-03	6.88	162	31				15.083		
Aug-03	6.49	388	48				53.473		

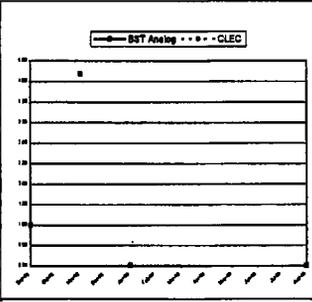


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.27.5.2.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.00	1	1				0.000		
Oct-02									
Nov-02	4.88	5	1				0.000		
Dec-02									
Jan-03	0.02	0	1				0.000		
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	0.02	0	1				0.000		



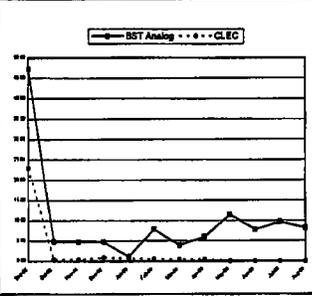
Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized
(Interval between Order Completion and Completion Notice Release to CLEC/BST)
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.6.1.1 UNE ISDN<10 circuits/Dispatch/FL (hours)

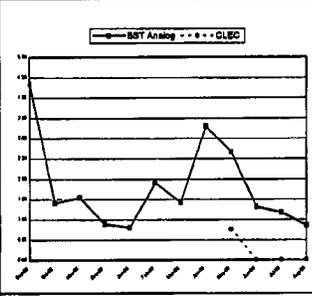
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	47.21	14,495	307	22.90	3,504	153	69.992	3.5100	YES
Oct-02	4.94	1,741	360	0.35	92	284	34.126	1.6234	YES
Nov-02	4.83	1,516	316	0.36	85	228	26.807	1.6900	YES
Dec-02	4.66	1,266	268	0.85	174	206	22.490	1.8391	YES
Jan-03	1.17	513	438	0.63	140	218	4.265	1.4687	YES
Feb-03	7.85	2,770	353	0.47	111	237	78.651	1.1463	YES
Mar-03	7.94	1,009	258	0.41	97	239	15.397	2.5523	YES
Apr-03	5.97	1,612	270	0.35	88	250	28.417	2.2518	YES
May-03	11.41	1,451	128	0.02	2	118	44.338	2.0136	YES
Jun-03	7.76	851	111	0.02	2	139	37.142	1.8371	YES
Jul-03	9.68	1,191	123	0.02	2	105	27.542	2.6409	YES
Aug-03	8.12	1,058	130	0.02	3	140	39.552	1.6822	YES



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.27.6.1.2 UNE ISDN<10 circuits/Non-Dispatch/FL (hours)

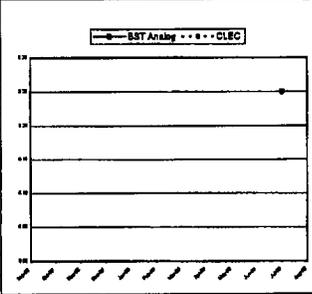
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	4.35	1,809	418				20.651		
Oct-02	1.40	965	688				11.180		
Nov-02	1.54	543	362				8.655		
Dec-02	0.89	190	212				1.401		
Jan-03	0.83	314	391				2.956		
Feb-03	1.90	510	268				11.604		
Mar-03	1.42	353	249				5.778		
Apr-03	3.30	851	258				20.499		
May-03	2.88	741	277	0.76	42	55	18.171	0.7139	YES
Jun-03	1.32	601	380	0.02	1	83	9.854	0.9703	YES
Jul-03	1.17	358	305	0.02	1	83	5.260	1.5876	YES
Aug-03	0.89	207	241	0.02	1	47	3.299	1.5996	YES



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.27.6.2.1 UNE ISDN>=10 circuits/Dispatch/FL (hours)

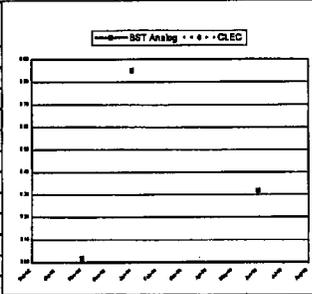
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	0.25	0	1				0.000		
Aug-03									



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.27.6.2.2 UNE ISDN>=10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02	0.02	0	1				0.000		
Dec-02									
Jan-03	0.65	1	1				0.000		
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.32	0	1				0.000		
Jul-03									
Aug-03									



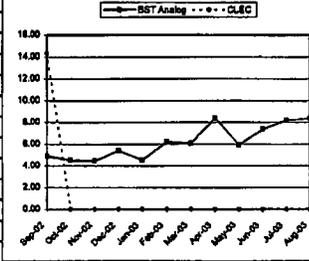
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.93	265,636	53,915	14.31	2,633	184	47.855	-2.8538	NO
Oct-02	4.82	258,816	57,245	0.02	4	210	21.048	3.0655	YES
Nov-02	4.45	217,715	48,918	0.02	3	151	21.911	2.4829	YES
Dec-02	5.41	254,760	47,078	0.02	3	157	27.401	2.4818	YES
Jan-03	4.56	244,572	53,690	0.03	5	194	22.578	2.7891	YES
Feb-03	6.23	308,882	46,603	0.02	3	176	34.881	2.3702	YES
Mar-03	6.08	318,883	52,491	0.02	4	225	31.590	2.8712	YES
Apr-03	8.40	504,575	60,058	0.02	4	233	29.117	4.3870	YES
May-03	5.94	286,593	44,877	0.02	2	87	41.881	1.3166	YES
Jun-03	7.38	356,210	48,378	0.02	1	55	30.752	1.7708	YES
Jul-03	8.21	384,975	44,458	0.02	1	40	38.149	1.3227	YES
Aug-03	8.37	390,183	46,591	0.02	1	54	49.098	1.2493	YES

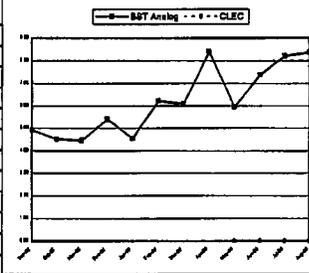


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.93	265,636	53,915				22.981		
Oct-02	4.52	258,816	57,245				21.048		
Nov-02	4.45	217,715	48,918				21.911		
Dec-02	5.41	254,760	47,078				27.401		
Jan-03	4.56	244,572	53,690				22.578		
Feb-03	6.23	308,882	46,603				34.881		
Mar-03	6.08	318,883	52,491				31.590		
Apr-03	8.40	504,575	60,058				29.117		
May-03	5.94	286,593	44,877	0.02	1	82	41.881	1.2798	YES
Jun-03	7.38	356,210	48,378	0.02	1	32	30.752	1.3509	YES
Jul-03	8.21	384,975	44,458	0.02	0	23	39.149	1.0032	YES
Aug-03	8.37	390,183	46,591	0.02	1	33	49.098	0.9778	YES

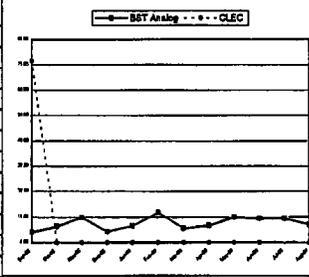


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.07	1,721	423	71.48	357	5	137.840	-1.0884	YES
Oct-02	6.33	2,809	444	0.02	0	2	28.912	0.3079	YES
Nov-02	9.83	3,235	329	0.02	0	2	92.849	0.1490	YES
Dec-02	4.30	1,519	353	0.02	0	4	15.878	0.5370	YES
Jan-03	6.55	2,797	427	0.02	0	4	23.998	0.5420	YES
Feb-03	11.88	4,825	398	0.02	0	3	59.092	0.3405	YES
Mar-03	5.57	2,011	381	0.02	0	2	18.242	0.4294	YES
Apr-03	6.59	2,200	334	0.02	0	7	24.260	0.7091	YES
May-03	9.92	3,334	336	0.02	0	4	40.569	0.4855	YES
Jun-03	9.39	3,063	328	0.02	0	5	26.841	0.7753	YES
Jul-03	9.31	2,849	306				38.994		
Aug-03	7.04	2,309	328	0.02	0	5	24.787	0.6293	YES

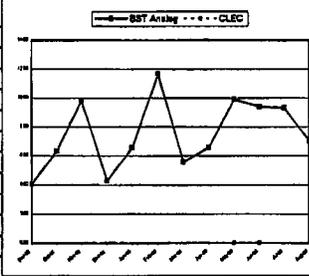


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.07	1,721	423				20.381		
Oct-02	6.33	2,809	444				28.912		
Nov-02	9.83	3,235	329				92.849		
Dec-02	4.30	1,519	353				15.878		
Jan-03	6.55	2,797	427				23.998		
Feb-03	11.88	4,825	398				59.092		
Mar-03	5.57	2,011	381				18.242		
Apr-03	6.59	2,200	334				24.260		
May-03	9.92	3,334	336	0.02	0	3	40.569	0.4211	YES
Jun-03	9.39	3,063	328	0.02	0	1	26.841	0.3489	YES
Jul-03	9.31	2,849	306				38.994		
Aug-03	7.04	2,309	328				24.787		



Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

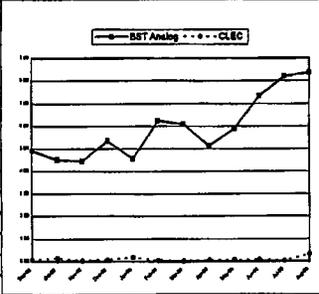
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)

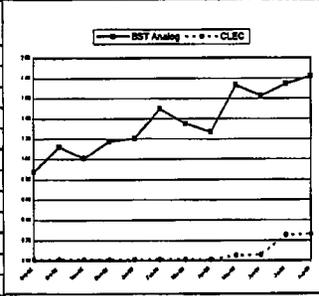
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.01	258,762	82,877	0.06	55	887	23.027	0.2211	YES
Oct-02	4.50	253,867	86,321	0.14	113	832	21.024	5.9491	YES
Nov-02	4.45	215,332	48,362	0.02	14	523	21.937	5.0081	YES
Dec-02	5.35	248,894	48,535	0.07	41	595	27.277	4.8940	YES
Jan-03	4.56	241,468	82,934	0.18	85	515	22.673	4.3594	YES
Feb-03	6.25	301,427	48,241	0.04	20	560	35.178	4.1183	YES
Mar-03	6.08	318,790	51,909	0.02	11	577	31.894	4.5706	YES
Apr-03	5.13	246,874	48,064	0.05	23	480	28.665	3.8369	YES
May-03	5.68	260,140	44,161	0.07	35	482	41.990	3.0257	YES
Jun-03	7.33	351,285	47,900	0.07	36	538	30.681	5.4833	YES
Jul-03	6.18	360,521	44,009	0.03	13	513	39.250	4.8852	YES
Aug-03	5.27	388,727	48,094	0.04	173	515	49.298	3.6793	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (hours)

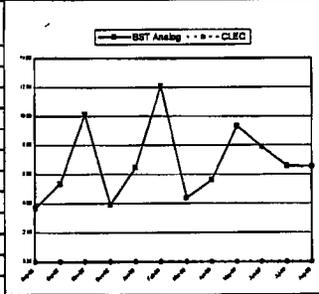
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.87	282,198	322,858	0.02	0	3	5.068	0.2932	YES
Oct-02	1.12	432,500	385,493	0.02	0	5	7.234	0.3418	YES
Nov-02	1.01	355,178	352,180	0.02	0	3	7.023	0.2448	YES
Dec-02	3.18	418,167	355,642	0.02	0	3	10.920	0.1839	YES
Jan-03	1.21	522,347	432,244	0.02	0	5	9.413	0.2831	YES
Feb-03	1.49	500,086	334,584	0.02	0	3	17.960	0.1425	YES
Mar-03	1.35	486,702	360,247	0.02	0	2	13.307	0.1418	YES
Apr-03	1.27	477,807	378,858	0.02	0	2	10.729	0.1849	YES
May-03	1.73	353,208	203,797	0.05	8	150	20.125	1.0224	YES
Jun-03	1.63	319,755	196,304	0.06	8	137	23.211	0.7822	YES
Jul-03	1.74	337,528	193,523	0.28	34	135	28.099	0.8848	YES
Aug-03	1.82	378,812	205,995	0.28	48	178	13.871	1.4987	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)

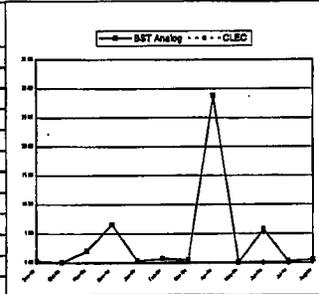
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	3.85	1,410	388	0.03	0	15	19.979	0.8588	YES
Oct-02	8.34	2,084	390	0.02	0	14	18.931	1.0348	YES
Nov-02	10.14	3,094	305	0.02	0	14	96.271	0.3849	YES
Dec-02	3.68	1,238	318	0.02	0	10	15.068	0.8015	YES
Jan-03	6.47	2,453	379	0.02	0	10	23.885	0.8514	YES
Feb-03	12.11	4,214	348	0.02	0	12	82.878	0.8570	YES
Mar-03	4.37	1,380	318	0.02	0	7	15.811	0.7291	YES
Apr-03	5.51	1,650	294	0.02	0	12	23.817	0.8045	YES
May-03	6.33	2,758	285	0.02	0	5	37.827	0.5485	YES
Jun-03	7.88	2,318	294	0.02	0	13	24.991	1.1108	YES
Jul-03	16.57	1,749	268	0.02	0	13	21.828	1.0577	YES
Aug-03	6.54	1,765	273	0.02	0	11	24.125	0.6788	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.32	1	3				0.394		
Oct-02	0.04	0	5				0.018		
Nov-02	1.97	18	9				5.008		
Dec-02	8.34	72	11				21.398		
Jan-03	0.33	1	2				0.368		
Feb-03	0.71	1	2				0.365		
Mar-03	0.47	2	4				0.510		
Apr-03	28.75	144	5				59.811		
May-03	0.03	0	6	0.02	0	1	0.041	0.3780	YES
Jun-03	5.69	28	5	0.02	0	1	8.387	0.6183	YES
Jul-03	0.25	1	2	0.02	0	2	0.330	0.7071	YES
Aug-03	0.52	1	2				0.047		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

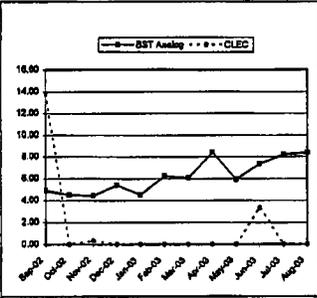
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.93	265,636	53,915	0.02	1,038	75	54,393	-1.4136	YES
Oct-02	4.52	256,616	57,245	0.02	1	80	21,049	1.9127	YES
Nov-02	4.45	217,715	48,918	0.02	24	69	21,911	1.5569	YES
Dec-02	5.41	254,760	47,078	0.02	1	63	27,401	1.5617	YES
Jan-03	4.56	244,572	53,690	0.02	1	81	22,578	1.5075	YES
Feb-03	6.23	308,982	49,503	0.02	1	41	34,961	1.1363	YES
Mar-03	6.08	318,983	52,491	0.02	1	46	31,590	1.3005	YES
Apr-03	6.40	504,575	60,058	0.02	1	47	29,117	1.9734	YES
May-03	5.94	266,593	44,877	0.02	0	27	41,881	0.7347	YES
Jun-03	7.39	356,210	48,379	0.02	53	16	30,752	0.5235	YES
Jul-03	6.21	364,975	44,469	0.02	0	23	39,149	1.0032	YES
Aug-03	6.37	390,183	46,591	0.02	0	22	49,098	0.7983	YES

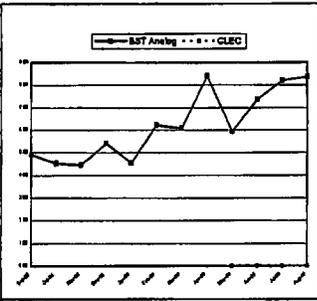


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.93	265,636	53,915				22,961		
Oct-02	4.52	256,616	57,245				21,049		
Nov-02	4.45	217,715	48,918				21,911		
Dec-02	5.41	254,760	47,078				27,401		
Jan-03	4.56	244,572	53,690				22,578		
Feb-03	6.23	308,982	49,503				34,961		
Mar-03	6.08	318,983	52,491				31,590		
Apr-03	6.40	504,575	60,058				29,117		
May-03	5.94	266,593	44,877	0.02	0	26	41,881	0.7482	YES
Jun-03	7.39	356,210	48,379	0.02	1	37	30,752	1.4825	YES
Jul-03	6.21	364,975	44,469	0.02	1	66	39,149	1.5996	YES
Aug-03	6.37	390,183	46,591	0.02	0	26	49,098	0.9165	YES

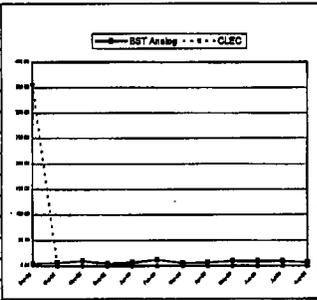


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.12.2.1 2W Analog Loop w/LNP Design<=10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.07	1,721	423	356.42	356	1	20,361	-17.2871	NO
Oct-02	6.33	2,809	444	0.02	0	5	26,912	0.4882	YES
Nov-02	9.63	3,235	329	0.02	0	7	62,649	0.2768	YES
Dec-02	4.30	1,519	353	0.02	0	4	15,678	0.5370	YES
Jan-03	6.55	2,797	427	0.02	0	3	23,998	0.4700	YES
Feb-03	11.68	4,625	396	0.02	0	2	59,092	0.2784	YES
Mar-03	5.57	2,011	361	0.02	0	1	18,242	0.3040	YES
Apr-03	6.56	2,200	334	0.02	0	3	24,260	0.4670	YES
May-03	6.92	3,334	336	0.02	0	2	40,569	0.3443	YES
Jun-03	6.36	3,063	326	0.02	0	3	26,841	0.6024	YES
Jul-03	9.31	2,849	306	0.02	0	1	38,994	0.2379	YES
Aug-03	7.04	2,309	328	0.02	0	1	24,767	0.2818	YES

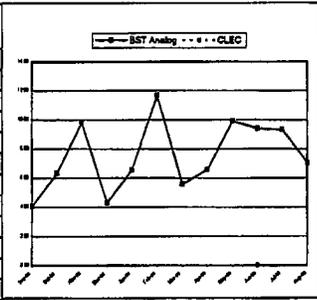


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.27.12.2.2 2W Analog Loop w/LNP Design<=10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.07	1,721	423				20,361		
Oct-02	6.33	2,809	444				26,912		
Nov-02	9.63	3,235	329				62,649		
Dec-02	4.30	1,519	353				15,678		
Jan-03	6.55	2,797	427				23,998		
Feb-03	11.68	4,625	396				59,092		
Mar-03	5.57	2,011	361				18,242		
Apr-03	6.56	2,200	334				24,260		
May-03	6.92	3,334	336				40,569		
Jun-03	6.36	3,063	326	0.02	0	1	26,841	0.3489	YES
Jul-03	9.31	2,849	306				38,994		
Aug-03	7.04	2,309	328				24,767		



Better Performance

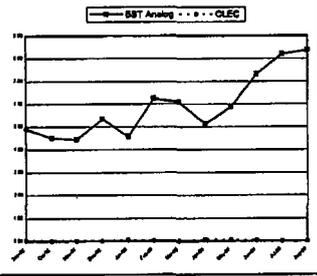
Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)

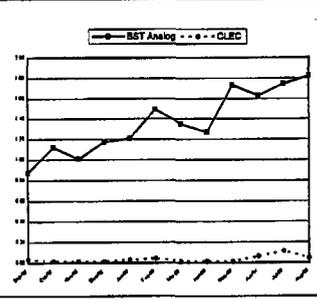
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	4.91	259,762	52,877	0.04	9	250	23.027	3.3399	YES
Oct-02	4.50	253,667	56,321	0.02	8	361	21.024	4.0423	YES
Nov-02	4.45	215,332	48,362	0.02	7	449	21.937	4.2650	YES
Dec-02	5.35	248,994	46,535	0.02	7	402	27.277	3.9039	YES
Jan-03	4.56	241,468	52,934	0.06	14	246	22.673	3.1102	YES
Feb-03	8.25	301,427	48,241	0.02	5	242	35.176	2.7467	YES
Mar-03	8.06	315,760	51,909	0.02	5	232	31.694	2.9073	YES
Apr-03	5.13	246,674	46,094	0.09	21	240	28.666	2.7001	YES
May-03	5.66	260,140	44,151	0.06	5	83	41.960	1.2641	YES
Jun-03	7.33	351,285	47,900	0.04	5	117	30.661	2.5677	YES
Jul-03	8.16	360,521	44,009	0.02	1	88	39.250	1.9630	YES
Aug-03	8.57	385,727	46,094	0.02	1	62	48.266	1.5337	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.1.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)

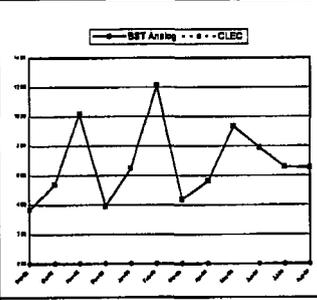
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.87	282,166	322,656	0.03	10	313	5.066	2.9403	YES
Oct-02	1.12	432,500	365,493	0.02	9	511	7.234	3.4514	YES
Nov-02	1.01	355,178	352,180	0.02	9	637	7.023	3.2697	YES
Dec-02	1.16	418,167	356,642	0.02	7	432	10.920	2.2050	YES
Jan-03	1.21	522,347	432,244	0.03	8	298	9.413	2.1671	YES
Feb-03	1.49	500,089	334,564	0.04	15	352	17.960	1.5166	YES
Mar-03	1.35	486,702	360,247	0.02	6	380	13.307	1.9537	YES
Apr-03	1.27	477,807	376,958	0.02	5	272	10.729	1.9220	YES
May-03	1.73	353,206	203,797	0.02	9	556	20.125	2.0119	YES
Jun-03	1.63	318,755	196,304	0.06	28	441	23.211	1.4163	YES
Jul-03	1.74	337,526	193,523	0.11	60	531	26.099	1.4369	YES
Aug-03	1.82	378,512	206,895	0.05	28	561	13.871	3.1088	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)

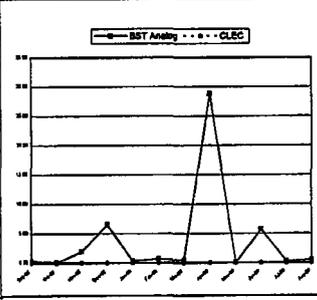
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	3.65	1,410	368	0.02	0	10	19.979	0.5680	YES
Oct-02	5.34	2,094	390	0.02	0	20	16.931	1.2275	YES
Nov-02	10.14	3,094	305	0.02	0	9	96.271	0.3110	YES
Dec-02	3.89	1,236	318	0.02	0	16	16.056	1.0046	YES
Jan-03	6.47	2,453	379	0.03	0	11	23.665	0.8903	YES
Feb-03	12.11	4,214	346	0.02	0	5	62.676	0.4283	YES
Mar-03	4.57	1,390	316	0.02	0	4	16.611	0.5637	YES
Apr-03	6.61	1,650	294	0.02	0	11	23.617	0.7716	YES
May-03	8.34	2,750	285	0.02	0	4	37.627	0.6254	YES
Jun-03	7.88	2,316	294	0.02	0	4	24.991	0.6254	YES
Jul-03	6.67	1,749	286	0.02	0	2	21.826	0.4233	YES
Aug-03	8.54	1,785	273	0.02	0	1	24.125	0.2598	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.32	1	3	0.05	0	8	0.364	1.0288	YES
Oct-02	0.04	0	5	0.02	0	8	0.018	1.9640	YES
Nov-02	1.97	18	9	0.02	0	7	5.009	0.7746	YES
Dec-02	6.54	72	11	0.02	0	7	21.396	0.8302	YES
Jan-03	0.33	1	2	0.02	0	10	0.369	1.0235	YES
Feb-03	0.71	1	2	0.02	0	7	0.365	2.3613	YES
Mar-03	0.47	2	4	0.02	0	8	0.610	1.4422	YES
Apr-03	28.75	144	5	0.02	0	8	59.811	0.9428	YES
May-03	0.03	0	6	0.02	0	12	0.041	0.6165	YES
Jun-03	5.68	28	5	0.02	0	8	8.367	1.1880	YES
Jul-03	0.25	1	2	0.02	0	12	0.330	0.9258	YES
Aug-03	0.52	1	2	0.02	0	6	0.047	12.6904	YES



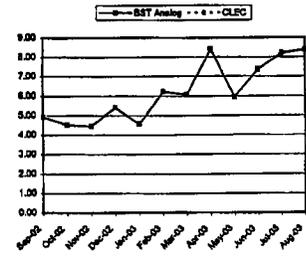
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.15.1.1 UCL-ND/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.93	265,836	53,915				22.961		
Oct-02	4.82	258,816	57,245				21.049		
Nov-02	5.45	217,715	48,818				21.911		
Dec-02	5.41	254,760	47,078				27.401		
Jan-03	4.88	244,572	53,690				22.578		
Feb-03	6.23	308,882	49,603				34.981		
Mar-03	6.08	316,683	52,491				31.590		
Apr-03	6.40	504,675	80,058				29.117		
May-03	5.64	286,593	44,877				41.881		
Jun-03	7.36	356,210	46,379				30.752		
Jul-03	6.21	364,975	44,466				39.149		
Aug-03	8.37	390,183	48,591				49.098		

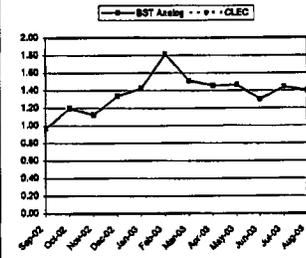


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.27.15.1.2 UCL-ND/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.96	658,083	891,974				5.656		
Oct-02	1.20	960,578	803,752				7.596		
Nov-02	1.12	811,561	722,718				7.639		
Dec-02	1.34	940,785	704,415				11.938		
Jan-03	1.42	1,226,556	860,959				10.969		
Feb-03	1.81	1,230,336	677,956				20.635		
Mar-03	1.51	1,066,096	705,730				14.911		
Apr-03	1.46	1,066,668	733,228				13.535		
May-03	1.46	966,273	680,377				18.162		
Jun-03	1.30	864,155	684,484				14.882		
Jul-03	1.44	927,023	642,620				17.369		
Aug-03	1.30	998,042	715,385				11.704		

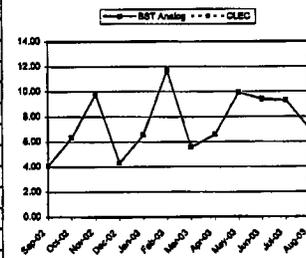


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.27.15.2.1 UCL-ND/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	4.07	1,721	423				20.381		
Oct-02	6.33	2,809	444				28.912		
Nov-02	9.83	3,235	329				62.849		
Dec-02	4.30	1,519	353				15.878		
Jan-03	6.56	2,797	427				23.998		
Feb-03	11.68	4,825	396				56.062		
Mar-03	5.57	2,011	361				18.242		
Apr-03	6.59	2,200	334				24.280		
May-03	9.92	3,334	336				40.569		
Jun-03	6.39	3,053	328				26.641		
Jul-03	9.31	2,849	306				38.994		
Aug-03	7.04	2,309	328				24.787		

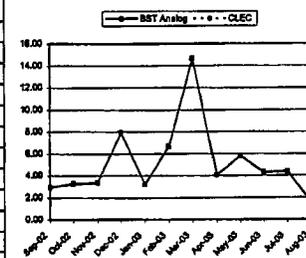


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.27.15.2.2 UCL-ND/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.94	480	153				12.801		
Oct-02	3.36	738	224				20.548		
Nov-02	3.36	525	156				27.328		
Dec-02	7.97	1,964	251				44.624		
Jan-03	3.21	578	180				16.675		
Feb-03	6.65	1,223	194				34.114		
Mar-03	14.66	1,078	135				58.723		
Apr-03	3.05	1,110	274				18.488		
May-03	6.79	1,078	186				33.068		
Jun-03	4.28	818	191				19.233		
Jul-03	4.38	410	94				18.171		
Aug-03	1.63	275	169				6.722		



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

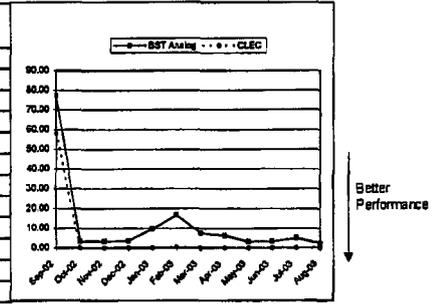
Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.
Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.21.1.1 EELs<10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	77.37	144,294	1,865	66.23	2,446	42	204.982	0.5964	YES
Oct-02	3.50	8,675	2,460	0.02	1	46	15.254	1.5179	YES
Nov-02	3.37	4,481	1,330	0.02	1	43	16.530	1.1677	YES
Dec-02	3.64	4,543	1,248	0.02	1	54	22.716	1.1475	YES
Jan-03	9.70	14,835	1,530	0.02	1	61	41.773	1.7741	YES
Feb-03	16.59	20,949	1,283	0.48	21	47	93.323	1.1635	YES
Mar-03	7.57	9,607	1,296	0.02	1	56	61.583	0.8908	YES
Apr-03	8.23	8,921	1,431	0.02	1	70	52.338	0.9705	YES
May-03	3.20	3,662	1,146	0.02	1	56	22.044	1.0638	YES
Jun-03	3.36	3,357	1,000	0.02	0	27	15.774	1.0859	YES
Jul-03	5.04	5,656	1,184	0.02	1	43	36.509	0.8950	YES
Aug-03	2.23	2,907	1,315	0.18	10	52	11.109	1.2909	YES

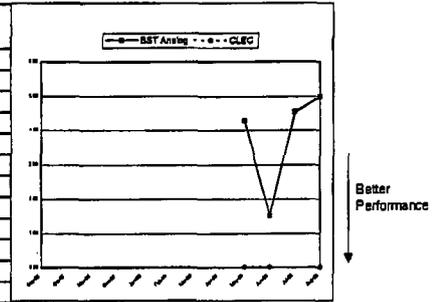
Note 1: Retail DS1/DS3 - interoffice data serves as the BST Analog for this report



B.2.27.21.1.2 EELs<10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	4.28	552	129	0.02	0	2	35.526	0.1638	YES
Jun-03	1.61	194	129	0.02	0	1	7.517	0.1975	YES
Jul-03	4.53	775	171				22.948		
Aug-03	4.89	419	84	0.02	0	2	22.342	0.3109	YES

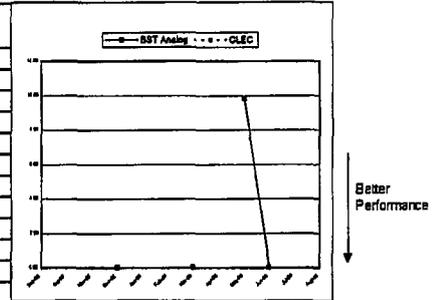
Note 1: Retail DS1/DS3 - interoffice data serves as the BST Analog for this report



B.2.27.21.2.1 EELs>=10 circuits/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02	0.02	0	1				0.000		
Jan-03									
Feb-03									
Mar-03	0.02	0	1				0.000		
Apr-03									
May-03	9.82	10	1				0.000		
Jun-03	0.02	0	1				0.000		
Jul-03									
Aug-03									

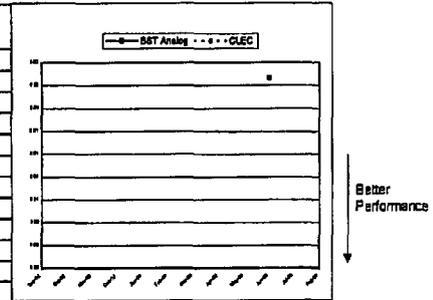
Note 1: Retail DS1/DS3 - interoffice data serves as the BST Analog for this report



B.2.27.21.2.2 EELs>=10 circuits/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.02	0	1				0.000		
Jul-03									
Aug-03									

Note 1: Retail DS1/DS3 - interoffice data serves as the BST Analog for this report



Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Service Order Accuracy

(% of Service Orders that are Accurate)

Numerator indicates total number of service orders that are accurate.
Volume indicates total number of service orders.

B.2.38.1.1.1 Design (Specials)<10 circuits/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			99.55%	219	220			YES
Oct-02	95.00%			100.00%	187	187			YES
Nov-02	95.00%			100.00%	150	150			YES
Dec-02	95.00%			100.00%	175	175			YES
Jan-03	95.00%			100.00%	180	180			YES
Feb-03	95.00%			100.00%	180	180			YES
Mar-03	95.00%			100.00%	170	170			YES
Apr-03	95.00%			98.29%	172	175			YES
May-03	95.00%			98.40%	166	167			YES
Jun-03	95.00%			95.00%	114	120			YES
Jul-03	95.00%			100.00%	108	108			YES
Aug-03	95.00%			100.00%	90	90			YES

Better
Performance

B.2.38.1.1.2 Design (Specials)<10 circuits/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			99.01%	100	101			YES
Oct-02	95.00%			98.52%	133	135			YES
Nov-02	95.00%			100.00%	108	108			YES
Dec-02	95.00%			99.15%	106	106			YES
Jan-03	95.00%			98.00%	98	100			YES
Feb-03	95.00%			100.00%	70	70			YES
Mar-03	95.00%			97.44%	78	78			YES
Apr-03	95.00%			97.99%	98	98			YES
May-03	95.00%			98.61%	57	59			YES
Jun-03	95.00%			100.00%	100	100			YES
Jul-03	95.00%			98.91%	91	92			YES
Aug-03	95.00%			98.57%	89	70			YES

Better
Performance

B.2.38.1.2.1 Design (Specials)/>=10 circuits/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			100.00%	37	37			YES
Oct-02	95.00%			100.00%	38	38			YES
Nov-02	95.00%			100.00%	55	55			YES
Dec-02	95.00%			100.00%	27	27			YES
Jan-03	95.00%			100.00%	37	37			YES
Feb-03	95.00%			100.00%	38	38			YES
Mar-03	95.00%			90.91%	30	33			NO
Apr-03	95.00%			90.91%	30	33			NO
May-03	95.00%			98.72%	59	61			YES
Jun-03	95.00%			98.77%	30	31			YES
Jul-03	95.00%			100.00%	30	30			YES
Aug-03	95.00%			100.00%	18	18			YES

Better
Performance

B.2.38.1.2.2 Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			100.00%	18	18			YES
Oct-02	95.00%			100.00%	18	18			YES
Nov-02	95.00%			100.00%	51	51			YES
Dec-02	95.00%			97.30%	38	37			YES
Jan-03	95.00%			100.00%	29	29			YES
Feb-03	95.00%			100.00%	22	22			YES
Mar-03	95.00%			100.00%	18	18			YES
Apr-03	95.00%			77.78%	21	27			NO
May-03	95.00%			82.61%	19	23			NO
Jun-03	95.00%			77.27%	17	22			NO
Jul-03	95.00%			100.00%	31	31			YES
Aug-03	95.00%			78.92%	30	39			NO

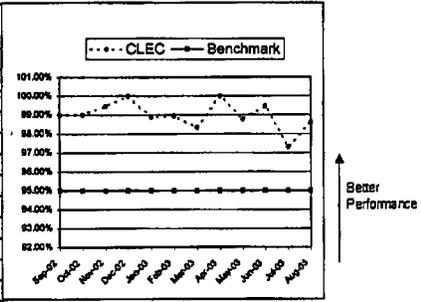
Better
Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Provisioning
Service Order Accuracy

(% of Service Orders that are Accurate)
Numerator indicates total number of service orders that are accurate.
Volume indicates total number of service orders.

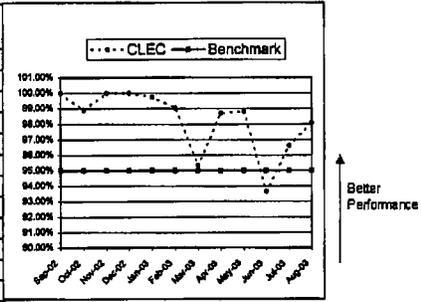
B.2.38.2.1.1 Loops Non-Design/<10 circuits/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			99.00%	198	200			YES
Oct-02	95.00%			99.00%	198	200			YES
Nov-02	95.00%			99.47%	188	189			YES
Dec-02	95.00%			100.00%	165	165			YES
Jan-03	95.00%			98.89%	178	180			YES
Feb-03	95.00%			98.89%	188	190			YES
Mar-03	95.00%			98.33%	177	180			YES
Apr-03	95.00%			100.00%	190	190			YES
May-03	95.00%			98.77%	320	324			YES
Jun-03	95.00%			99.47%	189	190			YES
Jul-03	95.00%			97.31%	181	186			YES
Aug-03	95.00%			99.80%	212	215			YES



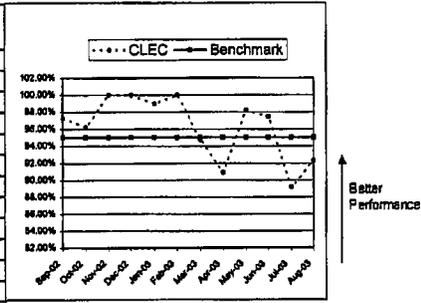
B.2.38.2.1.2 Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	250	250			YES
Oct-02	95.00%			99.91%	455	460			YES
Nov-02	95.00%			100.00%	385	385			YES
Dec-02	95.00%			100.00%	400	400			YES
Jan-03	95.00%			99.70%	419	420			YES
Feb-03	95.00%			99.04%	515	520			YES
Mar-03	95.00%			95.33%	572	600			YES
Apr-03	95.00%			98.70%	633	640			YES
May-03	95.00%			98.82%	418	423			YES
Jun-03	95.00%			94.67%	281	300			NO
Jul-03	95.00%			99.61%	229	238			YES
Aug-03	95.00%			98.06%	304	310			YES



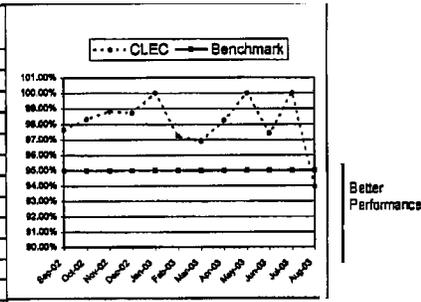
B.2.38.2.2.1 Loops Non-Design/>=10 circuits/Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			97.30%	72	74			YES
Oct-02	95.00%			98.29%	77	80			YES
Nov-02	95.00%			100.00%	116	116			YES
Dec-02	95.00%			100.00%	73	73			YES
Jan-03	95.00%			98.98%	95	96			YES
Feb-03	95.00%			100.00%	107	107			YES
Mar-03	95.00%			94.74%	72	78			NO
Apr-03	95.00%			90.91%	80	86			NO
May-03	95.00%			98.23%	111	113			YES
Jun-03	95.00%			97.80%	78	80			YES
Jul-03	95.00%			85.18%	68	74			NO
Aug-03	95.00%			92.31%	96	104			NO



B.2.38.2.2.2 Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			97.67%	84	86			YES
Oct-02	95.00%			98.33%	89	90			YES
Nov-02	95.00%			98.84%	85	86			YES
Dec-02	95.00%			98.72%	77	78			YES
Jan-03	95.00%			100.00%	90	90			YES
Feb-03	95.00%			97.22%	70	72			YES
Mar-03	95.00%			96.92%	83	85			YES
Apr-03	95.00%			98.29%	66	57			YES
May-03	95.00%			100.00%	60	60			YES
Jun-03	95.00%			97.84%	76	78			YES
Jul-03	95.00%			100.00%	68	68			YES
Aug-03	95.00%			93.94%	62	66			NO

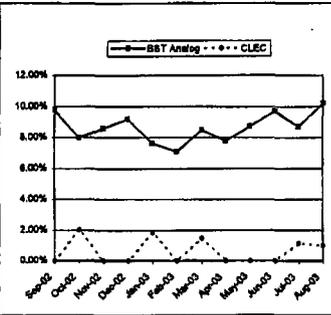


Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Missed Repair Appointments
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.4.1 EELs/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.77%	9,982	101,999	0.00%	0	37		2.0005	YES
Oct-02	8.01%	7,784	97,189	2.04%	1	49		1.5390	YES
Nov-02	8.59%	7,653	89,102	0.00%	0	46		2.0765	YES
Dec-02	8.18%	8,165	89,165	0.00%	0	60		2.4819	YES
Jan-03	7.63%	6,684	87,332	1.69%	1	54		1.5995	YES
Feb-03	7.10%	5,710	80,451	0.00%	0	42		1.7908	YES
Mar-03	8.49%	8,226	96,879	0.00%	1	68		2.0763	YES
Apr-03	7.79%	6,782	87,115	0.00%	0	52		2.0946	YES
May-03	8.72%	8,517	97,717	0.00%	0	85		2.8476	YES
Jun-03	8.70%	10,142	104,627	0.00%	0	66		2.7022	YES
Jul-03	8.70%	9,010	103,532	1.14%	1	68		2.5158	YES
Aug-03	10.22%	12,236	119,775	0.89%	1	102		3.0765	YES

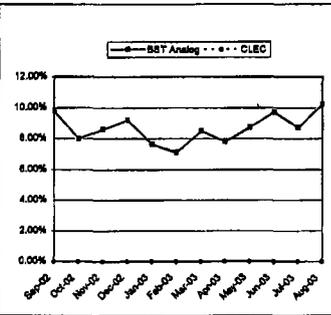


Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.1.4.2 EELs/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.77%	9,982	101,999	0.00%	0	31		1.8315	YES
Oct-02	8.01%	7,784	97,189	0.00%	0	25		1.4751	YES
Nov-02	8.59%	7,653	89,102	0.00%	0	28		1.5628	YES
Dec-02	8.18%	8,165	89,165	0.00%	0	31		1.7599	YES
Jan-03	7.63%	6,684	87,332	0.00%	0	19		1.2527	YES
Feb-03	7.10%	5,710	80,451	0.00%	0	26		1.4091	YES
Mar-03	8.49%	8,226	96,879	0.00%	0	29		1.6401	YES
Apr-03	7.79%	6,782	87,115	0.00%	0	37		1.7870	YES
May-03	8.72%	8,517	97,717	0.00%	0	37		1.8792	YES
Jun-03	8.70%	10,142	104,627	0.00%	0	35		1.9390	YES
Jul-03	8.70%	9,010	103,532	0.00%	0	33		1.7733	YES
Aug-03	10.22%	12,236	119,775	0.00%	0	32		1.9079	YES



Better Performance

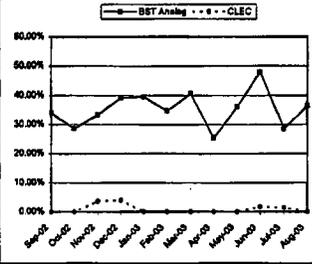
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Missed Repair Appointments
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.5.1 xDSL (ADSL, HDSL and UCL/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	34.00%	1,355	3,985	0.00%	0	41		4.5726	YES
Oct-02	28.90%	1,087	3,801	0.00%	0	42		4.0789	YES
Nov-02	33.33%	1,278	3,834	3.64%	2	55		4.8388	YES
Dec-02	39.17%	1,593	4,087	4.06%	2	80		5.0636	YES
Jan-03	36.67%	1,812	4,579	0.00%	0	56		6.0191	YES
Feb-03	34.89%	1,474	4,249	0.00%	0	48		5.0211	YES
Mar-03	40.59%	2,069	5,171	0.00%	0	62		6.4700	YES
Apr-03	25.38%	1,127	4,440	0.00%	0	54		4.2601	YES
May-03	36.06%	1,455	4,032	0.00%	0	35		4.4282	YES
Jun-03	47.87%	2,225	4,648	1.75%	1	57		6.8273	YES
Jul-03	28.63%	927	3,238	1.35%	1	74		5.1327	YES
Aug-03	36.46%	1,355	3,716	0.00%	0	62		5.9159	YES

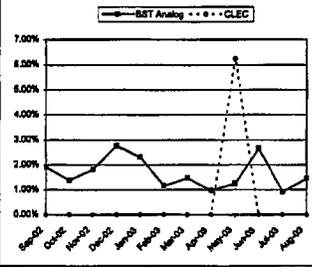


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.1.5.2 xDSL (ADSL, HDSL and UCL/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.92%	163	8,498	0.00%	0	19		0.6090	YES
Oct-02	1.37%	115	8,374	0.00%	0	19		0.6138	YES
Nov-02	1.81%	158	8,736	0.00%	0	18		0.5424	YES
Dec-02	2.76%	271	9,908	0.00%	0	13		0.6074	YES
Jan-03	2.30%	218	9,493	0.00%	0	18		0.6127	YES
Feb-03	1.16%	115	9,824	0.00%	0	8		0.3061	YES
Mar-03	1.48%	177	12,106	0.00%	0	16		0.4889	YES
Apr-03	0.87%	92	9,525	0.00%	0	6		0.2416	YES
May-03	1.25%	119	9,528	8.25%	1	16		-1.7995	NO
Jun-03	2.65%	314	11,864	0.00%	0	13		0.5942	YES
Jul-03	0.91%	120	13,222	0.00%	0	18		0.4058	YES
Aug-03	1.45%	47	3,239	0.00%	0	13		0.4386	YES

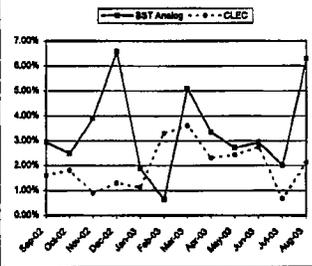


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.1.6.1 UNE ISDN/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.96%	6	203	1.01%	2	124		0.6956	YES
Oct-02	2.48%	4	161	1.82%	2	110		0.3460	YES
Nov-02	3.60%	6	154	0.90%	1	111		1.2432	YES
Dec-02	6.56%	8	122	1.30%	1	77		1.4596	YES
Jan-03	1.85%	3	160	1.72%	1	89		0.4199	YES
Feb-03	0.84%	1	156	3.90%	3	91		-2.5227	NO
Mar-03	5.10%	8	157	3.90%	4	111		0.5471	YES
Apr-03	3.34%	5	149	2.31%	3	130		0.4848	YES
May-03	2.73%	3	110	2.44%	3	123		0.1349	YES
Jun-03	2.94%	4	136	2.74%	4	146		0.1000	YES
Jul-03	2.01%	3	149	0.88%	1	147		0.8195	YES
Aug-03	6.23%	9	143	2.13%	3	141		1.4455	YES

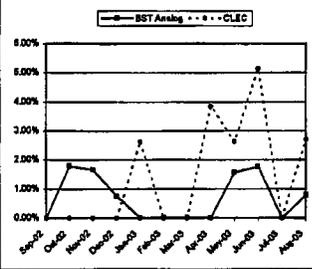


Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

B.3.1.6.2 UNE ISDN/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.00%	0	174	0.00%	0	36			
Oct-02	1.79%	3	168	0.00%	0	42		0.7816	YES
Nov-02	1.66%	3	181	0.00%	0	26		0.6085	YES
Dec-02	0.78%	1	131	0.00%	0	34		0.4557	YES
Jan-03	0.00%	0	147	2.63%	1	38			NO
Feb-03	0.00%	0	131	0.00%	0	29			YES
Mar-03	0.00%	0	187	0.00%	0	34			YES
Apr-03	0.00%	0	112	3.55%	1	28			NO
May-03	1.59%	2	128	2.63%	1	38		-0.4688	YES
Jun-03	1.77%	2	113	2.13%	2	39		-1.3714	YES
Jul-03	0.00%	0	140	0.00%	0	40			YES
Aug-03	0.78%	1	127	2.70%	1	37		-1.1599	YES



Better Performance

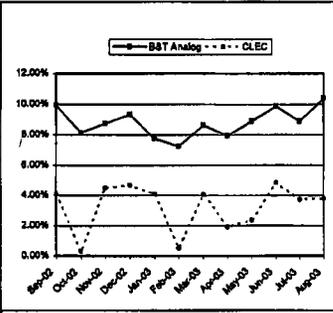
Note 1: ISDN - BRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Missed Repair Appointments
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.8.1 2W Analog Loop Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	9.94%	9,919	99,830	4.11%	26	633		4.8556	YES
Oct-02	8.15%	7,749	95,070	0.28%	2	717		7.6748	YES
Nov-02	8.74%	7,616	87,140	4.48%	26	590		3.6163	YES
Dec-02	8.33%	8,143	87,300	4.67%	26	557		3.7695	YES
Jan-03	7.76%	6,628	85,378	4.10%	21	512		3.0670	YES
Feb-03	7.23%	5,685	78,612	0.54%	3	559		6.0898	YES
Mar-03	8.64%	8,181	94,637	4.06%	26	641		4.1199	YES
Apr-03	7.64%	6,756	85,130	1.90%	10	526		5.1048	YES
May-03	8.89%	8,488	95,427	2.35%	14	596		5.5982	YES
Jun-03	9.66%	10,075	102,136	4.84%	31	640		4.2462	YES
Jul-03	8.89%	8,977	101,033	3.74%	22	589		4.3801	YES
Aug-03	10.41%	12,177	117,026	3.95%	22	579		5.1930	YES

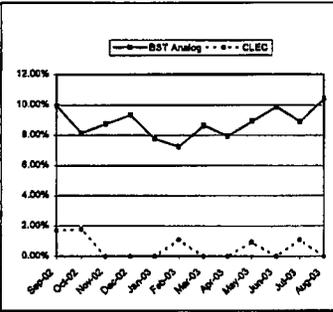


Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.1.8.2 2W Analog Loop Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	9.94%	9,919	99,830	1.68%	2	119		3.0068	YES
Oct-02	8.15%	7,749	95,070	1.75%	2	114		2.4946	YES
Nov-02	8.74%	7,616	87,140	0.00%	0	109		3.2269	YES
Dec-02	8.33%	8,143	87,300	0.00%	0	105		3.2848	YES
Jan-03	7.76%	6,628	85,378	0.00%	0	118		3.1482	YES
Feb-03	7.23%	5,685	78,612	1.06%	1	92		2.2742	YES
Mar-03	8.64%	8,181	94,637	0.00%	0	103		3.1202	YES
Apr-03	7.64%	6,756	85,130	0.00%	0	108		3.0493	YES
May-03	8.89%	8,488	95,427	0.93%	1	108		2.9075	YES
Jun-03	9.66%	10,075	102,136	0.00%	0	116		3.5610	YES
Jul-03	8.89%	8,977	101,033	1.09%	1	92		2.6276	YES
Aug-03	10.41%	12,177	117,026	0.00%	0	98		3.3722	YES



Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

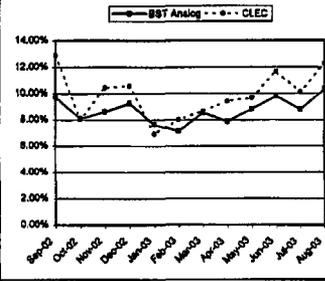
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Missed Repair Appointments
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.9.1 2W Analog Loop Non-Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	9.75%	9,537	97,806	12.90%	113	878		-3.1274	NO
Oct-02	8.08%	7,540	93,352	8.04%	78	970		0.0406	YES
Nov-02	8.82%	7,389	85,708	10.17%	86	812		-1.8652	NO
Dec-02	9.27%	7,961	85,899	10.87%	85	804		-1.2694	YES
Jan-03	7.83%	6,388	83,688	8.94%	58	836		0.7536	YES
Feb-03	7.13%	5,500	77,105	8.01%	56	724		-0.9135	YES
Mar-03	8.65%	7,952	93,016	8.87%	72	830		-0.1289	YES
Apr-03	7.87%	6,576	83,569	8.44%	76	805		-1.5486	NO
May-03	8.82%	8,272	93,770	9.86%	85	890		-0.8808	YES
Jun-03	9.60%	9,637	100,330	11.87%	128	1,080		-2.0487	NO
Jul-03	8.79%	8,730	98,308	10.13%	89	879		-1.3909	YES
Aug-03	10.94%	11,912	116,196	12.28%	132	1,075		-2.0776	NO

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

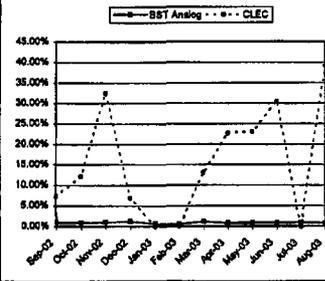


Better Performance

B.3.1.9.2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.04%	432	41,706	7.32%	3	41		-3.8704	NO
Oct-02	0.63%	384	41,465	12.12%	4	33		-8.7104	NO
Nov-02	1.11%	444	39,938	32.50%	13	40		-18.9238	NO
Dec-02	1.22%	472	38,806	6.82%	3	44		-3.3880	NO
Jan-03	0.85%	255	39,463	0.00%	0	9		0.2419	YES
Feb-03	0.53%	186	35,345	0.00%	0	18		0.3085	YES
Mar-03	1.17%	508	43,315	13.04%	3	23		-8.2886	NO
Apr-03	0.78%	287	36,927	22.73%	5	22		-11.7204	NO
May-03	0.83%	338	40,767	23.08%	3	13		-8.8438	NO
Jun-03	0.83%	361	43,713	30.43%	7	23		-15.8865	NO
Jul-03	0.81%	417	45,771	0.00%	0	22		0.4499	YES
Aug-03	0.78%	376	48,398	39.13%	9	23		-20.9445	NO

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



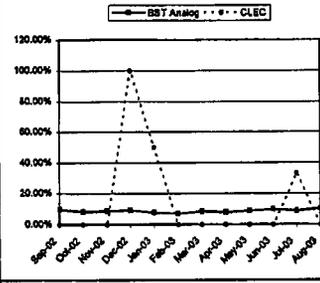
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Missed Repair Appointments
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.11.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	8.94%	9,919	99,830	0.00%	0	2		0.4697	YES
Oct-02	8.16%	7,749	95,070	0.00%	0	1		0.2979	YES
Nov-02	8.74%	7,616	87,140	0.00%	0	4		0.6189	YES
Dec-02	9.33%	8,143	87,300	100.00%	2	2		-4.4092	NO
Jan-03	7.78%	6,828	85,378	50.00%	1	2		-2.2322	NO
Feb-03	7.23%	5,685	78,612	0.00%	0	2		0.3948	YES
Mar-03	8.84%	8,161	94,637	0.00%	0	0			
Apr-03	7.99%	6,768	85,130	0.00%	0	0			
May-03	8.69%	8,468	95,427	0.00%	0	0			
Jun-03	9.66%	10,075	102,138	0.00%	0	4		0.6518	YES
Jul-03	9.89%	8,977	101,093	25.33%	1	3		-1.4882	YES
Aug-03	10.41%	12,177	117,028	0.00%	0	2		0.4819	YES

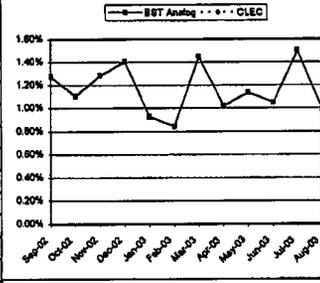


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.1.11.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.28%	634	49,844						
Oct-02	1.10%	549	49,731						
Nov-02	1.28%	607	47,339						
Dec-02	1.41%	636	45,259						
Jan-03	0.98%	435	46,953						
Feb-03	0.84%	359	42,515						
Mar-03	1.45%	726	50,165						
Apr-03	1.02%	445	43,596						
May-03	1.13%	536	47,273						
Jun-03	1.05%	527	50,135						
Jul-03	1.51%	792	52,608						
Aug-03	0.99%	648	55,383						



Better Performance

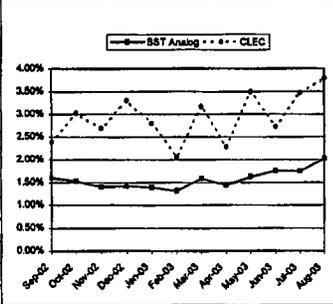
Note 1: Retail Residence / Business data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.4.1 EELs/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.60%	101,999	6,371,012	2.38%	37	1,552		-2.4575	NO
Oct-02	1.53%	97,189	6,370,253	2.03%	49	1,619		-4.6264	NO
Nov-02	1.40%	89,102	6,343,643	1.85%	48	1,708		-4.5249	NO
Dec-02	1.41%	89,165	6,309,980	3.30%	60	1,616		-6.6250	NO
Jan-03	1.39%	87,332	6,294,193	2.61%	54	1,925		-5.3188	NO
Feb-03	1.31%	80,451	6,125,271	2.07%	42	2,032		-2.9629	NO
Mar-03	1.59%	96,879	6,099,218	3.17%	66	2,144		-5.6626	NO
Apr-03	1.44%	87,116	6,055,787	2.26%	52	2,280		-3.3785	NO
May-03	1.62%	97,717	6,022,616	3.49%	85	2,435		-7.2956	NO
Jun-03	1.78%	104,627	5,975,355	2.73%	66	2,493		-3.7253	NO
Jul-03	1.74%	103,532	5,943,717	3.47%	88	2,534		-6.6587	NO
Aug-03	2.02%	119,775	5,916,952	3.75%	102	2,688		-6.5181	NO

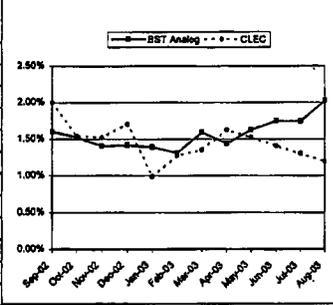


Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.2.4.2 EELs/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.60%	101,999	6,371,012	2.00%	31	1,552		-1.2442	YES
Oct-02	1.53%	97,189	6,370,253	1.54%	25	1,619		-0.0607	YES
Nov-02	1.40%	89,102	6,343,643	1.62%	26	1,708		-0.4132	YES
Dec-02	1.41%	89,165	6,309,980	1.71%	31	1,616		-1.0612	YES
Jan-03	1.39%	87,332	6,294,193	0.99%	19	1,925		1.5020	YES
Feb-03	1.31%	80,451	6,125,271	1.28%	26	2,032		0.1342	YES
Mar-03	1.59%	96,879	6,099,218	1.35%	29	2,144		0.6730	YES
Apr-03	1.44%	87,116	6,055,787	1.62%	37	2,280		-0.7388	YES
May-03	1.62%	97,717	6,022,616	1.52%	37	2,435		0.4022	YES
Jun-03	1.78%	104,627	5,975,355	1.40%	35	2,493		1.3151	YES
Jul-03	1.74%	103,532	5,943,717	1.30%	33	2,534		1.6911	YES
Aug-03	2.02%	119,775	5,916,952	1.19%	32	2,688		3.0569	YES



Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

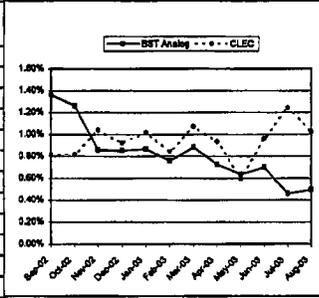
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.36%	3,685	292,190	0.82%	41	5,029		3.3028	YES
Oct-02	1.26%	3,601	301,237	0.82%	42	5,137		2.8104	YES
Nov-02	0.86%	3,634	445,936	1.04%	55	5,294		-1.3975	YES
Dec-02	0.85%	4,087	478,184	0.92%	50	5,431		-0.5573	YES
Jan-03	0.87%	4,579	528,738	1.02%	56	6,506		-1.1682	YES
Feb-03	0.76%	4,249	561,977	0.84%	48	5,688		-0.7677	YES
Mar-03	0.88%	5,171	585,609	1.07%	62	5,787		-1.5200	YES
Apr-03	0.73%	4,440	610,723	0.93%	64	5,785		-1.8329	NO
May-03	0.83%	4,032	637,073	0.59%	35	5,897		0.3783	YES
Jun-03	0.70%	4,848	665,386	0.96%	57	5,914		-2.4301	NO
Jul-03	0.48%	3,238	705,425	1.24%	74	5,960		-8.8802	NO
Aug-03	0.50%	3,716	750,326	1.02%	62	6,059		-5.8169	NO

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

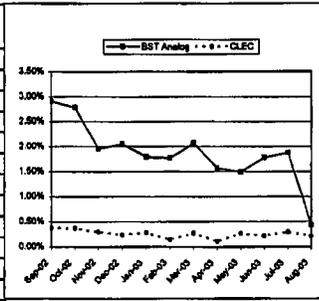


Better Performance

B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.91%	8,486	292,190	0.36%	19	5,029		10.4319	YES
Oct-02	2.78%	8,374	301,237	0.37%	19	5,137		10.2728	YES
Nov-02	1.95%	5,738	445,936	0.30%	18	5,294		8.8621	YES
Dec-02	2.05%	9,608	478,184	0.24%	13	5,431		9.2702	YES
Jan-03	1.80%	9,493	528,738	0.29%	16	5,506		8.2903	YES
Feb-03	1.77%	8,924	561,977	0.14%	8	5,688		9.1777	YES
Mar-03	2.07%	12,108	585,609	0.28%	16	5,787		8.4272	YES
Apr-03	1.58%	9,625	610,723	0.10%	6	5,785		8.8253	YES
May-03	1.50%	8,528	637,073	0.27%	16	5,897		7.9510	YES
Jun-03	1.78%	11,864	665,386	0.22%	13	5,914		8.9631	YES
Jul-03	1.87%	13,222	705,425	0.30%	18	5,960		8.8290	YES
Aug-03	0.43%	3,239	750,326	0.21%	13	6,059		2.5620	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

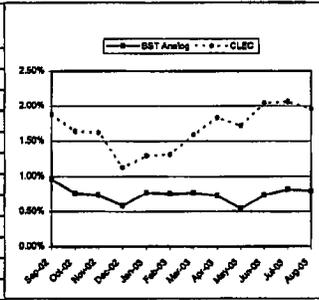


Better Performance

B.3.2.6.1 UNE ISDN/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.95%	203	21,280	1.88%	124	6,584		-6.7372	NO
Oct-02	0.76%	161	21,180	1.64%	110	6,704		-7.2079	NO
Nov-02	0.73%	154	20,957	1.83%	111	6,826		-7.4608	NO
Dec-02	0.99%	122	20,828	1.12%	77	6,857		-5.0413	NO
Jan-03	0.77%	160	20,893	1.30%	89	8,867		-4.3560	NO
Feb-03	0.75%	166	20,739	1.31%	91	6,938		-4.8507	NO
Mar-03	0.76%	157	20,623	1.59%	111	6,986		-6.8520	NO
Apr-03	0.73%	149	20,416	1.84%	130	7,073		-8.4016	NO
May-03	0.84%	110	20,214	1.72%	123	7,154		-11.8797	NO
Jun-03	0.73%	136	18,550	2.05%	146	7,138		-11.0030	NO
Jul-03	0.81%	149	18,380	2.06%	147	7,127		-9.9544	NO
Aug-03	0.75%	143	18,092	1.86%	141	7,196		-9.4347	NO

Note 1: ISDN - BRI data serves as the BST Analog for this report

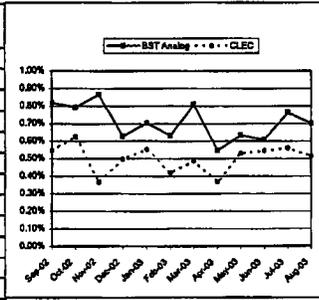


Better Performance

B.3.2.6.2 UNE ISDN/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.82%	174	21,280	0.55%	36	6,584		2.1291	YES
Oct-02	0.79%	168	21,180	0.63%	42	6,704		1.3357	YES
Nov-02	0.86%	161	20,957	0.37%	25	6,826		3.8407	YES
Dec-02	0.83%	131	20,828	0.50%	34	6,857		1.2056	YES
Jan-03	0.70%	147	20,893	0.55%	38	8,867		1.2674	YES
Feb-03	0.63%	131	20,739	0.42%	29	6,938		1.9365	YES
Mar-03	0.81%	167	20,623	0.49%	34	6,986		2.6938	YES
Apr-03	0.65%	112	20,416	0.37%	26	7,073		1.7711	YES
May-03	0.63%	128	20,214	0.53%	38	7,154		0.9322	YES
Jun-03	0.81%	113	18,550	0.55%	39	7,138		0.5776	YES
Jul-03	0.76%	140	18,380	0.58%	40	7,127		1.6459	YES
Aug-03	0.70%	127	18,092	0.61%	37	7,196		1.6062	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



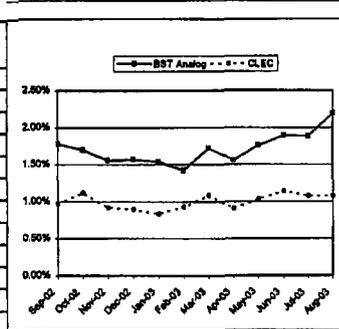
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.8.1 2W Analog Loop Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.76%	99,830	5,601,297	0.97%	633	65,258		15.4831	YES
Oct-02	1.69%	95,070	5,610,528	1.12%	717	63,929		11.0658	YES
Nov-02	1.56%	87,140	5,596,874	0.82%	580	63,239		12.8227	YES
Dec-02	1.57%	87,300	5,564,244	0.89%	557	62,332		13.3862	YES
Jan-03	1.54%	85,378	5,549,060	0.85%	512	61,432		14.0131	YES
Feb-03	1.42%	78,612	5,527,716	0.93%	559	60,284		10.1335	YES
Mar-03	1.72%	94,637	5,501,494	1.09%	641	58,968		11.6559	YES
Apr-03	1.55%	85,130	5,455,995	0.90%	526	58,139		12.5876	YES
May-03	1.76%	95,427	5,422,965	1.04%	596	57,568		13.0332	YES
Jun-03	1.90%	102,138	5,389,607	1.14%	640	56,012		12.8694	YES
Jul-03	1.89%	101,033	5,359,237	1.06%	569	54,649		13.6776	YES
Aug-03	2.19%	117,028	5,338,654	1.06%	579	53,723		17.3573	YES

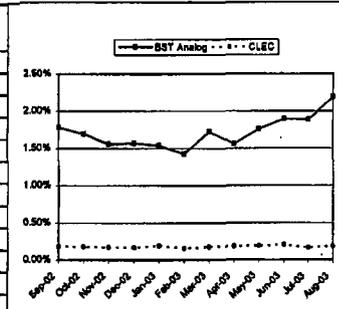


Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.78%	99,830	5,601,297	0.18%	119	65,258		30.4377	YES
Oct-02	1.69%	95,070	5,610,528	0.18%	114	63,929		29.2831	YES
Nov-02	1.58%	87,140	5,596,874	0.17%	109	63,239		27.7488	YES
Dec-02	1.57%	87,300	5,564,244	0.17%	105	62,332		27.7596	YES
Jan-03	1.54%	85,378	5,549,060	0.19%	118	61,432		26.7582	YES
Feb-03	1.42%	78,612	5,527,716	0.15%	92	60,284		25.9967	YES
Mar-03	1.72%	94,637	5,501,494	0.17%	103	58,968		28.4625	YES
Apr-03	1.55%	85,130	5,455,995	0.19%	108	58,139		28.3928	YES
May-03	1.76%	95,427	5,422,965	0.19%	108	57,568		28.2849	YES
Jun-03	1.90%	102,138	5,389,607	0.21%	116	56,012		28.8699	YES
Jul-03	1.89%	101,033	5,359,237	0.17%	82	54,649		29.0933	YES
Aug-03	2.19%	117,028	5,338,654	0.19%	98	53,723		31.3038	YES



Better Performance
↓

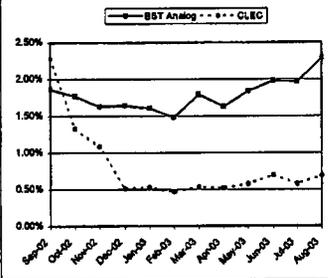
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	1.85%	97,806	5,261,144	2.28%	876	36,482		-5.9830	NO
Oct-02	1.77%	93,352	5,271,945	1.33%	970	73,065		8.6400	YES
Nov-02	1.63%	85,708	5,262,995	1.08%	812	74,764		11.5368	YES
Dec-02	1.64%	85,898	5,235,271	0.51%	804	156,980		34.3974	YES
Jan-03	1.80%	83,886	5,221,829	0.53%	836	157,268		33.0586	YES
Feb-03	1.48%	77,105	5,202,233	0.47%	724	155,370		32.4199	YES
Mar-03	1.80%	93,016	5,177,941	0.53%	830	155,401		36.5917	YES
Apr-03	1.63%	83,568	5,135,916	0.62%	805	154,991		33.6845	YES
May-03	1.64%	93,770	5,106,043	0.57%	890	154,907		36.1065	YES
Jun-03	1.88%	100,330	5,075,712	0.70%	1,060	154,634		35.2195	YES
Jul-03	1.97%	99,308	5,046,741	0.67%	879	153,810		38.4556	YES
Aug-03	2.20%	115,196	5,030,076	0.68%	1,075	156,478		41.2678	YES

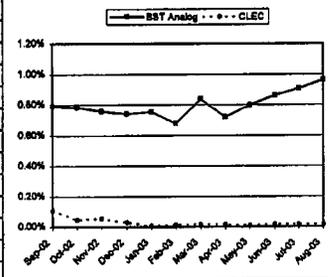


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.78%	41,706	5,261,144	0.11%	41	36,482		15.0631	YES
Oct-02	0.76%	41,455	5,271,945	0.05%	33	73,065		22.4377	YES
Nov-02	0.76%	39,638	5,262,995	0.06%	40	74,764		21.9624	YES
Dec-02	0.74%	36,806	5,235,271	0.03%	44	156,980		32.3404	YES
Jan-03	0.76%	36,453	5,221,829	0.01%	9	157,268		33.7083	YES
Feb-03	0.68%	35,345	5,202,233	0.01%	18	155,370		31.4697	YES
Mar-03	0.84%	43,315	5,177,941	0.01%	23	155,401		34.8975	YES
Apr-03	0.72%	36,927	5,135,916	0.01%	22	154,991		32.2404	YES
May-03	0.80%	40,787	5,106,043	0.01%	13	154,907		34.2779	YES
Jun-03	0.88%	43,713	5,075,712	0.01%	23	154,634		35.3286	YES
Jul-03	0.91%	45,771	5,046,741	0.01%	22	153,810		36.2125	YES
Aug-03	0.96%	46,398	5,030,076	0.01%	23	156,478		37.6273	YES



Better Performance

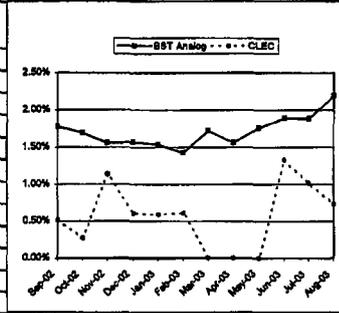
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.11.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.78%	99,830	5,601,297	0.02%	2	387		1.8815	YES
Oct-02	1.68%	66,070	5,610,628	0.27%	1	367		2.1106	YES
Nov-02	1.59%	87,140	5,596,674	0.14%	4	352		0.6374	YES
Dec-02	1.57%	87,300	5,564,244	0.61%	2	329		1.4027	YES
Jan-03	1.54%	65,378	5,549,050	0.56%	2	339		1.4190	YES
Feb-03	1.42%	78,612	5,527,716	0.61%	2	329		1.2473	YES
Mar-03	1.72%	94,637	5,501,494	0.00%		319		2.3829	YES
Apr-03	1.66%	65,130	5,455,995	0.00%		307		2.2059	YES
May-03	1.76%	95,427	5,422,965	0.00%		303		2.3296	YES
Jun-03	1.90%	102,136	5,389,607	1.33%	4	301		0.7204	YES
Jul-03	1.69%	101,033	5,359,237	1.92%	3	295		1.0965	YES
Aug-03	2.19%	117,028	5,338,654	0.73%	2	273		1.6488	YES

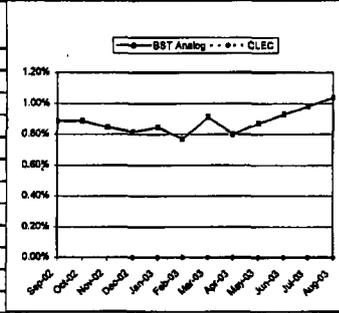


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.2.11.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.89%	49,644	5,601,297		0				
Oct-02	0.89%	49,731	5,610,628		0				
Nov-02	0.85%	47,339	5,596,674		0				
Dec-02	0.81%	45,269	5,564,244	0.00%	0	329		1.6425	YES
Jan-03	0.85%	46,853	5,549,050	0.00%	0	339		1.7008	YES
Feb-03	0.77%	42,615	5,527,716	0.00%	0	329		1.5988	YES
Mar-03	0.91%	50,105	5,501,494	0.00%		319		1.7123	YES
Apr-03	0.80%	43,596	5,455,995	0.00%		307		1.5725	YES
May-03	0.87%	47,273	5,422,965	0.00%		303		1.6323	YES
Jun-03	0.93%	50,135	5,389,607	0.00%	0	301		1.6811	YES
Jul-03	0.96%	52,608	5,359,237	0.00%	0	285		1.7101	YES
Aug-03	1.04%	55,393	5,338,654	0.00%	0	273		1.6916	YES



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

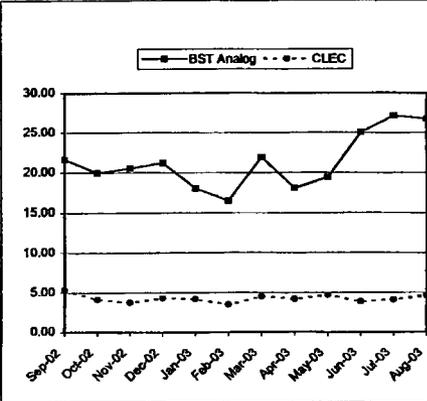
**Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Maintenance Average Duration**

(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.
Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.4.1 EELs/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	21.64	2,207,459	101,999	5.33	197	37	27.057	3.6665	YES
Oct-02	19.97	1,940,691	97,189	4.14	203	49	27.458	4.0342	YES
Nov-02	20.56	1,831,543	89,102	3.75	173	46	33.321	3.4199	YES
Dec-02	21.22	1,892,297	89,165	4.31	259	60	28.004	4.6764	YES
Jan-03	18.06	1,577,542	87,332	3.17	225	54	24.628	4.1444	YES
Feb-03	16.50	1,327,717	80,451	3.48	146	42	21.069	4.0048	YES
Mar-03	21.92	2,123,118	96,879	4.50	306	68	28.739	4.9953	YES
Apr-03	18.08	1,575,053	87,115	4.18	217	52	24.620	4.0701	YES
May-03	19.44	1,899,171	97,717	4.69	399	85	21.527	6.3123	YES
Jun-03	25.08	2,622,034	104,527	3.86	262	68	28.879	6.0586	YES
Jul-03	27.14	2,810,357	103,532	4.08	359	88	34.078	6.3465	YES
Aug-03	26.77	3,206,724	119,775	4.60	469	102	29.185	7.6698	YES

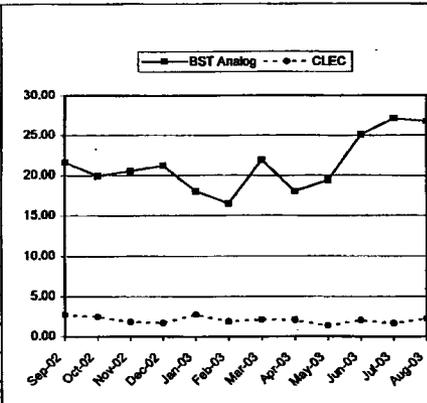


Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.3.4.2 EELs/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	21.64	2,207,459	101,999	2.73	85	31	27.057	3.8911	YES
Oct-02	19.97	1,940,691	97,189	2.45	61	25	27.458	3.1896	YES
Nov-02	20.56	1,831,543	89,102	1.82	47	26	33.321	2.9667	YES
Dec-02	21.22	1,892,297	89,165	1.58	52	31	28.004	3.8847	YES
Jan-03	18.06	1,577,542	87,332	2.68	51	19	24.628	2.7225	YES
Feb-03	16.50	1,327,717	80,451	1.83	48	26	21.069	3.5506	YES
Mar-03	21.92	2,123,118	96,879	2.70	61	29	28.739	3.7125	YES
Apr-03	18.08	1,575,053	87,115	2.07	77	37	24.620	3.9547	YES
May-03	19.44	1,899,171	97,717	1.36	50	37	21.527	5.1064	YES
Jun-03	25.08	2,622,034	104,527	2.00	70	35	28.879	4.7283	YES
Jul-03	27.14	2,810,357	103,532	1.65	54	33	34.078	4.2970	YES
Aug-03	26.77	3,206,724	119,775	2.21	71	32	29.185	4.7604	YES



Better Performance
↓

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.3.3.1 ... B.3.3.4.2

9/29/2003

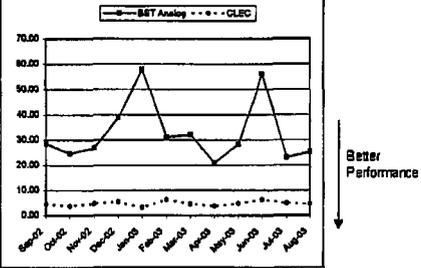
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)
Numerator Indicates total of trouble durations for this disaggregation in the reporting period.
Volume Indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	28.65	114,179	3,985	4.50	184	41	52.374	2.9377	YES
Oct-02	24.84	93,642	3,801	3.75	157	42	39.777	3.3649	YES
Nov-02	25.89	103,115	3,834	4.71	259	55	39.917	4.0921	YES
Dec-02	32.01	168,659	4,087	5.44	272	50	64.181	3.6776	YES
Jan-03	57.82	264,767	4,579	3.28	184	56	93.565	4.3360	YES
Feb-03	31.10	132,144	4,249	6.20	268	48	55.828	3.0729	YES
Mar-03	32.08	165,899	5,171	4.58	284	82	45.694	4.7148	YES
Apr-03	20.88	93,061	4,440	3.71	200	54	37.193	3.3871	YES
May-03	28.34	114,256	4,032	4.77	187	35	47.922	2.8984	YES
Jun-03	55.08	260,873	4,848	8.24	356	57	83.103	4.5009	YES
Jul-03	23.08	74,737	3,235	4.92	364	74	44.060	3.5057	YES
Aug-03	25.27	93,901	3,715	4.58	284	62	37.705	4.2843	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

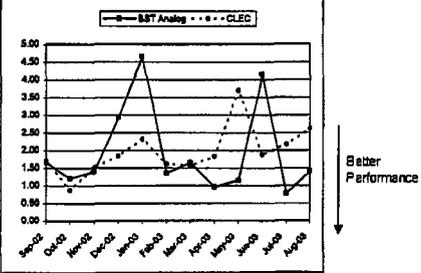


Better Performance

B.3.3.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.66	14,088	8,496	1.71	33	19	10.206	-0.0226	YES
Oct-02	1.21	10,127	8,374	0.87	17	19	8.607	0.1723	YES
Nov-02	1.40	12,281	8,738	1.52	24	16	8.634	-0.0533	YES
Dec-02	2.63	28,778	9,808	1.88	24	13	18.949	0.2055	YES
Jan-03	4.85	44,107	9,493	2.32	37	16	57.219	0.1623	YES
Feb-03	1.95	13,479	9,924	1.63	13	8	12.327	-0.0563	YES
Mar-03	3.86	20,051	12,108	1.57	25	16	16.028	0.0225	YES
Apr-03	0.97	8,204	9,625	1.84	11	6	7.577	-0.2820	YES
May-03	1.15	10,992	9,626	3.69	59	16	9.151	-1.1088	YES
Jun-03	3.14	49,134	11,864	1.88	25	13	27.818	0.2824	YES
Jul-03	0.78	10,275	13,222	2.17	39	18	8.850	-1.0064	YES
Aug-03	0.91	4,557	3,239	2.63	34	13	8.412	-0.5224	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

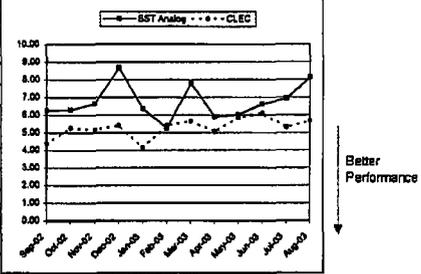


Better Performance

B.3.3.6.1 UNE ISDN/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	6.26	1,268	203	4.36	544	124	6.573	2.4876	YES
Oct-02	6.28	1,011	161	5.27	560	110	10.914	0.7477	YES
Nov-02	6.64	1,022	154	5.16	573	111	8.881	1.7191	YES
Dec-02	6.67	1,058	122	6.41	417	77	11.614	1.9260	YES
Jan-03	6.35	1,016	160	4.16	370	89	7.371	2.2505	YES
Feb-03	5.29	820	156	5.41	492	91	4.250	-0.2784	YES
Mar-03	7.80	1,224	157	5.65	627	111	14.837	1.1706	YES
Apr-03	5.91	880	149	5.08	680	130	6.421	1.0781	YES
May-03	6.03	653	110	5.83	718	123	7.995	0.1813	YES
Jun-03	6.63	902	136	6.10	891	146	6.748	0.8617	YES
Jul-03	6.62	1,031	149	5.31	781	147	9.560	1.4504	YES
Aug-03	5.12	1,161	143	5.88	798	141	10.172	2.0343	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report

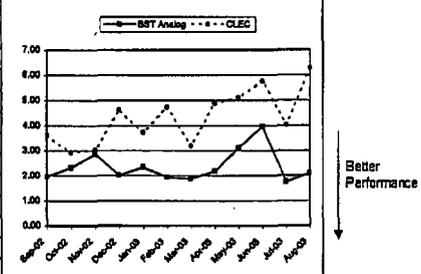


Better Performance

B.3.3.6.2 UNE ISDN/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.98	345	174	3.62	130	38	2.782	-3.2085	NO
Oct-02	2.82	391	188	4.92	123	42	4.600	-0.7821	YES
Nov-02	2.87	519	181	3.04	76	25	4.927	-0.1651	YES
Dec-02	2.01	283	131	4.83	157	34	3.410	-3.9970	NO
Jan-03	2.53	343	147	3.78	142	38	2.784	-2.7508	NO
Feb-03	1.94	255	131	4.73	137	29	3.033	-4.4707	NO
Mar-03	1.87	312	187	3.19	106	34	2.429	-2.6953	NO
Apr-03	2.18	244	112	4.88	127	26	2.748	-4.5299	NO
May-03	3.11	397	128	6.11	194	38	4.537	-2.3953	NO
Jun-03	3.97	448	113	5.78	225	39	6.521	-1.4829	YES
Jul-03	1.75	245	140	4.03	161	40	2.403	-5.3016	NO
Aug-03	2.10	267	127	8.28	233	37	4.987	-4.5060	NO

Note 1: ISDN - BRI data serves as the BST Analog for this report



Better Performance

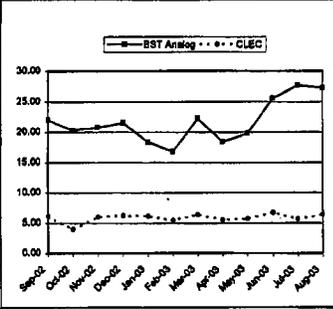
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)
Numerator indicates total of trouble durations for this disaggregation in the reporting period.
Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.8.1 2W Analog Loop Design/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	22.00	2,195,057	99,830	6.12	3,974	633	27.223	14.8279	YES
Oct-02	20.30	1,929,825	95,070	3.99	2,855	717	27.851	15.7419	YES
Nov-02	20.83	1,815,138	87,140	5.98	3,469	580	28.215	13.8974	YES
Dec-02	21.53	1,879,491	87,300	6.22	3,467	557	27.209	13.2331	YES
Jan-03	18.36	1,587,215	85,378	6.12	3,133	512	24.774	11.1439	YES
Feb-03	18.78	1,317,485	78,812	5.42	3,027	558	20.725	12.8948	YES
Mar-03	22.25	2,108,138	94,837	6.40	4,102	641	25.783	15.5172	YES
Apr-03	18.39	1,585,205	85,130	5.48	2,882	528	24.788	11.9054	YES
May-03	19.77	1,887,023	95,427	6.70	3,398	598	21.639	15.4274	YES
Jun-03	25.82	2,606,144	102,136	9.74	4,318	640	28.899	18.4988	YES
Jul-03	27.67	2,795,321	101,033	5.99	3,338	589	33.886	16.8158	YES
Aug-03	27.28	3,190,348	117,028	6.44	3,711	579	29.323	17.0988	YES

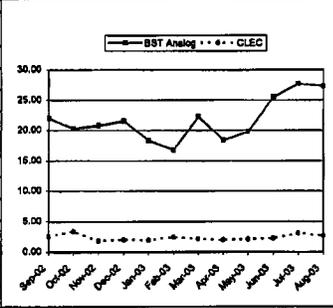
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.3.3.8.2 2W Analog Loop Design/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	22.00	2,195,057	99,830	2.59	306	119	27.223	7.7745	YES
Oct-02	20.30	1,929,825	95,070	3.39	387	114	27.851	6.8239	YES
Nov-02	20.83	1,815,138	87,140	1.98	202	109	28.215	7.5622	YES
Dec-02	21.53	1,879,491	87,300	1.99	208	105	27.209	7.3593	YES
Jan-03	18.36	1,587,215	85,378	1.94	228	118	24.774	7.1949	YES
Feb-03	18.78	1,317,485	78,812	2.41	222	92	20.725	8.8378	YES
Mar-03	22.25	2,108,138	94,837	2.18	224	103	25.783	7.8969	YES
Apr-03	18.39	1,585,205	85,130	2.00	215	108	24.788	6.8675	YES
May-03	19.77	1,887,023	95,427	2.08	224	108	21.639	8.4940	YES
Jun-03	25.82	2,606,144	102,136	2.24	280	116	28.899	8.7306	YES
Jul-03	27.67	2,795,321	101,033	3.08	284	92	33.886	7.0012	YES
Aug-03	27.28	3,190,348	117,028	2.88	283	98	29.323	8.2955	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



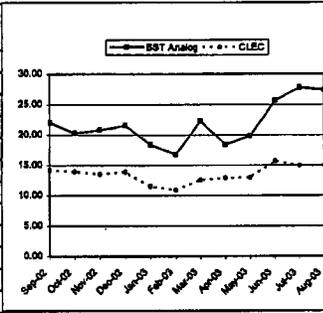
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.
Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.9.1 2W Analog Loop Non-Design/Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	22.05	2,156,409	97,806	14.19	12,431	676	27.237	8.5000	YES
Oct-02	20.33	1,897,656	93,352	13.92	13,507	970	27.859	7.1753	YES
Nov-02	20.67	1,786,125	85,708	13.65	11,004	612	28.243	7.8763	YES
Dec-02	21.59	1,852,203	85,899	13.88	11,163	804	27.178	7.9742	YES
Jan-03	18.34	1,534,592	83,686	11.61	9,825	835	24.783	7.9208	YES
Feb-03	16.76	1,292,800	77,105	10.94	7,924	724	20.713	7.5246	YES
Mar-03	22.31	2,075,570	93,016	12.56	10,428	830	25.830	10.8267	YES
Apr-03	18.43	1,540,508	83,569	12.93	10,405	805	24.647	6.2501	YES
May-03	18.84	1,860,799	93,770	13.00	11,568	860	21.889	9.3761	YES
Jun-03	25.63	2,571,508	100,330	15.71	16,970	1,060	28.774	11.2853	YES
Jul-03	27.79	2,759,559	99,308	14.99	13,174	879	33.627	11.2382	YES
Aug-03	27.38	3,153,759	116,196	14.96	16,065	1,075	29.334	13.8115	YES

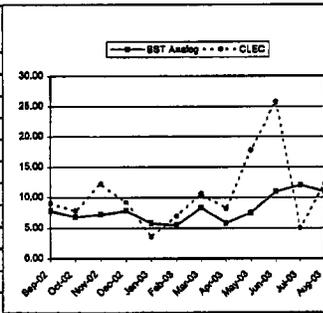


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.3.9.2 2W Analog Loop Non-Design/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	7.79	324,758	41,705	9.02	370	41	16.530	-0.4791	YES
Oct-02	6.79	281,069	41,455	7.79	257	33	18.030	-0.2997	YES
Nov-02	7.17	286,414	39,938	12.20	488	40	14.275	-2.2268	NO
Dec-02	7.80	302,684	38,808	9.18	403	44	14.997	-0.8008	YES
Jan-03	5.76	227,114	39,453	3.56	32	9	14.227	0.4841	YES
Feb-03	5.45	182,601	35,345	7.00	126	18	13.473	-0.4682	YES
Mar-03	6.29	359,167	43,315	10.61	244	23	15.744	-0.7055	YES
Apr-03	5.80	214,143	35,927	9.23	181	22	14.219	-0.9007	YES
May-03	7.47	304,378	40,757	17.77	231	13	13.501	-2.7506	NO
Jun-03	10.93	477,778	43,713	25.73	592	23	20.048	-3.5406	NO
Jul-03	12.03	550,337	46,771	5.03	111	22	22.743	1.4410	YES
Aug-03	10.92	527,908	46,398	12.21	261	23	17.821	-0.3528	YES



Better Performance

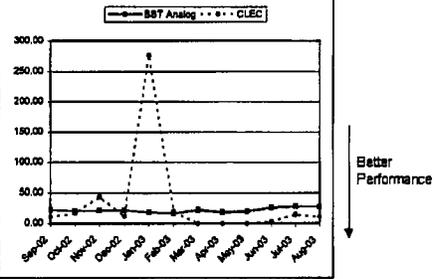
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)
Numerator Indicates total of trouble durations for this disaggregation in the reporting period.
Volume Indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.11.1 UCL-ND/Dispatch/FL (hours)

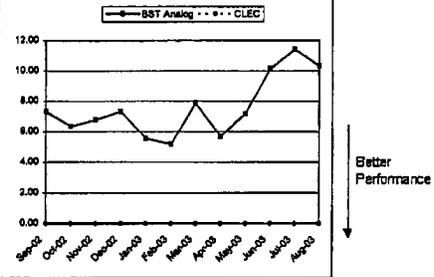
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	22.00	2,196,057	99,830	11.00	22	2	27.223	0.5713	YES
Oct-02	20.39	1,829,825	95,070	17.00	17	1	27.651	0.1193	YES
Nov-02	20.63	1,815,136	87,140	13.50	174	4	26.215	-1.7295	NO
Dec-02	21.53	1,879,491	87,300	12.50	25	2	27.209	0.4693	YES
Jan-03	18.36	1,597,215	85,378	276.50	553	2	24.774	-14.7361	NO
Feb-03	18.78	1,317,485	78,812	20.00	40	2	20.725	-0.2211	YES
Mar-03	22.28	2,106,138	94,637	0.00	0	0	25.783		YES
Apr-03	18.38	1,565,205	85,130	0.00	0	0	24.788		YES
May-03	18.77	1,887,023	95,427	0.00	0	0	21.639		YES
Jun-03	25.52	2,608,144	102,138	3.24	13	4	28.999	1.5522	YES
Jul-03	27.67	2,795,321	101,033	14.84	45	3	33.866	0.6597	YES
Aug-03	27.28	3,190,348	117,028	11.38	23	2	29.323	0.7870	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.3.11.2 UCL-ND/Non-Dispatch/FL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	7.32	363,194	49,544	0.00	0	0	16.027		
Oct-02	6.34	315,369	49,731	0.00	0	0	18.973		
Nov-02	6.77	320,465	47,339	0.00	0	0	14.825		
Dec-02	7.32	331,369	45,259	0.00	0	0	14.805		
Jan-03	5.56	280,995	46,953	0.00	0	0	14.478		
Feb-03	5.19	220,717	42,515	0.00	0	0	12.715		
Mar-03	7.88	394,639	50,105	0.00	0	0	15.208		
Apr-03	5.67	247,395	43,596	0.00	0	0	13.894		
May-03	7.17	339,184	47,273	0.00	0	0	13.213		
Jun-03	10.15	508,842	60,135	0.00	0	0	19.106		
Jul-03	11.42	600,866	52,808	0.00	0	0	21.849		
Aug-03	10.31	570,875	55,353	0.00	0	0	17.283		



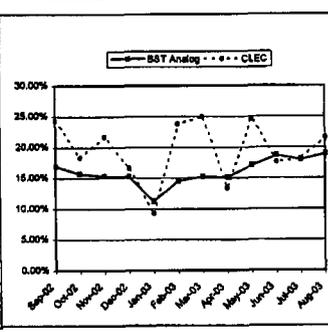
Note 1: Retail Residence / Business data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
% Repeat Troubles within 30 Days
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.4.1 EELs/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	16.81%	17,250	101,999	24.32%	9	37		-1.2019	YES
Oct-02	16.74%	15,293	97,189	16.37%	9	49		-0.5004	YES
Nov-02	14.35%	13,878	89,102	21.74%	10	46		-1.2023	YES
Dec-02	15.22%	13,567	89,165	18.67%	10	80		-0.3138	YES
Jan-03	11.30%	9,870	87,332	6.26%	5	64		0.4737	YES
Feb-03	14.57%	11,719	80,451	23.81%	10	42		-1.8977	NO
Mar-03	13.26%	14,781	96,879	25.00%	17	68		-2.2336	NO
Apr-03	15.18%	13,206	87,115	13.48%	7	82		0.3415	YES
May-03	17.08%	16,667	97,717	24.71%	21	85		-1.8752	NO
Jun-03	18.88%	19,528	104,527	17.69%	12	68		0.2163	YES
Jul-03	17.89%	18,824	103,532	18.18%	16	88		-0.0487	YES
Aug-03	16.82%	22,660	119,775	21.57%	22	102		-0.8834	YES

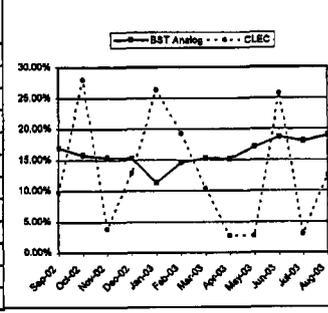


Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.4.4.2 EELs/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	16.81%	17,250	101,999	9.98%	3	31		1.0740	YES
Oct-02	15.74%	15,293	97,189	28.05%	7	25		-1.8839	NO
Nov-02	15.35%	13,878	89,102	3.85%	1	26		1.6264	YES
Dec-02	15.22%	13,567	89,165	12.80%	4	31		0.3589	YES
Jan-03	11.30%	9,870	87,332	26.32%	5	19		-2.0674	NO
Feb-03	14.57%	11,719	80,451	18.23%	5	28		-0.6739	YES
Mar-03	15.26%	14,781	96,879	10.34%	3	29		0.7383	YES
Apr-03	15.18%	13,206	87,115	2.70%	1	37		2.1128	YES
May-03	17.08%	16,667	97,717	2.70%	1	37		2.3213	YES
Jun-03	18.88%	19,528	104,527	25.71%	9	35		-1.0665	YES
Jul-03	17.89%	18,824	103,532	3.03%	1	33		2.2369	YES
Aug-03	16.82%	22,660	119,775	12.80%	4	32		0.9270	YES



Better Performance
↓
Better Performance

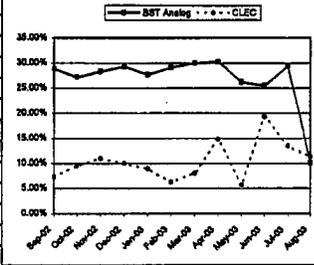
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
% Repeat Troubles within 30 Days
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	28.83%	1,149	3,985	7.32%	3	41		3.0258	YES
Oct-02	27.12%	1,031	3,801	9.52%	4	42		2.6515	YES
Nov-02	26.33%	1,086	3,834	10.91%	6	56		2.8463	YES
Dec-02	26.24%	1,189	4,087	10.00%	5	50		2.9721	YES
Jan-03	27.71%	1,269	4,579	8.93%	5	56		3.1217	YES
Feb-03	26.07%	1,235	4,249	8.25%	3	48		3.4818	YES
Mar-03	26.96%	1,549	5,171	8.06%	5	62		3.7407	YES
Apr-03	30.25%	1,343	4,440	14.81%	8	54		2.4541	YES
May-03	26.17%	1,055	4,032	5.71%	2	35		2.7406	YES
Jun-03	25.41%	1,181	4,648	18.30%	11	57		1.0533	YES
Jul-03	29.40%	962	3,238	18.51%	10	74		2.9681	YES
Aug-03	10.15%	377	3,718	11.29%	7	62		-0.2981	YES

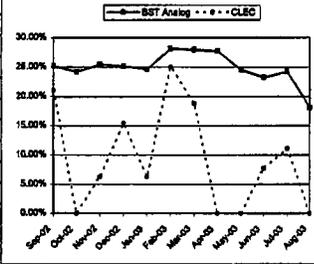


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.4.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	25.81%	2,139	8,498	21.05%	4	19		0.4137	YES
Oct-02	24.13%	2,021	8,374	0.00%	0	19		2.4857	YES
Nov-02	26.48%	2,222	8,736	6.28%	1	16		1.7805	YES
Dec-02	25.10%	2,482	9,808	15.38%	2	13		0.8075	YES
Jan-03	24.85%	2,340	9,493	8.25%	1	16		1.7083	YES
Feb-03	26.12%	2,791	9,924	25.00%	2	8		0.1954	YES
Mar-03	27.95%	3,384	12,108	18.75%	3	16		0.8194	YES
Apr-03	27.87%	2,636	9,528	0.00%	0	6		1.5147	YES
May-03	24.53%	2,337	9,526	0.00%	0	16		2.2787	YES
Jun-03	23.26%	2,760	11,954	7.69%	1	13		1.3281	YES
Jul-03	24.21%	3,201	13,222	11.11%	2	18		1.2985	YES
Aug-03	16.03%	564	3,239	0.00%	0	13		1.6876	YES

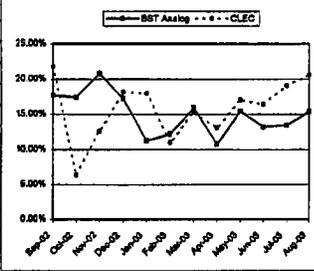


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.4.6.1 UNE ISDN/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	17.73%	38	203	21.77%	27	124		-0.9281	YES
Oct-02	17.39%	28	161	9.36%	7	110		2.3520	YES
Nov-02	20.76%	32	154	12.81%	14	111		1.6166	YES
Dec-02	17.21%	21	122	18.88%	14	77		-0.1763	YES
Jan-03	11.29%	18	160	17.98%	16	89		-1.8101	YES
Feb-03	12.18%	19	156	10.96%	10	91		0.2780	YES
Mar-03	15.92%	25	157	15.32%	17	111		0.1341	YES
Apr-03	10.74%	16	149	13.08%	17	130		-0.8294	YES
May-03	16.45%	17	110	17.07%	21	123		-0.3412	YES
Jun-03	13.24%	18	135	16.44%	24	146		-0.7931	YES
Jul-03	13.42%	20	149	19.06%	28	147		-1.4193	YES
Aug-03	15.36%	22	143	20.97%	29	141		-1.2104	YES

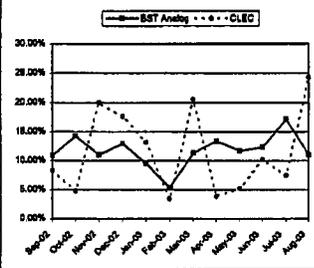


Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

B.3.4.6.2 UNE ISDN/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.92%	19	174	6.33%	3	36		0.4529	YES
Oct-02	14.25%	24	168	4.78%	2	42		1.5776	YES
Nov-02	11.05%	20	181	20.00%	5	25		-1.3380	YES
Dec-02	12.98%	17	131	17.85%	6	34		-0.7220	YES
Jan-03	9.52%	14	147	13.16%	5	38		-0.8903	YES
Feb-03	5.34%	7	131	3.46%	1	29		0.4108	YES
Mar-03	11.38%	19	167	20.99%	7	34		-1.5418	YES
Apr-03	13.36%	15	112	3.85%	1	26		1.2878	YES
May-03	11.72%	15	128	8.28%	2	38		1.0854	YES
Jun-03	12.36%	14	113	10.59%	4	39		0.3466	YES
Jul-03	17.14%	24	140	7.50%	3	40		1.4271	YES
Aug-03	11.02%	14	127	24.32%	9	37		-2.2733	NO



Better Performance

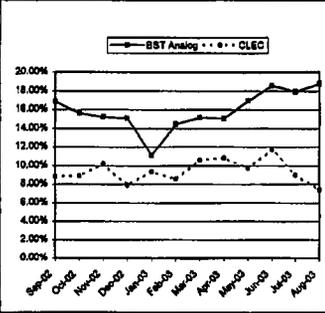
Note 1: ISDN - BRI data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
% Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)
Numerator indicates total number of troubles that repeated within 30 days in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.8.1 2W Analog Loop Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	16.85%	16,817	99,830	8.85%	56	633		5.3601	YES
Oct-02	15.83%	14,858	95,070	8.83%	84	717		4.9235	YES
Nov-02	15.20%	13,248	87,140	10.17%	59	580		3.3631	YES
Dec-02	15.08%	13,169	87,300	7.80%	44	567		4.7231	YES
Jan-03	11.11%	9,482	85,378	9.38%	48	512		1.2428	YES
Feb-03	14.42%	11,333	78,812	8.59%	48	559		3.9101	YES
Mar-03	15.13%	14,318	94,837	10.81%	88	841		3.1835	YES
Apr-03	15.03%	12,798	85,130	10.84%	57	526		2.8850	YES
May-03	16.94%	16,184	95,427	9.73%	58	596		4.8782	YES
Jun-03	16.81%	19,008	102,136	11.72%	75	640		4.4842	YES
Jul-03	17.92%	18,101	101,033	8.00%	53	589		5.6272	YES
Aug-03	18.81%	22,008	117,026	7.43%	43	578		6.9900	YES

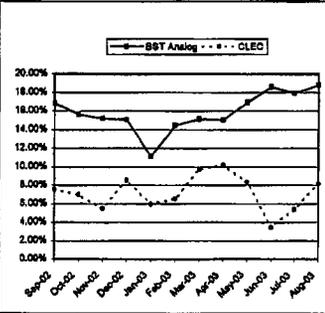


Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.4.8.2 2W Analog Loop Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	16.85%	16,817	99,830	7.58%	9	119		2.7040	YES
Oct-02	15.83%	14,858	95,070	7.02%	8	114		2.5304	YES
Nov-02	15.20%	13,248	87,140	5.50%	6	109		2.8183	YES
Dec-02	15.08%	13,169	87,300	8.57%	9	105		1.8637	YES
Jan-03	11.11%	9,482	85,378	5.93%	7	118		1.7874	YES
Feb-03	14.42%	11,333	78,812	6.52%	6	92		2.1545	YES
Mar-03	15.13%	14,318	94,837	8.71%	10	103		1.5344	YES
Apr-03	15.03%	12,798	85,130	10.18%	11	108		1.4089	YES
May-03	16.94%	16,184	95,427	8.33%	9	108		2.3828	YES
Jun-03	16.81%	19,008	102,136	5.45%	4	116		4.1830	YES
Jul-03	17.92%	18,101	101,033	5.43%	5	92		3.1203	YES
Aug-03	18.81%	22,008	117,026	8.16%	8	98		2.6951	YES



Better Performance

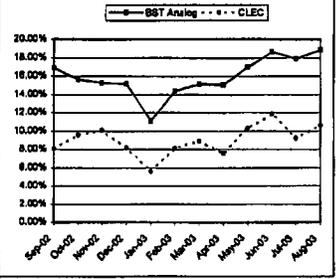
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
% Repeat Troubles within 30 Days
(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.9.1 2W Analog Loop Non-Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	16.88%	16,506	97,808	8.11%	71	876		8.8968	YES
Oct-02	15.67%	14,831	93,352	9.59%	93	970		5.1864	YES
Nov-02	15.28%	13,076	85,708	10.10%	82	812		4.0854	YES
Dec-02	15.14%	13,001	85,899	8.21%	66	804		5.4544	YES
Jan-03	11.10%	9,289	83,886	5.82%	47	836		5.0170	YES
Feb-03	14.38%	11,098	77,105	8.18%	59	724		4.7841	YES
Mar-03	15.15%	14,095	93,016	8.92%	74	830		4.9855	YES
Apr-03	15.05%	12,578	83,569	7.58%	61	805		5.9001	YES
May-03	16.98%	15,922	93,770	10.34%	92	890		5.2533	YES
Jun-03	18.64%	18,705	100,330	11.85%	128	1,080		5.7003	YES
Jul-03	17.83%	17,806	99,308	9.22%	81	879		6.7054	YES
Aug-03	16.84%	21,704	115,196	10.80%	114	1,075		6.8738	YES

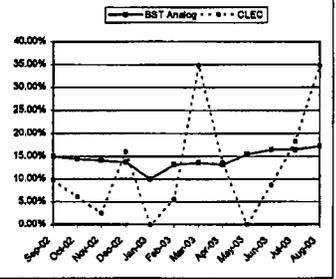


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.4.9.2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	14.86%	8,239	41,706	9.78%	4	41		0.9337	YES
Oct-02	14.40%	5,968	41,455	6.06%	2	33		1.3635	YES
Nov-02	14.17%	5,668	39,938	2.50%	1	40		2.1160	YES
Dec-02	13.70%	5,318	38,808	15.91%	7	44		-0.4251	YES
Jan-03	10.06%	3,968	39,453	0.00%	0	9		1.0031	YES
Feb-03	13.10%	4,829	35,345	5.66%	1	18		0.9481	YES
Mar-03	13.51%	5,854	43,315	34.78%	8	23		-2.9826	NO
Apr-03	13.13%	4,848	36,927	13.84%	3	22		-0.0705	YES
May-03	15.61%	6,282	40,757	0.00%	0	13		1.5389	YES
Jun-03	16.40%	7,171	43,713	8.70%	2	23		0.9861	YES
Jul-03	16.38%	7,503	45,771	18.18%	4	22		-0.2256	YES
Aug-03	17.22%	8,333	48,398	34.78%	8	23		-2.2306	NO



Better Performance

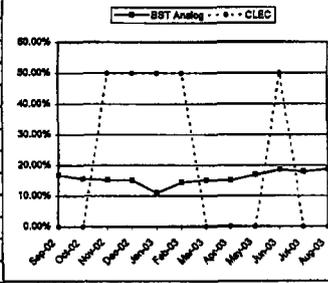
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
% Repeat Troubles within 30 Days
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.11.1 UCL-ND/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	16.86%	16,817	99,830	0.00%	0	2		0.6365	YES
Oct-02	15.93%	14,858	95,070	0.00%	0	1		0.4304	YES
Nov-02	15.20%	13,248	87,140	50.00%	2	4		-1.9382	NO
Dec-02	15.08%	13,169	87,300	50.00%	1	2		-1.3796	YES
Jan-03	11.31%	9,482	85,378	50.00%	1	2		-1.7506	NO
Feb-03	14.32%	11,333	78,812	50.00%	1	2		-1.4328	YES
Mar-03	9.13%	14,318	94,637	0.00%	0	0			
Apr-03	15.05%	12,798	86,130	0.00%	0	0			
May-03	16.84%	18,184	95,427	0.00%	0	0			
Jun-03	18.61%	19,005	102,138	50.00%	2	4		-1.6133	YES
Jul-03	17.82%	18,101	101,033	0.00%	0	3		0.8062	YES
Aug-03	19.81%	22,008	117,028	0.00%	0	2		0.8808	YES

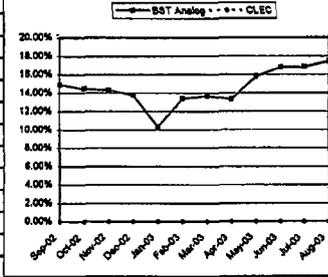


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.4.11.2 UCL-ND/Non-Dispatch/FL (%)

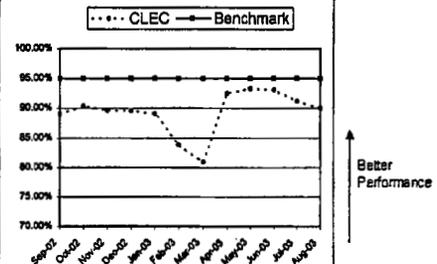
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	14.90%	7,395	49,644	0.00%	0	1		0.4184	YES
Oct-02	14.44%	7,182	49,731	0.00%	0	0			
Nov-02	14.29%	6,763	47,339	0.00%	0	0			
Dec-02	13.73%	6,213	45,259	0.00%	0	0			
Jan-03	10.34%	4,853	46,953	0.00%	0	0			
Feb-03	13.40%	5,695	42,515	0.00%	0	0			
Mar-03	13.88%	6,845	50,105	0.00%	0	0			
Apr-03	13.33%	5,811	43,599	0.00%	0	0			
May-03	16.79%	7,465	47,273	0.00%	0	0			
Jun-03	16.79%	8,417	50,135	0.00%	0	0			
Jul-03	16.81%	8,841	52,808	0.00%	0	0			
Aug-03	17.44%	9,657	55,383	0.00%	0	0			



Better Performance

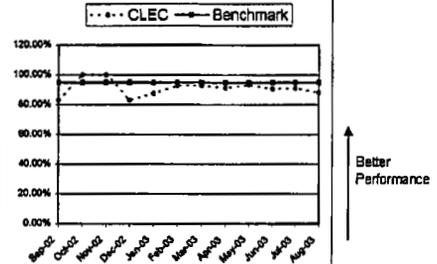
Note 1: Retail Residence / Business data serves as the BST Analog for this report

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			89.06%	57	64			NO
Oct-02	95.00%			90.36%	94	104			NO
Nov-02	95.00%			89.82%	98	106			NO
Dec-02	95.00%			88.59%	86	96			NO
Jan-03	95.00%			89.09%	49	56			NO
Feb-03	95.00%			83.87%	26	31			NO
Mar-03	95.00%			80.95%	34	42			NO
Apr-03	95.00%			92.50%	37	40			NO
May-03	95.00%			93.33%	42	45			NO
Jun-03	95.00%			95.10%	27	28			NO
Jul-03	95.00%			91.18%	31	34			NO
Aug-03	95.00%			90.00%	27	30			NO



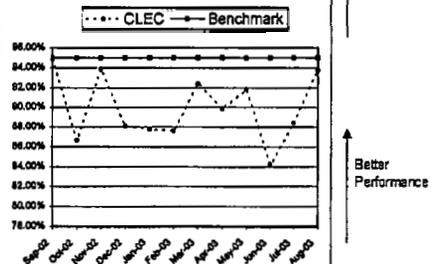
B.1.12.6 ISDN Loop (UDN, UDC/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			83.33%	15	18			NO
Oct-02	95.00%			100.00%	20	20			YES
Nov-02	95.00%			100.00%	13	13			YES
Dec-02	95.00%			83.33%	5	6			NO
Jan-03	95.00%			87.50%	28	32			NO
Feb-03	95.00%			92.86%	39	42			NO
Mar-03	95.00%			92.86%	39	42			NO
Apr-03	95.00%			91.18%	31	34			NO
May-03	95.00%			93.33%	28	30			NO
Jun-03	95.00%			90.83%	29	32			NO
Jul-03	95.00%			91.18%	31	34			NO
Aug-03	95.00%			88.24%	30	34			NO



B.1.12.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			94.87%	222	234			NO
Oct-02	95.00%			96.67%	117	136			NO
Nov-02	95.00%			93.87%	199	212			NO
Dec-02	95.00%			98.10%	148	168			NO
Jan-03	95.00%			87.78%	115	131			NO
Feb-03	95.00%			87.61%	99	113			NO
Mar-03	95.00%			92.38%	97	105			NO
Apr-03	95.00%			88.98%	62	69			NO
May-03	95.00%			91.84%	45	49			NO
Jun-03	95.00%			84.21%	32	38			NO
Jul-03	95.00%			88.41%	61	69			NO
Aug-03	95.00%			95.75%	30	32			NO



Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - 10 hours - Partially Mechanized
(% of CLEC Firm Order Confirmation Intervals <= 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.9 2W Analog Loop Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			94.82%	1,467	1,552			NO
Oct-02	95.00%			95.42%	1,239	1,285			YES
Nov-02	95.00%			93.48%	1,291	1,349			NO
Dec-02	95.00%			94.58%	1,119	1,183			NO
Jan-03	95.00%			94.11%	816	866			NO
Feb-03	95.00%			91.38%	520	569			NO
Mar-03	95.00%			95.68%	533	557			YES
Apr-03	95.00%			95.10%	485	510			YES
May-03	95.00%			93.94%	620	660			NO
Jun-03	95.00%			90.11%	711	789			NO
Jul-03	95.00%			94.80%	836	884			NO
Aug-03	95.00%			95.62%	589	616			YES

Better Performance

B.1.12.12 2W Analog Loop w/LNP Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			72.22%	78	108			NO
Oct-02	95.00%			76.57%	77	98			NO
Nov-02	95.00%			72.50%	58	80			NO
Dec-02	95.00%			66.30%	61	92			NO
Jan-03	95.00%			61.70%	58	94			NO
Feb-03	95.00%			56.25%	27	48			NO
Mar-03	95.00%			62.32%	43	69			NO
Apr-03	95.00%			74.07%	56	76			NO
May-03	95.00%			81.13%	88	108			NO
Jun-03	95.00%			66.66%	62	90			NO
Jul-03	95.00%			72.38%	76	105			NO
Aug-03	95.00%			61.54%	40	65			NO

Better Performance

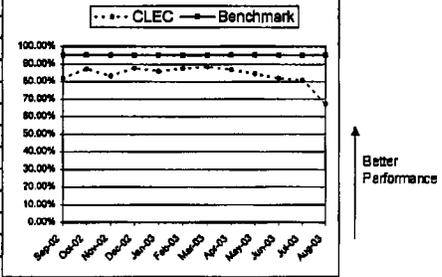
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - 10 hours - Partially Mechanized
(% of CLEC Firm Order Confirmation Intervals <= 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

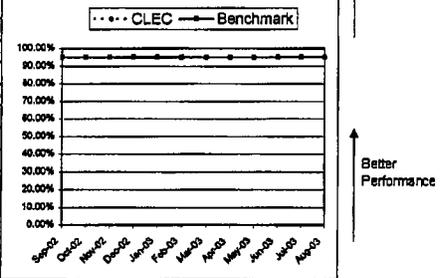
B.1.12.13 2W Analog Loop w/LNP Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			81.85%	637	778			NO
Oct-02	95.00%			87.90%	1,244	1,425			NO
Nov-02	95.00%			83.24%	1,048	1,259			NO
Dec-02	95.00%			87.73%	994	1,133			NO
Jan-03	95.00%			95.79%	652	780			NO
Feb-03	95.00%			87.44%	689	788			NO
Mar-03	95.00%			98.47%	729	824			NO
Apr-03	95.00%			86.76%	519	598			NO
May-03	95.00%			84.48%	511	605			NO
Jun-03	95.00%			81.73%	407	498			NO
Jul-03	95.00%			80.76%	474	587			NO
Aug-03	95.00%			87.24%	427	635			NO



B.1.12.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								

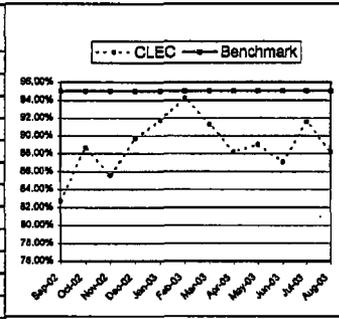


Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - 10 hours - Partially Mechanized
(% of CLEC Firm Order Confirmation Intervals <= 10 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 10 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.20 EELs/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			82.72%	67	81			NO
Oct-02	95.00%			86.86%	85	97			NO
Nov-02	95.00%			85.54%	71	83			NO
Dec-02	95.00%			89.86%	78	87			NO
Jan-03	95.00%			81.75%	89	97			NO
Feb-03	95.00%			84.20%	65	69			NO
Mar-03	95.00%			91.26%	94	103			NO
Apr-03	95.00%			88.19%	97	110			NO
May-03	95.00%			89.02%	73	82			NO
Jun-03	95.00%			87.10%	54	62			NO
Jul-03	95.00%			91.84%	118	130			NO
Aug-03	95.00%			88.16%	67	76			NO



Better Performance
↑
Better Performance

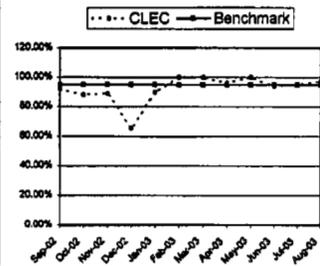
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.5 xDSL (ADSL, HDSL and UCL)/FL (%)

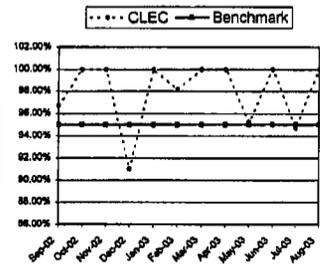
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			82.08%	58	83			NO
Oct-02	95.00%			89.12%	89	101			NO
Nov-02	95.00%			89.04%	85	73			NO
Dec-02	95.00%			85.43%	53	81			NO
Jan-03	95.00%			89.83%	53	58			NO
Feb-03	95.00%			100.00%	50	50			YES
Mar-03	95.00%			100.00%	38	38			YES
Apr-03	95.00%			99.30%	52	54			YES
May-03	95.00%			100.00%	52	52			YES
Jun-03	95.00%			94.00%	47	50			NO
Jul-03	95.00%			95.31%	61	64			YES
Aug-03	95.00%			87.30%	36	37			YES



Better Performance

B.1.13.6 ISDN Loop (UDN, UDC)/FL (%)

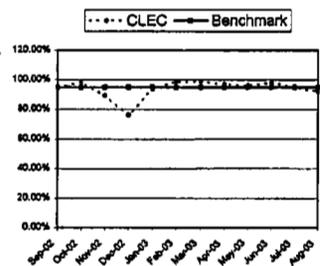
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.74%	89	92			YES
Oct-02	95.00%			100.00%	74	74			YES
Nov-02	95.00%			100.00%	101	101			YES
Dec-02	95.00%			91.03%	71	78			NO
Jan-03	95.00%			100.00%	80	80			YES
Feb-03	95.00%			88.18%	54	55			YES
Mar-03	95.00%			100.00%	27	27			YES
Apr-03	95.00%			100.00%	39	39			YES
May-03	95.00%			95.24%	20	21			YES
Jun-03	95.00%			100.00%	15	15			YES
Jul-03	95.00%			94.74%	18	19			NO
Aug-03	95.00%			100.00%	18	18			YES



Better Performance

B.1.13.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			94.80%	93	98			NO
Oct-02	95.00%			95.37%	121	123			YES
Nov-02	95.00%			89.39%	42	47			NO
Dec-02	95.00%			79.32%	87	114			NO
Jan-03	95.00%			93.88%	107	114			NO
Feb-03	95.00%			88.77%	80	81			YES
Mar-03	95.00%			89.78%	81	82			YES
Apr-03	95.00%			96.88%	124	128			YES
May-03	95.00%			98.00%	72	75			YES
Jun-03	95.00%			98.10%	103	106			YES
Jul-03	95.00%			94.92%	56	59			NO
Aug-03	95.00%			92.31%	48	52			NO



Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.9 2W Analog Loop Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.32%	176	179			YES
Oct-02	95.00%			92.60%	288	311			NO
Nov-02	95.00%			97.74%	130	133			YES
Dec-02	95.00%			80.37%	131	163			NO
Jan-03	95.00%			94.74%	106	114			NO
Feb-03	95.00%			96.21%	125	128			YES
Mar-03	95.00%			95.12%	117	123			YES
Apr-03	95.00%			99.13%	114	116			YES
May-03	95.00%			94.34%	150	159			NO
Jun-03	95.00%			98.34%	178	181			YES
Jul-03	95.00%			97.07%	199	205			YES
Aug-03	95.00%			94.98%	157	166			NO

B.1.13.12 2W Analog Loop w/LNP Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	10	10			YES
Oct-02	95.00%			100.00%	23	23			YES
Nov-02	95.00%			100.00%	12	12			YES
Dec-02	95.00%			94.44%	17	18			NO
Jan-03	95.00%			100.00%	16	16			YES
Feb-03	95.00%			92.86%	13	14			NO
Mar-03	95.00%			100.00%	10	10			YES
Apr-03	95.00%			95.15%	25	26			YES
May-03	95.00%			100.00%	17	17			YES
Jun-03	95.00%			96.67%	13	16			NO
Jul-03	95.00%			100.00%	4	4			YES
Aug-03	95.00%			100.00%	4	4			YES

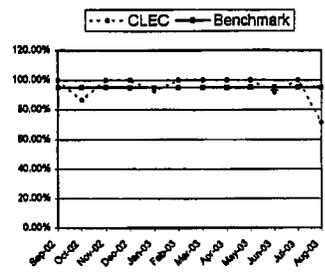
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

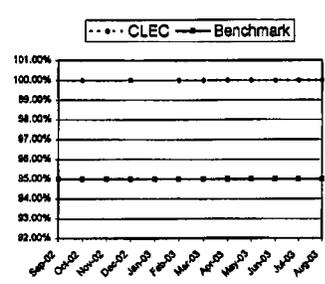
B.1.13.13 2W Analog Loop w/LNP Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	17	17			YES
Oct-02	95.00%			95.87%	13	15			NO
Nov-02	95.00%			100.00%	10	10			YES
Dec-02	95.00%			100.00%	12	12			YES
Jan-03	95.00%			92.86%	13	14			NO
Feb-03	95.00%			100.00%	10	10			YES
Mar-03	95.00%			100.00%	7	7			YES
Apr-03	95.00%			100.00%	7	7			YES
May-03	95.00%			100.00%	8	8			YES
Jun-03	95.00%			91.67%	11	12			NO
Jul-03	95.00%			100.00%	11	11			YES
Aug-03	95.00%			71.43%	5	7			NO



Better Performance

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%			100.00%	2	2			YES
Nov-02	95.00%								
Dec-02	95.00%			100.00%	3	3			YES
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	6	6			YES
Jul-03	95.00%			100.00%	2	2			YES
Aug-03	95.00%			100.00%	3	3			YES



Better Performance

Better Performance

Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

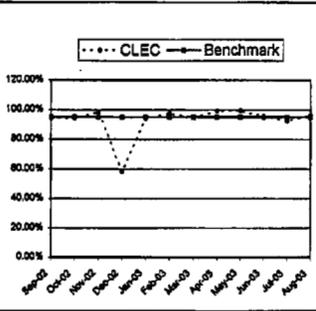
(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.20

EELs/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			94.55%	52	56			NO
Oct-02	95.00%			94.37%	67	71			NO
Nov-02	95.00%			98.28%	57	58			YES
Dec-02	95.00%			98.42%	69	101			NO
Jan-03	95.00%			94.05%	79	84			NO
Feb-03	95.00%			97.41%	113	116			YES
Mar-03	95.00%			94.86%	132	139			NO
Apr-03	95.00%			99.15%	116	117			YES
May-03	95.00%			99.41%	189	170			YES
Jun-03	95.00%			95.82%	252	263			YES
Jul-03	95.00%			92.33%	285	287			NO
Aug-03	95.00%			96.13%	323	336			YES



Better Performance
↑
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.14.5.1 xDSL (ADSL, HDSL and UCLV/ED/FL) (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			95.94%	348	359			YES
Oct-02	95.00%			95.46%	513	521			YES
Nov-02	95.00%			95.24%	302	396			YES
Dec-02	95.00%			94.75%	515	547			NO
Jan-03	95.00%			94.89%	272	296			NO
Feb-03	95.00%			95.39%	400	415			YES
Mar-03	95.00%			95.17%	378	383			YES
Apr-03	95.00%			95.42%	404	419			YES
May-03	95.00%			95.90%	375	387			YES
Jun-03	95.00%			73.05%	431	590			NO
Jul-03	95.00%			97.47%	483	475			YES
Aug-03	95.00%			95.62%	387	383			YES

B.1.14.5.2 xDSL (ADSL, HDSL and UCLV/TAG/FL) (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			93.90%	529	567			NO
Oct-02	95.00%			94.08%	584	663			NO
Nov-02	95.00%			90.38%	498	551			NO
Dec-02	95.00%			91.24%	396	434			NO
Jan-03	95.00%			93.95%	294	281			NO
Feb-03	95.00%			95.07%	186	221			NO
Mar-03	95.00%			93.60%	117	125			NO
Apr-03	95.00%			90.98%	98	121			NO
May-03	95.00%			92.35%	112	136			NO
Jun-03	95.00%			97.44%	114	117			YES
Jul-03	95.00%			93.80%	121	129			NO
Aug-03	95.00%			95.79%	91	95			YES

B.1.14.6.1 ISDN Loop (UDN, UDC/ED/FL) (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			98.00%	49	50			YES
Oct-02	95.00%			100.00%	1	1			YES
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			90.57%	288	318			NO
Feb-03	95.00%			92.73%	359	383			NO
Mar-03	95.00%			92.73%	299	319			NO
Apr-03	95.00%			91.96%	377	410			NO
May-03	95.00%			95.66%	233	272			NO
Jun-03	95.00%			76.15%	238	310			NO
Jul-03	95.00%			95.96%	186	207			NO
Aug-03	95.00%			93.66%	186	226			NO

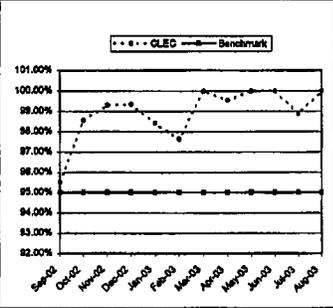
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			95.32%	326	342			YES
Oct-02	95.00%			100.00%	64	64			YES
Nov-02	95.00%			97.69%	40	41			YES
Dec-02	95.00%			97.62%	41	42			YES
Jan-03	95.00%			78.39%	174	222			NO
Feb-03	95.00%			85.52%	189	221			NO
Mar-03	95.00%			88.83%	187	188			NO
Apr-03	95.00%			98.21%	172	195			NO
May-03	95.00%			84.44%	152	180			NO
Jun-03	95.00%			82.47%	207	251			NO
Jul-03	95.00%			75.75%	278	367			NO
Aug-03	95.00%			93.75%	255	272			NO

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.8.1 2W Analog Loop Design/EDI/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			95.59%	171	179			YES
Oct-02	95.00%			96.59%	205	208			YES
Nov-02	95.00%			99.31%	144	145			YES
Dec-02	95.00%			99.34%	151	152			YES
Jan-03	95.00%			98.44%	189	192			YES
Feb-03	95.00%			97.85%	206	213			YES
Mar-03	95.00%			100.00%	210	210			YES
Apr-03	95.00%			99.54%	215	216			YES
May-03	95.00%			100.00%	189	189			YES
Jun-03	95.00%			100.00%	172	172			YES
Jul-03	95.00%			98.88%	176	178			YES
Aug-03	95.00%			100.00%	199	199			YES

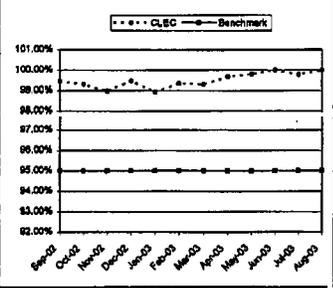


Better Performance ↑

↑ Better Performance

B.1.14.8.2 2W Analog Loop Design/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			99.47%	562	565			YES
Oct-02	95.00%			99.31%	551	567			YES
Nov-02	95.00%			99.97%	575	581			YES
Dec-02	95.00%			99.49%	578	581			YES
Jan-03	95.00%			99.82%	643	650			YES
Feb-03	95.00%			99.35%	611	615			YES
Mar-03	95.00%			99.29%	634	640			YES
Apr-03	95.00%			99.57%	608	611			YES
May-03	95.00%			99.79%	483	484			YES
Jun-03	95.00%			100.00%	563	563			YES
Jul-03	95.00%			99.78%	477	478			YES
Aug-03	95.00%			100.00%	301	301			YES



Better Performance ↑

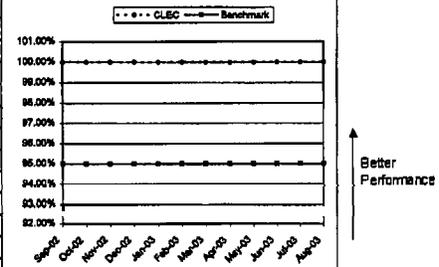
↑ Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to (FOC or Reject))

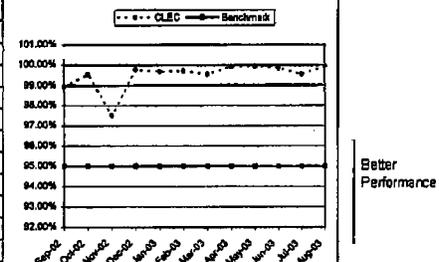
Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.9.1 2W Analog Loop Non-Design/EDI/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			100.00%	11	11			YES
Oct-02	95.00%			100.00%	7	7			YES
Nov-02	95.00%			100.00%	9	9			YES
Dec-02	95.00%			100.00%	8	8			YES
Jan-03	95.00%			100.00%	33	33			YES
Feb-03	95.00%			100.00%	35	35			YES
Mar-03	95.00%			100.00%	26	26			YES
Apr-03	95.00%			100.00%	40	40			YES
May-03	95.00%			100.00%	31	31			YES
Jun-03	95.00%			100.00%	26	26			YES
Jul-03	95.00%			100.00%	55	55			YES
Aug-03	95.00%			100.00%	76	76			YES



	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			98.96%	951	961			YES
Oct-02	95.00%			99.54%	1,509	1,513			YES
Nov-02	95.00%			97.50%	781	801			YES
Dec-02	95.00%			99.78%	1,336	1,339			YES
Jan-03	95.00%			99.67%	1,223	1,227			YES
Feb-03	95.00%			99.70%	1,340	1,344			YES
Mar-03	95.00%			99.58%	1,130	1,135			YES
Apr-03	95.00%			99.91%	1,069	1,069			YES
May-03	95.00%			99.92%	1,321	1,322			YES
Jun-03	95.00%			99.88%	1,369	1,366			YES
Jul-03	95.00%			98.66%	1,577	1,584			YES
Aug-03	95.00%			98.92%	1,198	1,199			YES

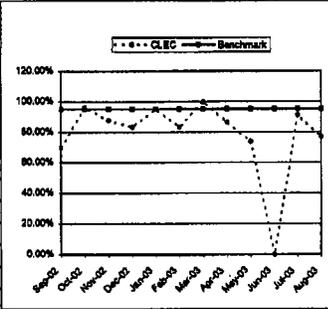


Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

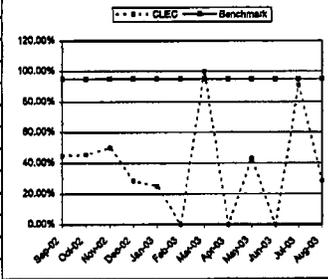
B.1.14.12.1 2W Analog Loop w/LNP Design/EDI/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			70.00%	7	10			NO
Oct-02	95.00%			96.15%	25	26			YES
Nov-02	95.00%			97.50%	7	8			NO
Dec-02	95.00%			83.33%	10	12			NO
Jan-03	95.00%			95.24%	20	21			YES
Feb-03	95.00%			83.33%	5	6			NO
Mar-03	95.00%			100.00%	9	9			YES
Apr-03	95.00%			86.36%	19	22			NO
May-03	95.00%			73.81%	17	23			NO
Jun-03	95.00%			0.00%	0	21			NO
Jul-03	95.00%			91.18%	31	34			NO
Aug-03	95.00%			76.92%	10	13			NO



Better Performance
↑
Better Performance

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			44.44%	4	9			NO
Oct-02	95.00%			46.45%	5	11			NO
Nov-02	95.00%			50.00%	4	8			NO
Dec-02	95.00%			28.57%	6	21			NO
Jan-03	95.00%			25.00%	1	4			NO
Feb-03	95.00%			0.00%	0	2			NO
Mar-03	95.00%			100.00%	3	3			YES
Apr-03	95.00%			0.00%	0	2			NO
May-03	95.00%			42.86%	3	7			NO
Jun-03	95.00%			0.00%	0	3			NO
Jul-03	95.00%			80.91%	10	11			NO
Aug-03	95.00%			28.57%	2	7			NO



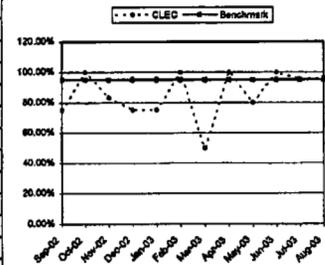
Better Performance
↑
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

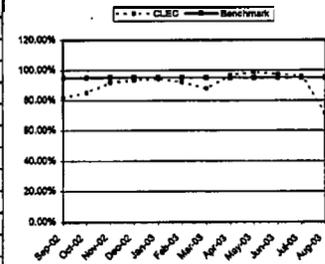
B.1.14.13.1 2W Analog Loop w/LNP Non-Design/ED/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			75.00%	3	4			NO
Oct-02	95.00%			100.00%	1	1			YES
Nov-02	95.00%			83.33%	10	12			NO
Dec-02	95.00%			75.00%	3	4			NO
Jan-03	95.00%			75.00%	9	12			NO
Feb-03	95.00%			100.00%	5	5			YES
Mar-03	95.00%			50.00%	1	2			NO
Apr-03	95.00%			100.00%	5	5			YES
May-03	95.00%			80.00%	8	10			NO
Jun-03	95.00%			100.00%	17	17			YES
Jul-03	95.00%			85.24%	40	42			YES
Aug-03	95.00%			88.30%	76	81			YES



Better
Performance

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			81.82%	90	110			NO
Oct-02	95.00%			85.03%	125	147			NO
Nov-02	95.00%			91.67%	126	137			NO
Dec-02	95.00%			93.27%	97	104			NO
Jan-03	95.00%			94.17%	113	120			NO
Feb-03	95.00%			92.11%	70	76			NO
Mar-03	95.00%			87.96%	95	108			NO
Apr-03	95.00%			96.67%	174	180			YES
May-03	95.00%			95.82%	276	278			YES
Jun-03	95.00%			97.44%	343	352			YES
Jul-03	95.00%			88.30%	417	433			YES
Aug-03	95.00%			71.52%	344	481			NO

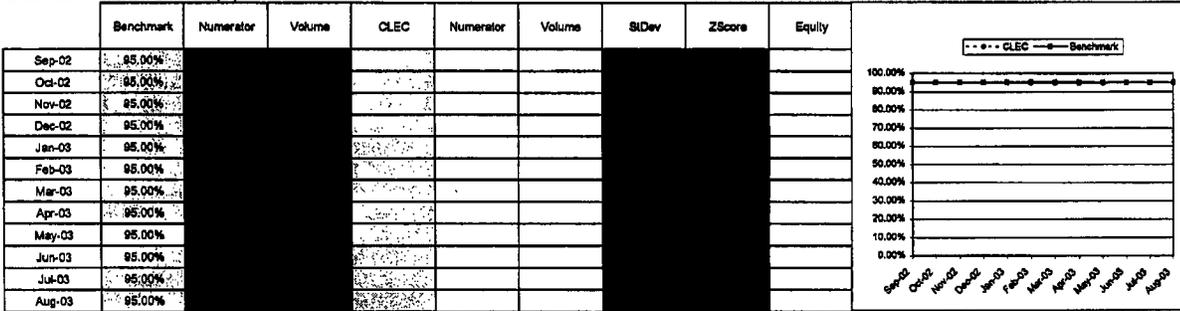


Better
Performance

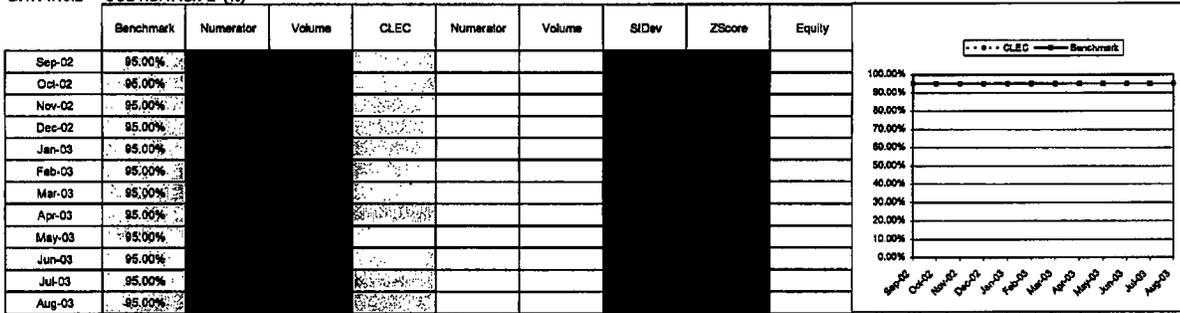
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.15.1 UCL-ND/EDI/FL (%)



B.1.14.15.2 UCL-ND/TAG/FL (%)

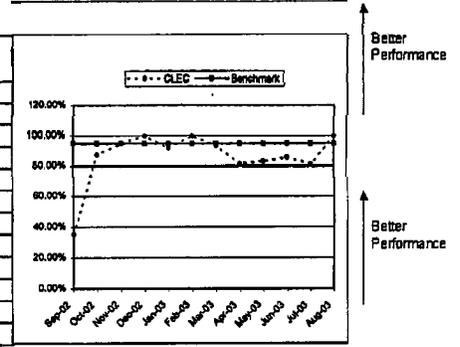


Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

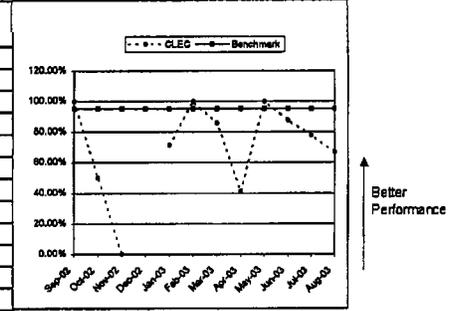
B.1.14.20.1 EELs/EDI/FL (%)

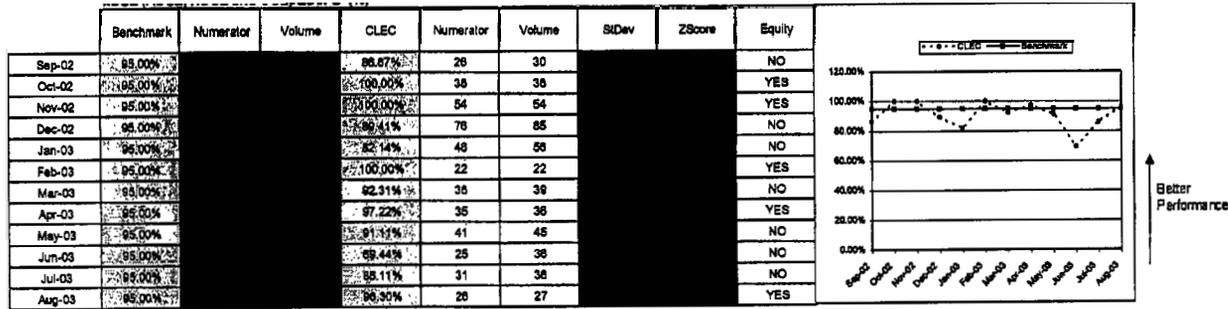
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			35.28%	6	17			NO
Oct-02	95.00%			87.50%	7	8			NO
Nov-02	95.00%			95.00%	19	20			YES
Dec-02	95.00%			100.00%	9	9			YES
Jan-03	95.00%			92.31%	24	26			NO
Feb-03	95.00%			100.00%	10	10			YES
Mar-03	95.00%			93.75%	30	32			NO
Apr-03	95.00%			81.82%	18	22			NO
May-03	95.00%			83.33%	15	18			NO
Jun-03	95.00%			85.71%	6	7			NO
Jul-03	95.00%			81.62%	9	11			NO
Aug-03	95.00%			100.00%	15	15			YES



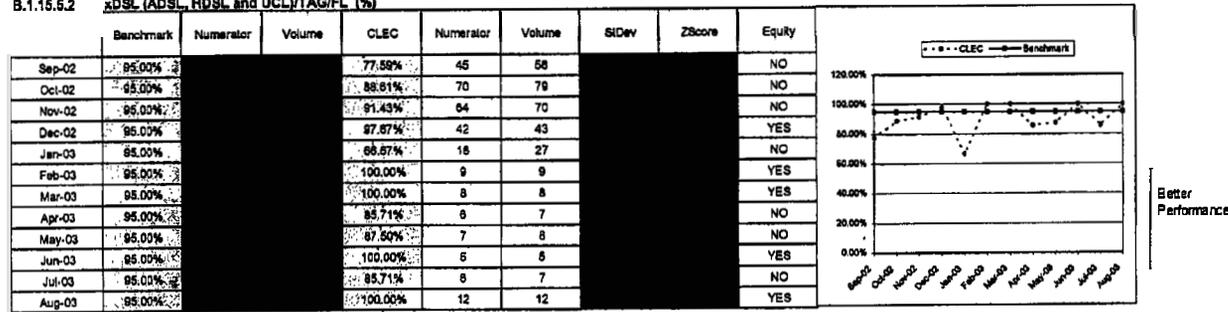
B.1.14.20.2 EELs/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	2	2			YES
Oct-02	95.00%			90.00%	4	5			NO
Nov-02	95.00%			0.00%	0	1			NO
Dec-02	95.00%								
Jan-03	95.00%			70.43%	5	7			NO
Feb-03	95.00%			100.00%	6	6			YES
Mar-03	95.00%			85.71%	12	14			NO
Apr-03	95.00%			43.18%	7	17			NO
May-03	95.00%			100.00%	7	7			YES
Jun-03	95.00%			87.50%	7	8			NO
Jul-03	95.00%			77.78%	14	18			NO
Aug-03	95.00%			68.87%	6	9			NO

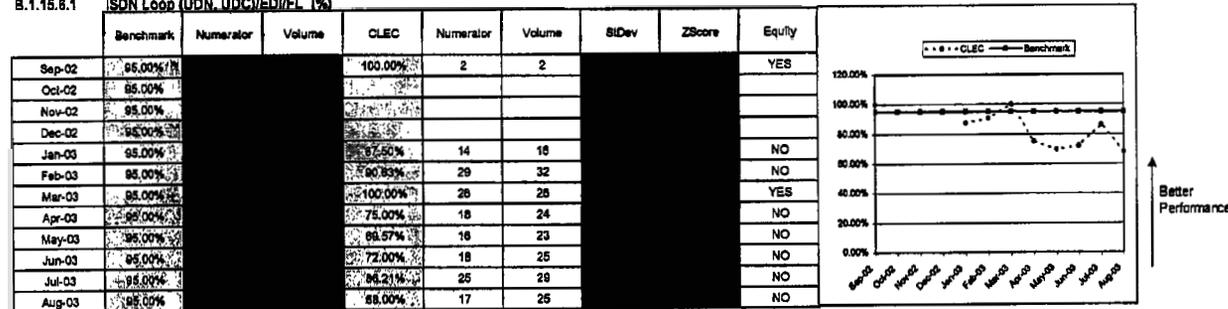




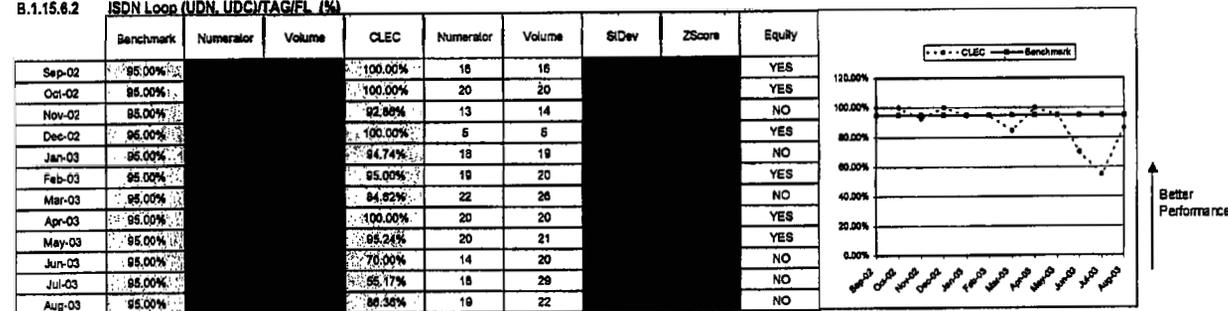
B.1.15.5.2 xDSL (ADSL, HDSL and UCL)/TAG/FL (%)



B.1.15.6.1 ISDN Loop (UDN, UDC)/ED/FL (%)



B.1.15.6.2 ISDN Loop (UDN, UDC)/TAG/FL (%)

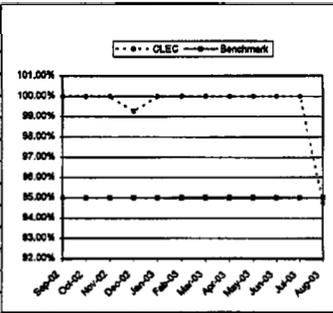


Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.8.1 2W Analog Loop Design/EDI/FL (%)

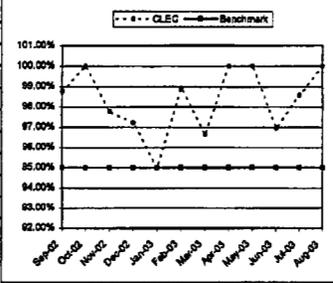
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	207	207			YES
Oct-02	95.00%			100.00%	62	62			YES
Nov-02	95.00%			100.00%	162	162			YES
Dec-02	95.00%			99.28%	135	136			YES
Jan-03	95.00%			100.00%	65	65			YES
Feb-03	95.00%			100.00%	52	52			YES
Mar-03	95.00%			100.00%	65	65			YES
Apr-03	95.00%			100.00%	29	29			YES
May-03	95.00%			100.00%	30	30			YES
Jun-03	95.00%			100.00%	28	28			YES
Jul-03	95.00%			100.00%	27	27			YES
Aug-03	95.00%			94.74%	18	19			NO



Better Performance ↑
↑ Better Performance

B.1.15.8.2 2W Analog Loop Design/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.77%	80	81			YES
Oct-02	95.00%			100.00%	87	87			YES
Nov-02	95.00%			97.78%	68	90			YES
Dec-02	95.00%			97.22%	70	72			YES
Jan-03	95.00%			95.00%	95	100			YES
Feb-03	95.00%			98.91%	91	92			YES
Mar-03	95.00%			98.87%	87	90			YES
Apr-03	95.00%			100.00%	73	73			YES
May-03	95.00%			100.00%	64	64			YES
Jun-03	95.00%			98.87%	32	33			YES
Jul-03	95.00%			98.59%	70	71			YES
Aug-03	95.00%			100.00%	22	22			YES



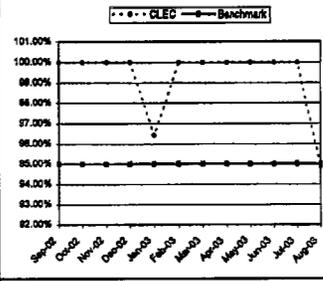
Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.9.1 2W Analog Loop Non-Design/EDI/FL (%)

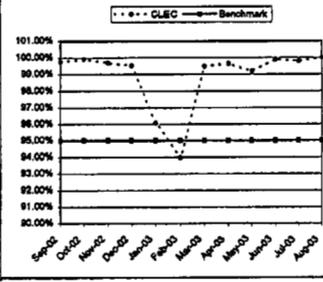
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	46	46			YES
Oct-02	95.00%			100.00%	32	32			YES
Nov-02	95.00%			100.00%	60	60			YES
Dec-02	95.00%			100.00%	41	41			YES
Jan-03	95.00%			95.43%	54	56			YES
Feb-03	95.00%			100.00%	37	37			YES
Mar-03	95.00%			100.00%	34	34			YES
Apr-03	95.00%			100.00%	27	27			YES
May-03	95.00%			100.00%	21	21			YES
Jun-03	95.00%			100.00%	33	33			YES
Jul-03	95.00%			100.00%	46	46			YES
Aug-03	95.00%			94.87%	37	39			NO



Better Performance ↑

B.1.15.9.2 2W Analog Loop Non-Design/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			99.76%	1,832	1,836			YES
Oct-02	95.00%			99.93%	1,360	1,361			YES
Nov-02	95.00%			99.70%	1,328	1,330			YES
Dec-02	95.00%			99.53%	1,265	1,271			YES
Jan-03	95.00%			98.08%	856	893			YES
Feb-03	95.00%			93.96%	546	581			NO
Mar-03	95.00%			96.50%	592	595			YES
Apr-03	95.00%			95.94%	557	559			YES
May-03	95.00%			99.20%	748	754			YES
Jun-03	95.00%			99.89%	876	877			YES
Jul-03	95.00%			99.79%	971	973			YES
Aug-03	95.00%			100.00%	684	684			YES



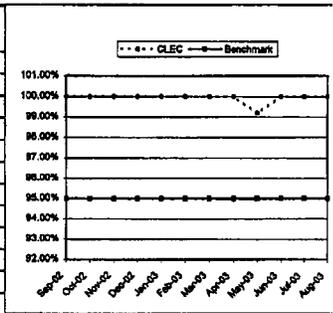
Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.15.12.1 2W Analog Loop w/LNP Design/EDI/FL (%)

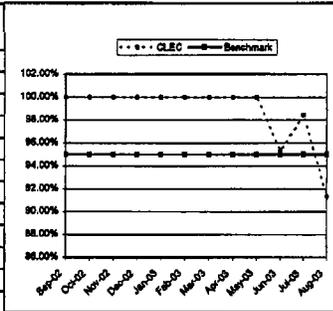
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	130	130			YES
Oct-02	95.00%			100.00%	91	91			YES
Nov-02	95.00%			100.00%	58	58			YES
Dec-02	95.00%			100.00%	49	49			YES
Jan-03	95.00%			100.00%	78	78			YES
Feb-03	95.00%			100.00%	31	31			YES
Mar-03	95.00%			100.00%	46	46			YES
Apr-03	95.00%			100.00%	64	64			YES
May-03	95.00%			99.19%	123	124			YES
Jun-03	95.00%			100.00%	80	80			YES
Jul-03	95.00%			100.00%	75	75			YES
Aug-03	95.00%			100.00%	37	37			YES



Better Performance ↑

B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	59	59			YES
Oct-02	95.00%			100.00%	105	105			YES
Nov-02	95.00%			100.00%	59	59			YES
Dec-02	95.00%			100.00%	87	87			YES
Jan-03	95.00%			100.00%	51	51			YES
Feb-03	95.00%			100.00%	37	37			YES
Mar-03	95.00%			100.00%	63	63			YES
Apr-03	95.00%			100.00%	48	48			YES
May-03	95.00%			100.00%	34	34			YES
Jun-03	95.00%			95.35%	41	43			YES
Jul-03	95.00%			99.44%	63	64			YES
Aug-03	95.00%			91.80%	42	46			NO



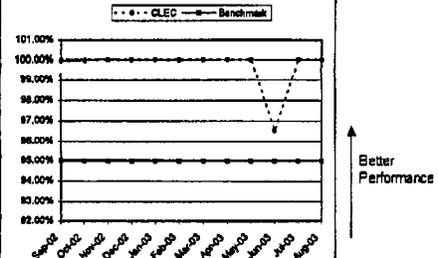
Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

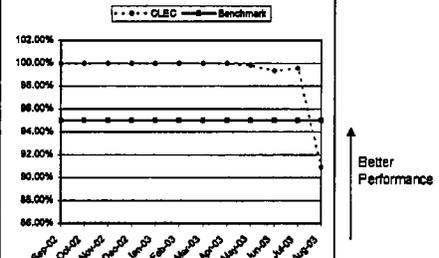
B.1.15.13.1 2W Analog Loop w/LNP Non-Design/EDI/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	48	48			YES
Oct-02	95.00%			100.00%	82	82			YES
Nov-02	95.00%			100.00%	124	124			YES
Dec-02	95.00%			100.00%	77	77			YES
Jan-03	95.00%			100.00%	117	117			YES
Feb-03	95.00%			100.00%	58	58			YES
Mar-03	95.00%			100.00%	68	68			YES
Apr-03	95.00%			100.00%	29	29			YES
May-03	95.00%			100.00%	46	46			YES
Jun-03	95.00%			96.85%	28	29			YES
Jul-03	95.00%			100.00%	78	78			YES
Aug-03	95.00%			100.00%	107	107			YES



B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/FL (%)

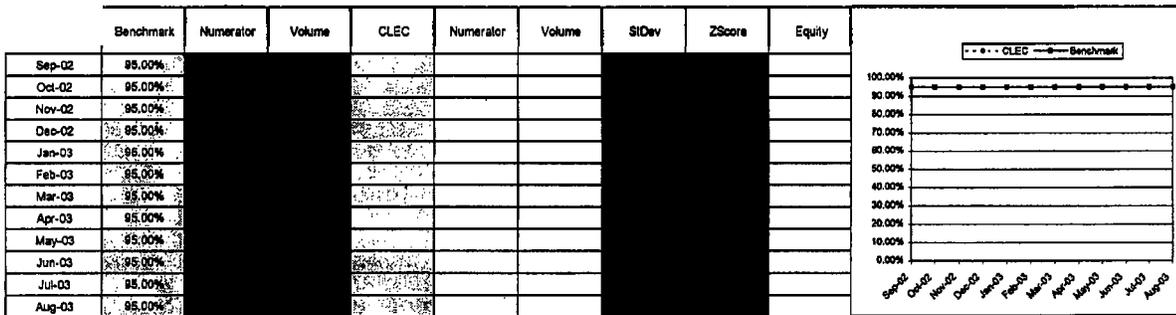
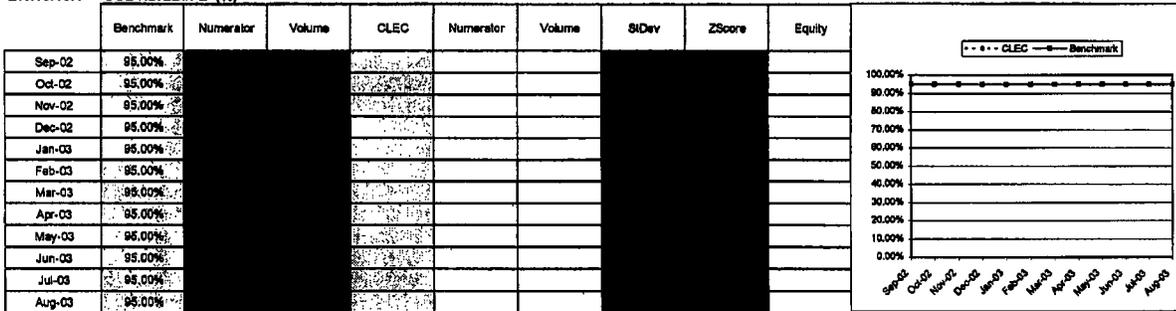
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	895	895			YES
Oct-02	95.00%			100.00%	1,680	1,680			YES
Nov-02	95.00%			100.00%	1,374	1,374			YES
Dec-02	95.00%			100.00%	1,269	1,269			YES
Jan-03	95.00%			100.00%	829	829			YES
Feb-03	95.00%			100.00%	856	856			YES
Mar-03	95.00%			100.00%	934	934			YES
Apr-03	95.00%			100.00%	885	885			YES
May-03	95.00%			99.85%	886	887			YES
Jun-03	95.00%			95.34%	802	806			YES
Jul-03	95.00%			99.65%	869	872			YES
Aug-03	95.00%			90.91%	680	748			NO



Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.15.1 UCL-ND/EDI/FL (%)

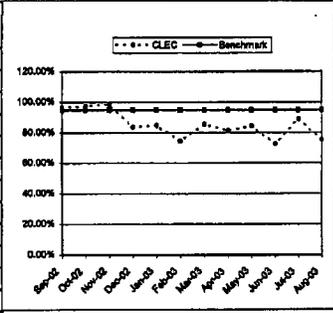


Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.20.1 EELs/EDI/FL (%)

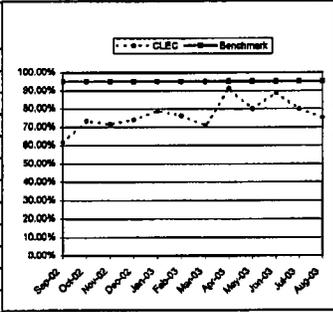
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			96.34%	79	82			YES
Oct-02	95.00%			97.50%	78	80			YES
Nov-02	95.00%			98.41%	62	63			YES
Dec-02	95.00%			83.84%	83	99			NO
Jan-03	95.00%			85.00%	85	100			NO
Feb-03	95.00%			74.67%	56	75			NO
Mar-03	95.00%			95.71%	102	119			NO
Apr-03	95.00%			81.58%	93	114			NO
May-03	95.00%			84.82%	44	52			NO
Jun-03	95.00%			72.55%	37	51			NO
Jul-03	95.00%			89.04%	85	73			NO
Aug-03	95.00%			75.41%	46	61			NO



Better Performance ↑
Better Performance ↑

B.1.15.20.2 EELs/TAG/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			81.54%	24	39			NO
Oct-02	95.00%			79.33%	33	45			NO
Nov-02	95.00%			71.43%	30	42			NO
Dec-02	95.00%			74.07%	20	27			NO
Jan-03	95.00%			78.95%	15	19			NO
Feb-03	95.00%			78.19%	18	21			NO
Mar-03	95.00%			70.83%	17	24			NO
Apr-03	95.00%			91.68%	31	34			NO
May-03	95.00%			80.00%	40	50			NO
Jun-03	95.00%			88.89%	32	36			NO
Jul-03	95.00%			79.79%	67	84			NO
Aug-03	95.00%			75.00%	36	48			NO



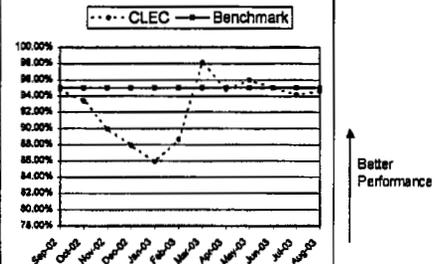
Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

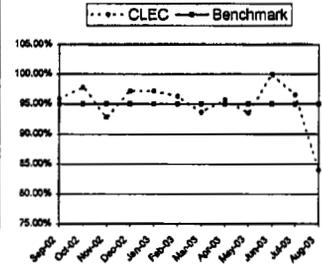
B.1.16.5 xDSL (ADSL, HDSL and UCL)/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			94.79%	91	96			NO
Oct-02	95.00%			95.39%	141	151			NO
Nov-02	95.00%			95.22%	118	129			NO
Dec-02	95.00%			87.94%	124	141			NO
Jan-03	95.00%			85.89%	73	85			NO
Feb-03	95.00%			88.84%	78	88			NO
Mar-03	95.00%			98.11%	52	53			YES
Apr-03	95.00%			94.89%	110	118			NO
May-03	95.00%			96.00%	72	75			YES
Jun-03	95.00%			95.06%	77	81			YES
Jul-03	95.00%			94.17%	97	103			NO
Aug-03	95.00%			94.84%	53	56			NO



Better Performance ↑

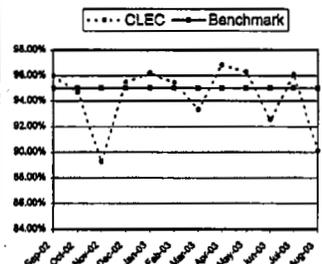
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			95.88%	93	97			YES
Oct-02	95.00%			97.80%	89	91			YES
Nov-02	95.00%			92.81%	129	139			NO
Dec-02	95.00%			97.14%	102	105			YES
Jan-03	95.00%			87.14%	102	106			YES
Feb-03	95.00%			96.30%	78	81			YES
Mar-03	95.00%			83.62%	44	47			NO
Apr-03	95.00%			95.71%	87	70			YES
May-03	95.00%			93.65%	29	31			NO
Jun-03	95.00%			100.00%	18	18			YES
Jul-03	95.00%			98.49%	55	57			YES
Aug-03	95.00%			84.00%	21	25			NO



Better Performance ↑

B.1.16.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			96.00%	168	175			YES
Oct-02	95.00%			94.71%	179	189			NO
Nov-02	95.00%			89.25%	83	93			NO
Dec-02	95.00%			95.49%	169	177			YES
Jan-03	95.00%			96.20%	177	184			YES
Feb-03	95.00%			95.42%	125	131			YES
Mar-03	95.00%			83.33%	140	150			NO
Apr-03	95.00%			86.63%	183	189			YES
May-03	95.00%			96.27%	129	134			YES
Jun-03	95.00%			92.57%	162	175			NO
Jul-03	95.00%			96.06%	122	127			YES
Aug-03	95.00%			90.10%	91	101			NO



Better Performance ↑

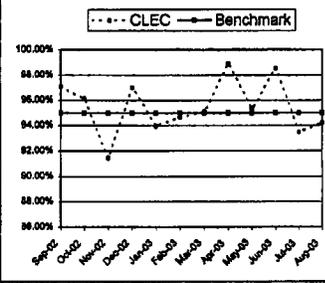
Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.16.9 2W Analog Loop Non-Design/FL (%)

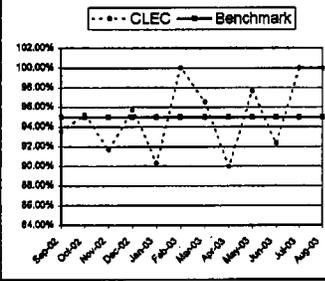
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	95.00%			97.11%	269	277			YES
Oct-02	95.00%			98.12%	372	387			YES
Nov-02	95.00%			94.69%	225	246			NO
Dec-02	95.00%			97.01%	227	234			YES
Jan-03	95.00%			93.96%	171	182			NO
Feb-03	95.00%			94.64%	212	224			NO
Mar-03	95.00%			95.12%	195	205			YES
Apr-03	95.00%			98.88%	176	178			YES
May-03	95.00%			95.33%	285	300			YES
Jun-03	95.00%			98.54%	270	274			YES
Jul-03	95.00%			93.47%	315	337			NO
Aug-03	95.00%			94.22%	281	277			NO



Better Performance

B.1.16.12 2W Analog Loop w/LNP Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	95.00%			93.65%	28	31			NO
Oct-02	95.00%			95.24%	60	63			YES
Nov-02	95.00%			91.67%	22	24			NO
Dec-02	95.00%			95.74%	45	47			YES
Jan-03	95.00%			90.32%	28	31			NO
Feb-03	95.00%			100.00%	33	33			YES
Mar-03	95.00%			96.65%	28	29			YES
Apr-03	95.00%			90.00%	72	80			NO
May-03	95.00%			97.67%	42	43			YES
Jun-03	95.00%			92.31%	24	26			NO
Jul-03	95.00%			100.00%	18	18			YES
Aug-03	95.00%			100.00%	9	9			YES



Better Performance

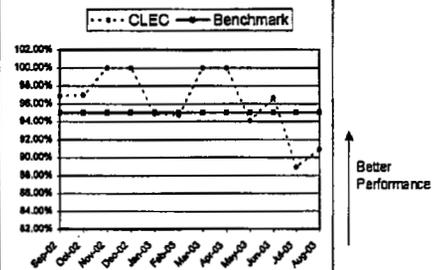
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

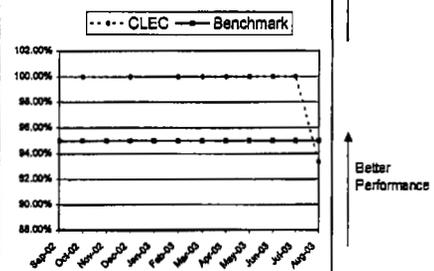
B.1.16.13 2W Analog Loop w/LNP Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			95.88%	31	32			YES
Oct-02	95.00%			95.67%	32	33			YES
Nov-02	95.00%			100.00%	23	23			YES
Dec-02	95.00%			100.00%	38	38			YES
Jan-03	95.00%			94.67%	37	39			NO
Feb-03	95.00%			94.74%	18	19			NO
Mar-03	95.00%			100.00%	12	12			YES
Apr-03	95.00%			100.00%	17	17			YES
May-03	95.00%			94.32%	18	17			NO
Jun-03	95.00%			95.67%	29	30			YES
Jul-03	95.00%			98.89%	40	45			NO
Aug-03	95.00%			90.91%	10	11			NO



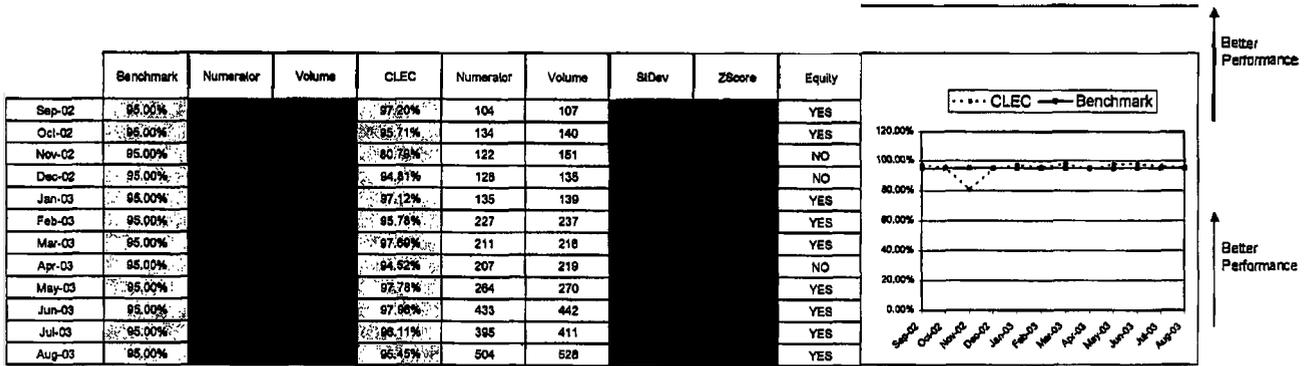
B.1.16.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%			100.00%	2	2			YES
Nov-02	95.00%								
Dec-02	95.00%			100.00%	3	3			YES
Jan-03	95.00%								
Feb-03	95.00%			100.00%	3	3			YES
Mar-03	95.00%			100.00%	3	3			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	4	4			YES
Jun-03	95.00%			100.00%	7	7			YES
Jul-03	95.00%			100.00%	3	3			YES
Aug-03	95.00%			93.33%	14	15			NO



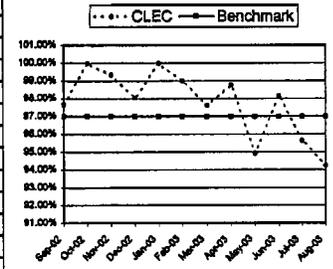
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.



←

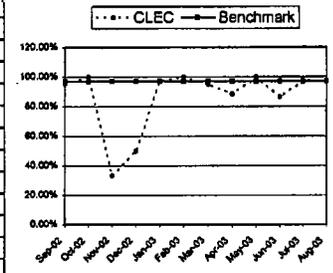
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	97.00%			97.67%	210	215			YES
Oct-02	97.00%			100.00%	164	164			YES
Nov-02	97.00%			99.34%	150	151			YES
Dec-02	97.00%			98.05%	151	154			YES
Jan-03	97.00%			100.00%	112	112			YES
Feb-03	97.00%			98.69%	66	90			YES
Mar-03	97.00%			97.02%	82	84			YES
Apr-03	97.00%			98.77%	80	81			YES
May-03	97.00%			94.94%	75	79			NO
Jun-03	97.00%			98.15%	106	106			YES
Jul-03	97.00%			95.65%	86	92			NO
Aug-03	97.00%			94.25%	48	82			NO



Better Performance ↑

B.1.4.6 ISDN Loop (UDN, UDC/VL) (%)

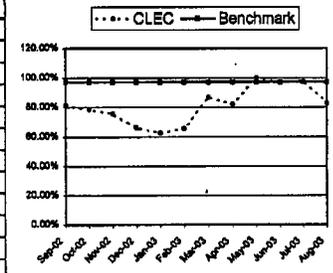
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	97.00%			95.65%	22	23			NO
Oct-02	97.00%			100.00%	1	1			YES
Nov-02	97.00%			93.33%	1	3			NO
Dec-02	97.00%			50.00%	1	2			NO
Jan-03	97.00%			97.37%	37	38			YES
Feb-03	97.00%			100.00%	47	47			YES
Mar-03	97.00%			95.24%	40	42			NO
Apr-03	97.00%			88.33%	53	60			NO
May-03	97.00%			100.00%	41	41			YES
Jun-03	97.00%			80.36%	36	44			NO
Jul-03	97.00%			97.37%	37	38			YES
Aug-03	97.00%			97.14%	34	35			YES



Better Performance ↑

B.1.4.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	97.00%			81.25%	78	96			NO
Oct-02	97.00%			79.32%	112	143			NO
Nov-02	97.00%			75.69%	84	111			NO
Dec-02	97.00%			85.69%	82	94			NO
Jan-03	97.00%			82.50%	50	80			NO
Feb-03	97.00%			85.34%	51	78			NO
Mar-03	97.00%			86.67%	65	75			NO
Apr-03	97.00%			82.26%	51	62			NO
May-03	97.00%			100.00%	36	36			YES
Jun-03	97.00%			96.55%	56	56			NO
Jul-03	97.00%			97.67%	42	43			YES
Aug-03	97.00%			82.69%	43	52			NO



Better Performance ↑

Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized

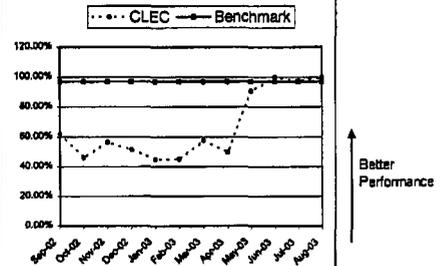
(% of CLEC Reject Notification Intervals <= 1 Hour)

Numerator Indicates total number of CLEC reject notification intervals in <= 1 hour for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.9 2W Analog Loop Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	97.00%			61.80%	55	99			NO
Oct-02	97.00%			63.00%	46	100			NO
Nov-02	97.00%			56.82%	39	99			NO
Dec-02	97.00%			51.66%	33	94			NO
Jan-03	97.00%			44.78%	30	67			NO
Feb-03	97.00%			45.00%	27	60			NO
Mar-03	97.00%			57.75%	41	71			NO
Apr-03	97.00%			60.00%	20	40			NO
May-03	97.00%			90.70%	39	43			NO
Jun-03	97.00%			100.00%	36	36			YES
Jul-03	97.00%			97.82%	41	42			YES
Aug-03	97.00%			100.00%	25	25			YES



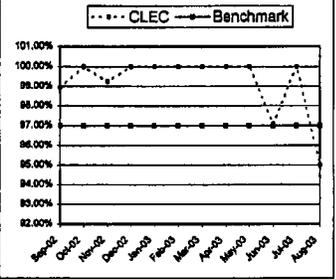
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals <= 1 Hour)

Numerator indicates total number of CLEC reject notification intervals in <= 1 hour for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.13 2W Analog Loop w/LNP Non-Design/FL (%)

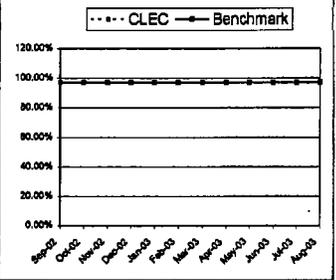
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	97.00%			98.92%	92	93			YES
Oct-02	97.00%			100.00%	124	124			YES
Nov-02	97.00%			99.26%	133	134			YES
Dec-02	97.00%			100.00%	100	100			YES
Jan-03	97.00%			100.00%	121	121			YES
Feb-03	97.00%			100.00%	75	75			YES
Mar-03	97.00%			100.00%	95	95			YES
Apr-03	97.00%			100.00%	54	54			YES
May-03	97.00%			100.00%	71	71			YES
Jun-03	97.00%			97.10%	134	138			YES
Jul-03	97.00%			100.00%	114	114			YES
Aug-03	97.00%			95.00%	133	140			NO



Better Performance ↑

B.1.4.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	97.00%								NO
Oct-02	97.00%								NO
Nov-02	97.00%								NO
Dec-02	97.00%								NO
Jan-03	97.00%								NO
Feb-03	97.00%								NO
Mar-03	97.00%								NO
Apr-03	97.00%								NO
May-03	97.00%								NO
Jun-03	97.00%								NO
Jul-03	97.00%								NO
Aug-03	97.00%								NO



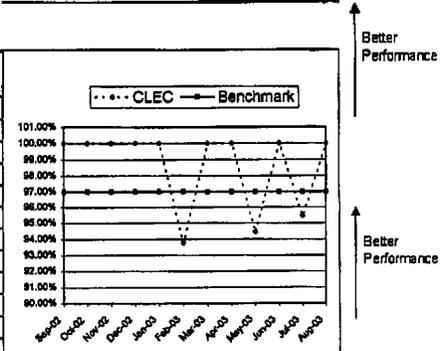
Better Performance ↑

Better Performance ↑

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized
(% of CLEC Reject Notification Intervals <= 1 Hour)

Numerator indicates total number of CLEC reject notification intervals in <= 1 hour for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

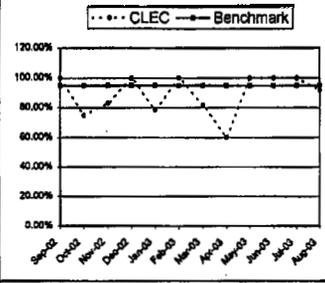
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	97.00%			100.00%	8	8			YES
Oct-02	97.00%			100.00%	10	10			YES
Nov-02	97.00%			100.00%	17	17			YES
Dec-02	97.00%			100.00%	8	8			YES
Jan-03	97.00%			100.00%	26	26			YES
Feb-03	97.00%			93.75%	15	16			NO
Mar-03	97.00%			100.00%	41	41			YES
Apr-03	97.00%			100.00%	21	21			YES
May-03	97.00%			94.44%	17	18			NO
Jun-03	97.00%			100.00%	13	13			YES
Jul-03	97.00%			95.45%	21	22			NO
Aug-03	97.00%			100.00%	19	19			YES



Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

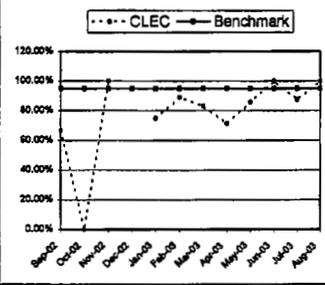
Month	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			100.00%	19	19			YES
Oct-02	95.00%			75.00%	9	12			NO
Nov-02	95.00%			83.33%	15	18			NO
Dec-02	95.00%			100.00%	32	32			YES
Jan-03	95.00%			78.67%	11	14			NO
Feb-03	95.00%			100.00%	4	4			YES
Mar-03	95.00%			91.82%	9	11			NO
Apr-03	95.00%			90.00%	3	5			NO
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	4	4			YES
Aug-03	95.00%			91.67%	11	12			NO



Better Performance

B.1.7.6 ISDN Loop (UDN, UDC/FL) (%)

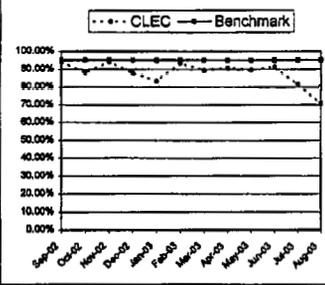
Month	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			66.67%	2	3			NO
Oct-02	95.00%			0.00%	0	1			NO
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%								
Jan-03	95.00%			75.00%	3	4			NO
Feb-03	95.00%			88.89%	8	9			NO
Mar-03	95.00%			83.33%	10	12			NO
Apr-03	95.00%			71.43%	5	7			NO
May-03	95.00%			85.71%	6	7			NO
Jun-03	95.00%			100.00%	4	4			YES
Jul-03	95.00%			87.50%	7	8			NO
Aug-03	95.00%			100.00%	4	4			YES



Better Performance

B.1.7.8 2W Analog Loop Design/FL (%)

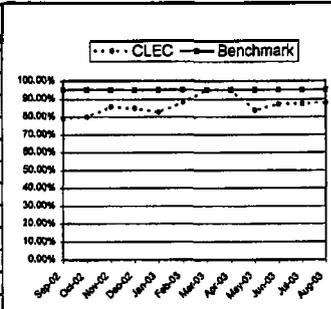
Month	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			94.20%	85	89			NO
Oct-02	95.00%			88.10%	37	42			NO
Nov-02	95.00%			94.12%	48	51			NO
Dec-02	95.00%			88.00%	44	50			NO
Jan-03	95.00%			83.33%	40	48			NO
Feb-03	95.00%			93.48%	43	46			NO
Mar-03	95.00%			89.19%	33	37			NO
Apr-03	95.00%			96.70%	39	43			NO
May-03	95.00%			89.47%	34	38			NO
Jun-03	95.00%			91.18%	31	34			NO
Jul-03	95.00%			81.58%	31	38			NO
Aug-03	95.00%			70.59%	12	17			NO



Better Performance

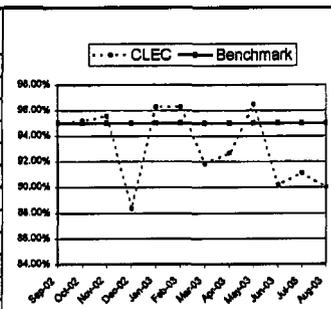
Better Performance

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			76.05%	155	196			NO
Oct-02	95.00%			80.00%	138	170			NO
Nov-02	95.00%			85.83%	149	174			NO
Dec-02	95.00%			84.77%	126	151			NO
Jan-03	95.00%			82.61%	114	138			NO
Feb-03	95.00%			88.16%	87	78			NO
Mar-03	95.00%			95.15%	98	103			YES
Apr-03	95.00%			95.05%	96	101			YES
May-03	95.00%			83.76%	98	117			NO
Jun-03	95.00%			87.04%	141	162			NO
Jul-03	95.00%			87.37%	166	190			NO
Aug-03	95.00%			87.60%	113	129			NO



Better Performance

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Sep-02	95.00%			94.85%	94	98			NO
Oct-02	95.00%			95.19%	99	104			YES
Nov-02	95.00%			95.66%	43	45			YES
Dec-02	95.00%			88.37%	38	43			NO
Jan-03	95.00%			96.30%	52	54			YES
Feb-03	95.00%			99.30%	26	27			YES
Mar-03	95.00%			91.84%	45	49			NO
Apr-03	95.00%			92.88%	38	41			NO
May-03	95.00%			95.49%	55	57			YES
Jun-03	95.00%			80.20%	46	51			NO
Jul-03	95.00%			91.11%	41	45			NO
Aug-03	95.00%			90.00%	18	20			NO



Better Performance

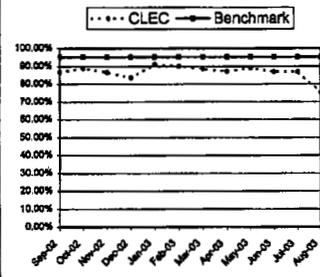
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.13 2W Analog Loop w/LNP Non-Design/FL (%)

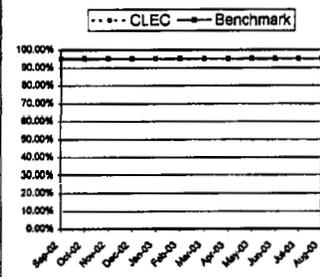
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			85.53%	212	245			NO
Oct-02	95.00%			88.81%	357	402			NO
Nov-02	95.00%			88.55%	341	394			NO
Dec-02	95.00%			83.49%	283	315			NO
Jan-03	95.00%			91.04%	183	201			NO
Feb-03	95.00%			89.85%	177	197			NO
Mar-03	95.00%			89.49%	192	217			NO
Apr-03	95.00%			88.83%	145	167			NO
May-03	95.00%			88.78%	158	178			NO
Jun-03	95.00%			86.70%	163	188			NO
Jul-03	95.00%			86.78%	210	242			NO
Aug-03	95.00%			75.45%	159	224			NO



Better Performance

B.1.7.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								



Better Performance

Better Performance

Better Performance

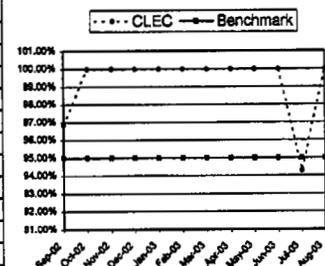
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals <= 24 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.5 xDSL (ADSL, HDSL and UCL)/FL (%)

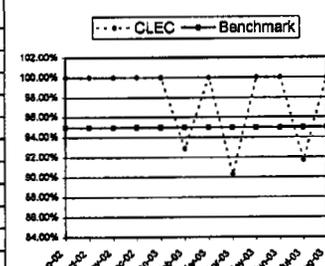
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.88%	31	32			YES
Oct-02	95.00%			100.00%	48	48			YES
Nov-02	95.00%			100.00%	47	47			YES
Dec-02	95.00%			100.00%	51	51			YES
Jan-03	95.00%			100.00%	23	23			YES
Feb-03	95.00%			100.00%	24	24			YES
Mar-03	95.00%			100.00%	16	16			YES
Apr-03	95.00%			100.00%	59	59			YES
May-03	95.00%			100.00%	18	18			YES
Jun-03	95.00%			100.00%	25	25			YES
Jul-03	95.00%			94.28%	33	35			NO
Aug-03	95.00%			100.00%	17	17			YES



Better Performance

B.1.8.6 ISDN Loop (UDN, UDC)/FL (%)

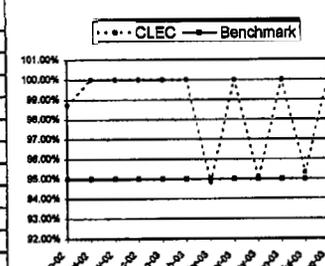
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	17	17			YES
Oct-02	95.00%			100.00%	21	21			YES
Nov-02	95.00%			100.00%	30	30			YES
Dec-02	95.00%			100.00%	25	25			YES
Jan-03	95.00%			100.00%	26	26			YES
Feb-03	95.00%			92.86%	26	28			NO
Mar-03	95.00%			100.00%	15	15			YES
Apr-03	95.00%			90.32%	28	31			NO
May-03	95.00%			100.00%	8	8			YES
Jun-03	95.00%			100.00%	4	4			YES
Jul-03	95.00%			91.67%	33	36			NO
Aug-03	95.00%			100.00%	5	5			YES



Better Performance

B.1.8.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.72%	77	78			YES
Oct-02	95.00%			100.00%	66	66			YES
Nov-02	95.00%			100.00%	41	41			YES
Dec-02	95.00%			100.00%	65	65			YES
Jan-03	95.00%			100.00%	69	69			YES
Feb-03	95.00%			100.00%	60	60			YES
Mar-03	95.00%			94.83%	55	58			NO
Apr-03	95.00%			100.00%	66	66			YES
May-03	95.00%			95.00%	57	60			YES
Jun-03	95.00%			100.00%	59	59			YES
Jul-03	95.00%			95.31%	61	64			YES
Aug-03	95.00%			100.00%	44	44			YES



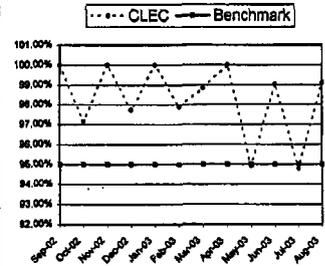
Better Performance

Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized
(% of CLEC Reject Notification Intervals ≤ 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals in ≤ 24 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

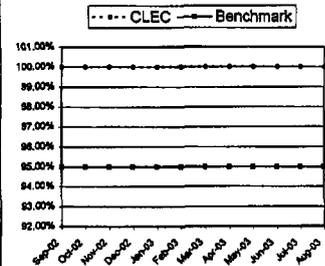
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	104	104			YES
Oct-02	95.00%			97.16%	137	141			YES
Nov-02	95.00%			100.00%	100	100			YES
Dec-02	95.00%			97.73%	88	88			YES
Jan-03	95.00%			100.00%	59	59			YES
Feb-03	95.00%			97.89%	93	95			YES
Mar-03	95.00%			98.84%	85	86			YES
Apr-03	95.00%			100.00%	64	64			YES
May-03	95.00%			94.83%	131	138			NO
Jun-03	95.00%			99.02%	101	102			YES
Jul-03	95.00%			94.78%	109	115			NO
Aug-03	95.00%			98.10%	110	111			YES



Better Performance

B.1.8.12 2W Analog Loop w/LNP Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	20	20			YES
Oct-02	95.00%			100.00%	41	41			YES
Nov-02	95.00%			100.00%	12	12			YES
Dec-02	95.00%			100.00%	28	28			YES
Jan-03	95.00%			100.00%	15	15			YES
Feb-03	95.00%			100.00%	20	20			YES
Mar-03	95.00%			100.00%	18	18			YES
Apr-03	95.00%			100.00%	48	48			YES
May-03	95.00%			100.00%	28	28			YES
Jun-03	95.00%			100.00%	10	10			YES
Jul-03	95.00%			100.00%	14	14			YES
Aug-03	95.00%			100.00%	5	5			YES



Better Performance

Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized
(% of CLEC Reject Notification Intervals \leq 24 Hours)

Numerator indicates total number of CLEC reject notification intervals in \leq 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.13 2W Analog Loop w/LNP Non-Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	14	14			YES
Oct-02	95.00%			100.00%	17	17			YES
Nov-02	95.00%			100.00%	15	15			YES
Dec-02	95.00%			100.00%	26	26			YES
Jan-03	95.00%			91.67%	22	24			NO
Feb-03	95.00%			100.00%	9	9			YES
Mar-03	95.00%			100.00%	6	6			YES
Apr-03	95.00%			100.00%	10	10			YES
May-03	95.00%			100.00%	10	10			YES
Jun-03	95.00%			94.44%	17	18			NO
Jul-03	95.00%			100.00%	33	33			YES
Aug-03	95.00%			100.00%	6	6			YES

Better Performance

B.1.8.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	0	2			YES
Mar-03	95.00%			100.00%	0	1			YES
Apr-03	95.00%								
May-03	95.00%			100.00%	0	1			YES
Jun-03	95.00%								
Jul-03	95.00%			100.00%	0	2			YES
Aug-03	95.00%			100.00%	0	12			YES

Better Performance

Better Performance

Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized

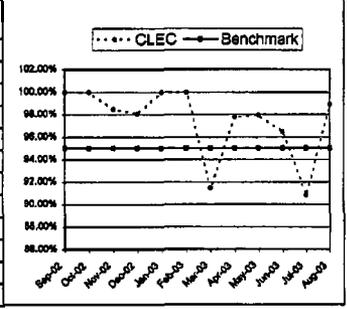
(% of CLEC Reject Notification Intervals <= 24 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.20

EELs/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			100.00%	55	55			YES
Oct-02	95.00%			100.00%	59	59			YES
Nov-02	95.00%			96.48%	55	55			YES
Dec-02	95.00%			96.08%	51	52			YES
Jan-03	95.00%			100.00%	53	53			YES
Feb-03	95.00%			100.00%	111	111			YES
Mar-03	95.00%			91.48%	75	82			NO
Apr-03	95.00%			97.78%	88	90			YES
May-03	95.00%			97.90%	96	96			YES
Jun-03	95.00%			98.45%	183	189			YES
Jul-03	95.00%			90.84%	119	131			NO
Aug-03	95.00%			98.81%	181	183			YES



Better Performance

Better Performance

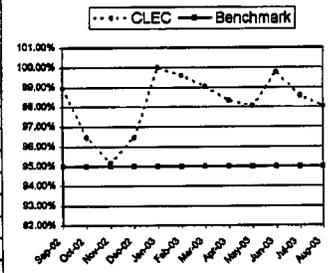
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.5 xDSL (ADSL, HDSL and UCL/MFL) (%)

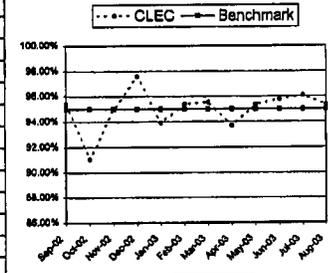
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			98.95%	660	667			YES
Oct-02	95.00%			98.47%	901	934			YES
Nov-02	95.00%			93.18%	711	747			YES
Dec-02	95.00%			98.26%	735	782			YES
Jan-03	95.00%			100.00%	424	424			YES
Feb-03	95.00%			98.69%	490	492			YES
Mar-03	95.00%			99.03%	410	414			YES
Apr-03	95.00%			98.34%	414	421			YES
May-03	95.00%			98.06%	405	413			YES
Jun-03	95.00%			98.77%	436	437			YES
Jul-03	95.00%			98.59%	488	495			YES
Aug-03	95.00%			98.64%	401	409			YES



Better Performance

B.1.9.6 ISDN Loop (UDN, UDC)/FL (%)

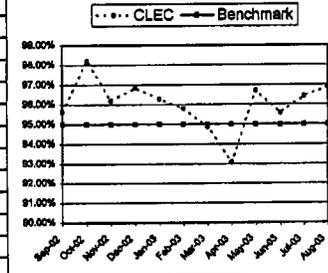
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			95.42%	333	349			YES
Oct-02	95.00%			91.04%	61	67			NO
Nov-02	95.00%			95.00%	38	40			YES
Dec-02	95.00%			97.58%	40	41			YES
Jan-03	95.00%			93.91%	401	427			NO
Feb-03	95.00%			95.40%	477	500			YES
Mar-03	95.00%			95.54%	407	426			YES
Apr-03	95.00%			93.71%	482	493			NO
May-03	95.00%			95.38%	330	346			YES
Jun-03	95.00%			95.78%	386	403			YES
Jul-03	95.00%			98.07%	416	433			YES
Aug-03	95.00%			95.34%	389	408			YES



Better Performance

B.1.9.8 2W Analog Loop Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			95.63%	613	641			YES
Oct-02	95.00%			98.20%	927	944			YES
Nov-02	95.00%			96.19%	806	830			YES
Dec-02	95.00%			98.84%	644	685			YES
Jan-03	95.00%			98.28%	750	779			YES
Feb-03	95.00%			94.61%	732	784			YES
Mar-03	95.00%			94.88%	927	977			NO
Apr-03	95.00%			93.08%	713	766			NO
May-03	95.00%			98.71%	618	639			YES
Jun-03	95.00%			95.67%	647	677			YES
Jul-03	95.00%			98.42%	562	614			YES
Aug-03	95.00%			98.88%	434	448			YES



Better Performance

Better Performance

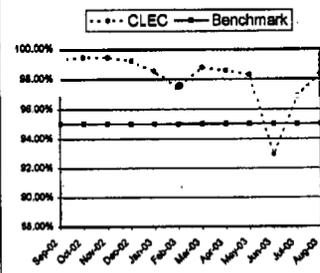
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.9 2W Analog Loop Non-Design/FL (%)

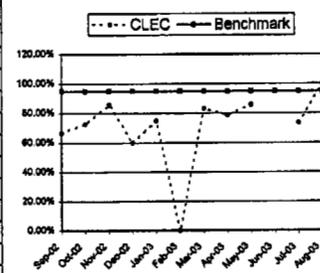
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			89.32%	876	882			YES
Oct-02	95.00%			89.45%	1,434	1,442			YES
Nov-02	95.00%			89.48%	731	735			YES
Dec-02	95.00%			89.23%	1,285	1,295			YES
Jan-03	95.00%			88.58%	1,184	1,201			YES
Feb-03	95.00%			87.45%	1,298	1,332			YES
Mar-03	95.00%			88.81%	1,080	1,083			YES
Apr-03	95.00%			88.80%	1,058	1,073			YES
May-03	95.00%			88.32%	1,291	1,313			YES
Jun-03	95.00%			82.88%	1,280	1,377			NO
Jul-03	95.00%			88.88%	1,554	1,804			YES
Aug-03	95.00%			88.32%	1,228	1,249			YES



Better Performance

B.1.9.12 2W Analog Loop w/LNP Design/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			66.67%	4	6			NO
Oct-02	95.00%			72.73%	16	22			NO
Nov-02	95.00%			85.71%	8	7			NO
Dec-02	95.00%			80.00%	6	10			NO
Jan-03	95.00%			75.00%	15	20			NO
Feb-03	95.00%			0.00%	0	4			NO
Mar-03	95.00%			83.33%	5	6			NO
Apr-03	95.00%			78.57%	11	14			NO
May-03	95.00%			85.71%	12	14			NO
Jun-03	95.00%								NO
Jul-03	95.00%			73.53%	25	34			NO
Aug-03	95.00%			100.00%	10	10			YES



Better Performance

Better Performance

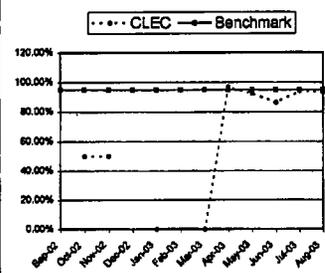
Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.13 2W Analog Loop w/LNP Non-Design/FL (%)

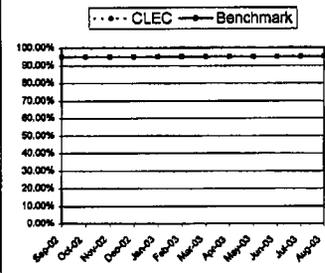
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%			50.00%	1	2			NO
Nov-02	95.00%			50.00%	1	2			NO
Dec-02	95.00%								
Jan-03	95.00%			0.00%	0	1			NO
Feb-03	95.00%								
Mar-03	95.00%			0.00%	0	1			NO
Apr-03	95.00%			98.72%	118	122			YES
May-03	95.00%			92.58%	199	215			NO
Jun-03	95.00%			96.43%	191	221			NO
Jul-03	95.00%			94.17%	323	343			NO
Aug-03	95.00%			93.29%	284	283			NO



Better Performance

B.1.9.15 UCL-ND/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								



Better Performance

Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

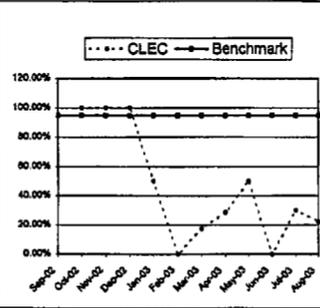
(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.20

EELs/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%								
Oct-02	95.00%			100.00%	1	1			YES
Nov-02	95.00%			100.00%	2	2			YES
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			50.00%	3	6			NO
Feb-03	95.00%			0.00%	0	7			NO
Mar-03	95.00%			17.86%	3	17			NO
Apr-03	95.00%			28.57%	4	14			NO
May-03	95.00%			50.00%	4	8			NO
Jun-03	95.00%			0.00%	0	4			NO
Jul-03	95.00%			30.00%	3	10			NO
Aug-03	95.00%			22.22%	2	9			NO



Better Performance

Better Performance

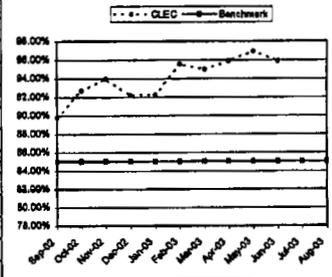
Florida II, September 2002 - August 2003
General - Flow Through
% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)
Numerator indicates total number of LSRs that flowed through the system.
Volume indicates total number of LSRs that were eligible to flow through.

F.1.1.5.X

UNE/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	85.00%			89.81%	188,509	209,898			YES
Oct-02	85.00%			92.71%	241,241	260,197			YES
Nov-02	85.00%			93.98%	258,373	274,935			YES
Dec-02	85.00%			92.21%	258,829	278,324			YES
Jan-03	85.00%			92.28%	334,335	362,384			YES
Feb-03	85.00%			95.67%	442,383	462,813			YES
Mar-03	85.00%			94.95%	344,887	363,180			YES
Apr-03	85.00%			95.87%	380,938	378,478			YES
May-03	85.00%			95.80%	386,638	378,384			YES
Jun-03	85.00%			95.88%	400,403	417,817			YES
Jul-03	85.00%								
Aug-03	85.00%								

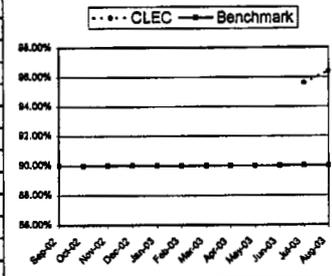


Better Performance

F.1.1.6

UNE-P/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	90.00%								
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%								
Apr-03	90.00%								
May-03	90.00%								
Jun-03	90.00%								
Jul-03	90.00%			95.63%	433,304	453,096			YES
Aug-03	90.00%			96.40%	482,047	479,318			YES



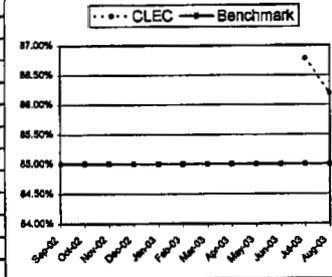
Better Performance

Better Performance

F.1.1.7

UNE-Loop/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	85.00%								
Oct-02	85.00%								
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%			88.78%	11,800	13,387			YES
Aug-03	85.00%			85.19%	11,294	13,103			YES



Better Performance

Florida III, September 2002 - August 2003
General - Ordering

Service Inquiry with Firm Order Confirmation

(% of Service Inquiries with Firm Order Confirmation in <= 5 Business Days)

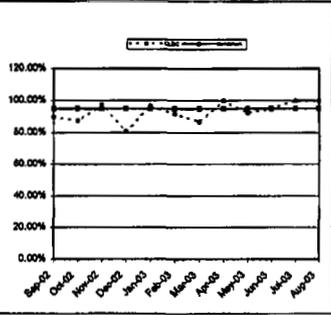
Numerator Indicates total number of service inquiries with firm order confirmation in <= 5 business days in the reporting period.

Volume Indicates total number of service inquiries with firm order confirmation in the reporting period.

F.3.1.1

xDSL (ADSL, HDSL and UCLVFL) (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	95.00%			89.74%	35	39			NO
Oct-02	95.00%			87.27%	48	55			NO
Nov-02	95.00%			87.06%	33	34			YES
Dec-02	95.00%			80.77%	42	52			NO
Jan-03	95.00%			96.53%	28	29			YES
Feb-03	95.00%			92.00%	23	25			NO
Mar-03	95.00%			86.67%	13	15			NO
Apr-03	95.00%			100.00%	21	21			YES
May-03	95.00%			92.89%	25	27			NO
Jun-03	95.00%			95.00%	19	20			YES
Jul-03	95.00%			100.00%	21	21			YES
Aug-03	95.00%			100.00%	17	17			YES



Better Performance

Better Performance

Florida III, September 2002 - August 2003
Collocation - Collocation
Average Response Time

(Average Time to Respond to a Collocation Application)
Numerator indicates total time to respond to collocation applications for this disaggregation.
Volume indicates number of responses sent to CLEC for this disaggregation.

E.1.1.1 Virtual/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	15			6	29	5			YES
Oct-02	15			3	3	1			YES
Nov-02	15			11	11	1			YES
Dec-02	15			3	3	1			YES
Jan-03	15			5	5	1			YES
Feb-03	15			7	14	2			YES
Mar-03	15			14	22	5			YES
Apr-03	15			4	4	1			YES
May-03	15			7	7	1			YES
Jun-03	15			4	8	2			YES
Jul-03	15								
Aug-03	15			7	7	1			YES

E.1.1.2 Physical Caged/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	15			6	37	8			YES
Oct-02	15			5	109	20			YES
Nov-02	15			6	107	17			YES
Dec-02	15			6	37	8			YES
Jan-03	15			6	86	14			YES
Feb-03	15			8	56	7			YES
Mar-03	15			10	72	7			YES
Apr-03	15			3	30	10			YES
May-03	15			6	60	10			YES
Jun-03	15			6	57	9			YES
Jul-03	15			6	61	8			YES
Aug-03	15			7	76	11			YES

E.1.1.3 Physical Cageless/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	15			12	129	11			YES
Oct-02	15			6	143	24			YES
Nov-02	15			4	34	9			YES
Dec-02	15			5	172	30			YES
Jan-03	15			6	100	17			YES
Feb-03	15			6	221	26			YES
Mar-03	15			9	410	47			YES
Apr-03	15			6	119	20			YES
May-03	15			7	319	44			YES
Jun-03	15			4	173	39			YES
Jul-03	15			3	134	45			YES
Aug-03	15			3	131	45			YES

Florida III, September 2002 - August 2003
Collocation - Collocation
Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

Numerator indicates total time to provision collocation arrangements completed for this disaggregation.
Volume indicates total number of arrangements completed for this disaggregation.

E.1.2.1 Virtual/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	60								
Oct-02	60								
Nov-02	60								
Dec-02	60								
Jan-03	60								
Feb-03	60								
Mar-03	60								
Apr-03	60								
May-03	60								
Jun-03	60								
Jul-03	60								
Aug-03	60								

E.1.2.2 Virtual-Augments/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	45								
Oct-02	45			1	6	5			YES
Nov-02	45								
Dec-02	45			26	60	2			YES
Jan-03	45			0	0	1			YES
Feb-03	45			3	6	2			YES
Mar-03	45			5	9	2			YES
Apr-03	45			3	5	2			YES
May-03	45			32	64	2			YES
Jun-03	45			22	67	3			YES
Jul-03	45								
Aug-03	45								

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	60								
Oct-02	60								
Nov-02	60								
Dec-02	60								
Jan-03	60								
Feb-03	60								
Mar-03	60								
Apr-03	60								
May-03	60								
Jun-03	60								
Jul-03	60								
Aug-03	60								

E.1.2.4 Physical Caped-Initial/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	90								
Oct-02	90								
Nov-02	90								
Dec-02	90								
Jan-03	90								
Feb-03	90			67	87	1			YES
Mar-03	90			86	428	5			YES
Apr-03	90			71	141	2			YES
May-03	90			4	4	1			YES
Jun-03	90			84	167	2			YES
Jul-03	90			36	145	4			YES
Aug-03	90			83	314	5			YES

Florida III, September 2002 - August 2003
Collocation - Collocation
Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)
Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.
Volume Indicates total number of arrangements completed for this disaggregation.

E.1.2.5 Physical Caged-Augments/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	45			14	180	13			YES
Oct-02	45			7	104	14			YES
Nov-02	45			16	73	4			YES
Dec-02	45			26	311	12			YES
Jan-03	45			18	308	17			YES
Feb-03	45			6	38	7			YES
Mar-03	45			13	101	8			YES
Apr-03	45			1	8	6			YES
May-03	45			8	69	8			YES
Jun-03	45			2	4	2			YES
Jul-03	45			2	9	5			YES
Aug-03	45			18	146	8			YES

Better Performance

E.1.2.6 Physical Caged-Augments Additional Space Required/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	90								
Oct-02	90								
Nov-02	90								
Dec-02	90								
Jan-03	90								
Feb-03	90								
Mar-03	90								
Apr-03	90								
May-03	90								
Jun-03	90								
Jul-03	90								
Aug-03	90								

Better Performance

E.1.2.7 Physical Cageless-Initial/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	90			85	85	1			YES
Oct-02	90			42	42	1			YES
Nov-02	90			73	73	1			YES
Dec-02	90								
Jan-03	90			20	58	2			YES
Feb-03	90								
Mar-03	90			90	720	8			YES
Apr-03	90			6	12	2			YES
May-03	90								
Jun-03	90			83	83	1			YES
Jul-03	90			27	137	5			YES
Aug-03	90			22	134	8			YES

Note 1: October order placed under September benchmark

Better Performance

E.1.2.8 Physical Cageless-Augments/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	45			13	142	11			YES
Oct-02	45			7	133	19			YES
Nov-02	45			9	123	13			YES
Dec-02	45			41	494	12			YES
Jan-03	45			15	290	20			YES
Feb-03	45			24	245	10			YES
Mar-03	45			9	400	46			YES
Apr-03	45			17	383	22			YES
May-03	45			22	848	30			YES
Jun-03	45			5	301	59			YES
Jul-03	45			5	104	20			YES
Aug-03	45			6	167	30			YES

Better Performance

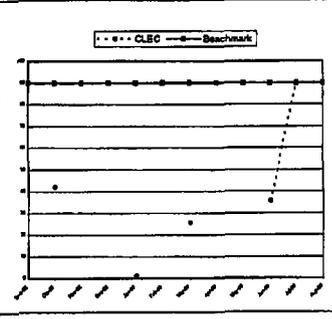
Florida III, September 2002 - August 2003
Collocation - Collocation
Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

Numerator indicates total time to provision collocation arrangements completed for this disaggregation.
Volume indicates total number of arrangements completed for this disaggregation.

E.1.2.9 Physical Cageless-Augments Additional Space Required/FL (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	90								
Oct-02	90			42	42	1			YES
Nov-02	90								
Dec-02	90								
Jan-03	90				1	1			YES
Feb-03	90								
Mar-03	90			28	51	2			YES
Apr-03	90								
May-03	90								
Jun-03	90			56	107	3			YES
Jul-03	90			90	90	1			YES
Aug-03	90								



Florida III, September 2002 - August 2003
Collocation - Collocation
% Due Dates Missed

(% of Collocation Orders not Completed by the Due Date)

Numerator Indicates total number of arrangements not completed by the due date for this disaggregation.
Volume Indicates total number of arrangements completed for this disaggregation.

E.1.3.1 Virtual/FL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	10.00%								
Oct-02	10.00%			0.00%	0	5			YES
Nov-02	10.00%								
Dec-02	10.00%			0.00%	0	2			YES
Jan-03	10.00%			0.00%	0	1			YES
Feb-03	10.00%			0.00%	0	2			YES
Mar-03	10.00%			0.00%	0	2			YES
Apr-03	10.00%			0.00%	0	2			YES
May-03	10.00%			0.00%	0	2			YES
Jun-03	10.00%			0.00%	0	3			YES
Jul-03	5.00%								
Aug-03	5.00%								

E.1.3.2 Physical/FL (%)

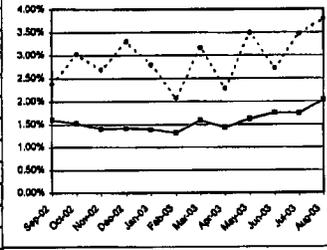
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	10.00%			0.00%	0	25			YES
Oct-02	10.00%			0.00%	0	35			YES
Nov-02	10.00%			0.00%	0	18			YES
Dec-02	10.00%			0.00%	0	24			YES
Jan-03	10.00%			0.00%	0	40			YES
Feb-03	10.00%			0.00%	0	16			YES
Mar-03	10.00%			0.00%	0	69			YES
Apr-03	10.00%			0.00%	0	32			YES
May-03	10.00%			0.00%	0	39			YES
Jun-03	10.00%			0.00%	0	67			YES
Jul-03	5.00%			0.00%	0	35			YES
Aug-03	5.00%			0.00%	0	49			YES

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.4.1 EELs/Dispatch/VFL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.80%	101,999	6,371,012	2.38%	37	1,552		-2.4575	NO
Oct-02	1.53%	97,189	6,370,253	3.03%	49	1,619		-4.8264	NO
Nov-02	1.40%	89,102	6,343,643	2.69%	48	1,708		-4.5249	NO
Dec-02	1.41%	89,185	6,309,980	3.30%	60	1,816		-6.8280	NO
Jan-03	1.39%	87,332	6,294,193	2.81%	54	1,925		-5.3188	NO
Feb-03	1.31%	80,451	6,125,271	2.07%	42	2,032		-2.9929	NO
Mar-03	1.56%	96,878	6,099,218	3.17%	58	2,144		-5.8626	NO
Apr-03	1.44%	87,115	6,056,787	2.28%	52	2,280		-3.3785	NO
May-03	1.82%	97,717	6,022,816	3.49%	85	2,435		-7.2966	NO
Jun-03	1.75%	104,527	5,975,356	2.73%	68	2,493		-3.7253	NO
Jul-03	1.74%	103,532	5,943,717	3.47%	88	2,534		-6.6587	NO
Aug-03	2.02%	119,775	5,916,962	3.75%	102	2,988		-6.5161	NO

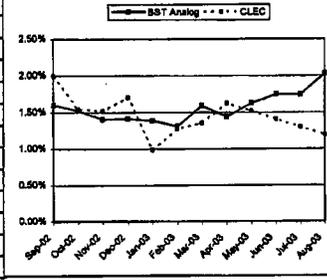


Better Performance
↓
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.2.4.2 EELs/Non-Dispatch/VFL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.80%	101,999	6,371,012	2.00%	31	1,552		-1.2442	YES
Oct-02	1.53%	97,189	6,370,253	1.54%	25	1,619		-0.0607	YES
Nov-02	1.40%	89,102	6,343,643	1.52%	28	1,708		-0.4132	YES
Dec-02	1.41%	89,185	6,309,980	1.71%	31	1,816		-1.0612	YES
Jan-03	1.39%	87,332	6,294,193	1.99%	19	1,925		1.5020	YES
Feb-03	1.31%	80,451	6,125,271	1.28%	26	2,032		0.1342	YES
Mar-03	1.56%	96,878	6,099,218	1.35%	29	2,144		0.8730	YES
Apr-03	1.44%	87,115	6,056,787	1.82%	37	2,280		-0.7388	YES
May-03	1.82%	97,717	6,022,816	1.52%	37	2,435		0.4022	YES
Jun-03	1.75%	104,527	5,975,356	1.40%	35	2,493		1.3151	YES
Jul-03	1.74%	103,532	5,943,717	1.30%	33	2,534		1.6911	YES
Aug-03	2.02%	119,775	5,916,962	1.19%	32	2,988		3.0689	YES



Better Performance
↓

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

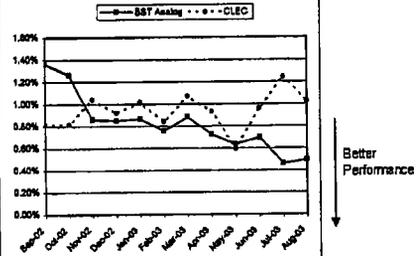
Florida II, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.36%	3,865	282,190	0.82%	41	5,029		3.3028	YES
Oct-02	1.26%	3,801	301,237	0.82%	42	5,137		2.6104	YES
Nov-02	0.86%	3,834	446,936	1.04%	55	5,294		-1.3975	YES
Dec-02	0.85%	4,067	478,184	0.92%	50	5,431		-0.6573	YES
Jan-03	0.77%	4,579	528,738	1.02%	56	5,506		-1.1982	YES
Feb-03	0.78%	4,249	561,977	0.94%	48	5,688		-0.7577	YES
Mar-03	0.88%	5,171	585,809	1.07%	62	5,787		-1.5200	YES
Apr-03	0.73%	4,440	610,723	0.68%	54	5,785		-1.5329	NO
May-03	0.83%	4,032	637,073	0.59%	35	5,897		0.3763	YES
Jun-03	0.70%	4,948	665,386	0.66%	57	5,914		-2.4301	NO
Jul-03	0.48%	3,238	705,425	1.24%	74	5,960		-8.9802	NO
Aug-03	0.50%	3,718	750,326	1.02%	62	6,059		-5.8169	NO

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

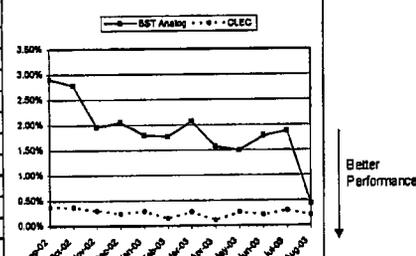


Better Performance

B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	2.91%	8,496	282,190	0.36%	19	5,029		10.4319	YES
Oct-02	2.76%	8,374	301,237	0.37%	19	5,137		10.2728	YES
Nov-02	1.98%	8,738	446,936	0.30%	16	5,294		8.5621	YES
Dec-02	2.05%	8,808	478,184	0.24%	13	5,431		9.2702	YES
Jan-03	1.80%	9,493	528,738	0.28%	16	5,506		8.2903	YES
Feb-03	1.77%	9,824	561,977	0.14%	8	5,688		9.1777	YES
Mar-03	2.07%	12,108	585,809	0.28%	16	5,787		9.4272	YES
Apr-03	1.56%	9,525	610,723	0.10%	6	5,785		8.8253	YES
May-03	1.50%	9,528	637,073	0.27%	16	5,897		7.8510	YES
Jun-03	1.78%	11,864	665,386	0.22%	13	5,914		8.9631	YES
Jul-03	1.87%	13,222	705,425	0.30%	18	5,960		8.8290	YES
Aug-03	0.43%	3,219	750,326	0.21%	13	6,059		2.5620	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

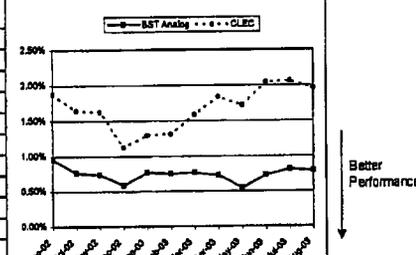


Better Performance

B.3.2.6.1 UNE ISDN/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.85%	203	21,280	1.88%	124	6,584		-6.7372	NO
Oct-02	0.76%	161	21,180	1.84%	110	6,704		-7.2078	NO
Nov-02	0.73%	154	20,957	1.63%	111	6,826		-7.4608	NO
Dec-02	0.58%	122	20,828	1.12%	77	6,857		-5.0413	NO
Jan-03	0.77%	160	20,893	1.30%	89	6,867		-4.3560	NO
Feb-03	0.75%	158	20,739	1.31%	91	6,938		-4.6507	NO
Mar-03	0.76%	157	20,823	1.56%	111	6,986		-6.8620	NO
Apr-03	0.73%	149	20,416	1.64%	130	7,073		-9.4016	NO
May-03	0.84%	110	20,214	1.72%	123	7,154		-11.5797	NO
Jun-03	0.73%	138	18,550	2.05%	146	7,138		-11.0030	NO
Jul-03	0.61%	149	18,380	2.06%	147	7,127		-9.9644	NO
Aug-03	0.78%	143	18,092	1.98%	141	7,196		-9.4347	NO

Note 1: ISDN - BRI data serves as the BST Analog for this report

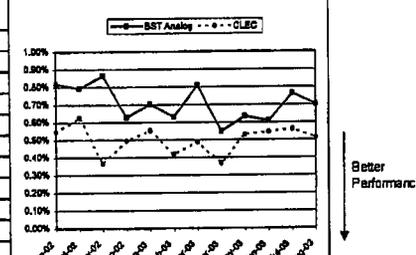


Better Performance

B.3.2.6.2 UNE ISDN/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.82%	174	21,280	0.55%	38	6,584		2.1291	YES
Oct-02	0.79%	168	21,180	0.63%	42	6,704		1.3357	YES
Nov-02	0.86%	181	20,957	0.37%	25	6,826		3.6407	YES
Dec-02	0.85%	131	20,828	0.50%	34	6,857		1.2056	YES
Jan-03	0.70%	147	20,893	0.55%	38	6,867		1.2874	YES
Feb-03	0.53%	131	20,739	0.42%	29	6,938		1.9385	YES
Mar-03	0.81%	167	20,823	0.49%	34	6,986		2.5938	YES
Apr-03	0.55%	112	20,416	0.37%	26	7,073		1.7711	YES
May-03	0.63%	128	20,214	0.53%	38	7,154		0.9322	YES
Jun-03	0.61%	113	18,550	0.55%	39	7,138		0.5778	YES
Jul-03	0.76%	140	18,380	0.56%	40	7,127		1.6459	YES
Aug-03	0.70%	127	18,092	0.51%	37	7,196		1.6062	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



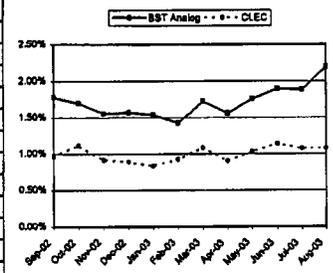
Better Performance

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.8.1 2W Analog Loop Design/Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	1.78%	98,830	5,601,297	0.97%	833	85,258		15.4531	YES
Oct-02	1.68%	95,070	5,610,528	1.12%	717	83,929		11.0656	YES
Nov-02	1.58%	87,140	5,598,874	0.82%	580	83,239		12.8227	YES
Dec-02	1.57%	87,300	5,584,244	0.68%	557	82,332		13.3882	YES
Jan-03	1.54%	85,378	5,549,050	0.83%	512	81,432		14.0131	YES
Feb-03	1.42%	78,812	5,527,718	0.83%	559	80,284		10.1335	YES
Mar-03	1.72%	94,837	5,501,494	1.06%	641	58,988		11.8569	YES
Apr-03	1.68%	85,130	5,455,985	0.90%	526	58,139		12.5878	YES
May-03	1.78%	95,427	5,422,985	1.04%	598	57,588		13.0332	YES
Jun-03	1.90%	102,138	5,388,807	1.14%	640	56,012		12.8894	YES
Jul-03	1.89%	101,033	5,358,237	1.08%	599	54,649		13.6778	YES
Aug-03	2.19%	117,026	5,338,854	1.08%	578	53,723		17.3573	YES

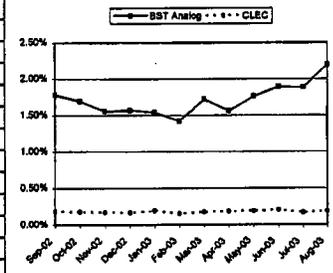


Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	1.78%	98,830	5,601,297	0.18%	119	85,258		30.4377	YES
Oct-02	1.68%	95,070	5,610,528	0.18%	114	83,929		29.2831	YES
Nov-02	1.58%	87,140	5,598,874	0.17%	109	83,239		27.7488	YES
Dec-02	1.37%	87,300	5,584,244	0.17%	105	82,332		27.7598	YES
Jan-03	1.54%	85,378	5,549,050	0.19%	118	81,432		28.7582	YES
Feb-03	1.42%	78,812	5,527,718	0.16%	92	80,284		25.9967	YES
Mar-03	1.72%	94,837	5,501,494	0.17%	103	58,988		28.4625	YES
Apr-03	1.68%	85,130	5,455,985	0.18%	108	58,139		28.3928	YES
May-03	1.78%	95,427	5,422,985	0.18%	108	57,588		28.2849	YES
Jun-03	1.90%	102,138	5,388,807	0.21%	118	56,012		28.8899	YES
Jul-03	1.89%	101,033	5,358,237	0.17%	92	54,649		29.0833	YES
Aug-03	2.19%	117,026	5,338,854	0.18%	98	53,723		31.3038	YES



Better Performance
↓
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

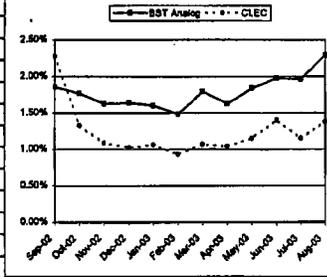
Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/FL (%)

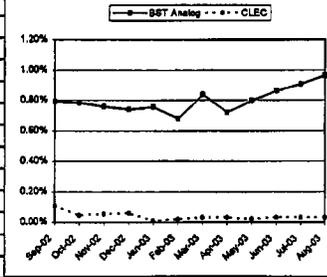
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	1.80%	97,806	5,281,144	2.28%	876	38,482		-5.9630	NO
Oct-02	1.77%	93,352	5,271,945	1.33%	970	73,065		8.9400	YES
Nov-02	1.83%	86,708	5,282,985	1.09%	812	74,754		11.5368	YES
Dec-02	1.84%	85,899	5,235,271	1.02%	804	78,598		34.3974	YES
Jan-03	1.80%	83,888	5,221,829	1.09%	838	78,499		33.0588	YES
Feb-03	1.48%	77,105	5,202,233	1.03%	724	77,553		32.4198	YES
Mar-03	1.90%	93,018	5,177,941	1.07%	830	77,521		38.5817	YES
Apr-03	1.83%	83,589	5,135,916	1.04%	805	77,330		33.8945	YES
May-03	1.84%	93,770	5,108,043	1.16%	890	77,254		38.1085	YES
Jun-03	1.88%	100,330	5,075,712	1.40%	1,080	76,992		38.2185	YES
Jul-03	1.87%	98,308	5,048,741	1.15%	879	76,546		38.4658	YES
Aug-03	2.28%	115,196	5,030,078	1.38%	1,075	77,828		41.2878	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Sep-02	0.78%	41,705	5,281,144	0.11%	41	38,482		15.0831	YES
Oct-02	0.78%	41,455	5,271,945	0.09%	33	73,065		22.4377	YES
Nov-02	0.78%	38,938	5,282,985	0.09%	40	74,754		21.9824	YES
Dec-02	0.74%	38,808	5,235,271	0.06%	44	78,598		32.3404	YES
Jan-03	0.78%	38,453	5,221,829	0.01%	9	78,499		33.7063	YES
Feb-03	0.88%	35,345	5,202,233	0.02%	18	77,553		31.4897	YES
Mar-03	0.84%	43,315	5,177,941	0.03%	23	77,521		34.8975	YES
Apr-03	0.72%	36,827	5,135,916	0.03%	22	77,330		32.2404	YES
May-03	0.80%	40,787	5,108,043	0.02%	13	77,254		34.2779	YES
Jun-03	0.89%	43,713	5,075,712	0.03%	23	76,992		35.3288	YES
Jul-03	0.81%	45,771	5,048,741	0.03%	22	76,546		36.2125	YES
Aug-03	0.98%	48,398	5,030,078	0.03%	23	77,828		37.8273	YES



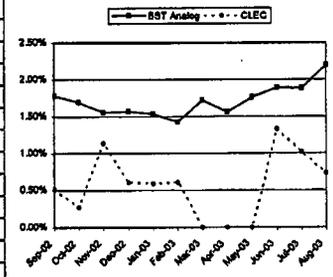
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Florida III, September 2002 - August 2003
Unbundled Network Elements - Maintenance and Repair
Customer Trouble Report Rate
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.11.1 UCL-ND/Dispatch/FL (%)

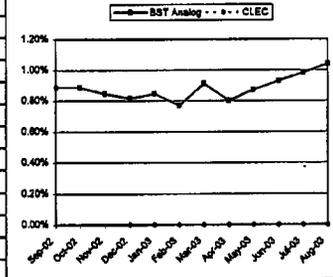
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	1.78%	99,830	5,601,297	0.52%	2	387		1.8815	YES
Oct-02	1.69%	95,070	5,610,528	0.27%	1	387		2.1108	YES
Nov-02	1.68%	87,140	5,596,674	1.14%	4	352		0.6374	YES
Dec-02	1.57%	87,300	5,584,244	0.61%	2	329		1.4027	YES
Jan-03	1.54%	85,378	5,546,050	0.59%	2	339		1.4190	YES
Feb-03	1.42%	78,612	5,527,718	0.61%	2	329		1.2473	YES
Mar-03	1.72%	94,637	5,501,494	0.00%		319		2.3629	YES
Apr-03	1.56%	85,130	5,465,995	0.00%		307		2.2059	YES
May-03	1.76%	95,427	5,422,965	0.00%		303		2.3296	YES
Jun-03	1.90%	102,195	5,388,607	1.33%	4	301		0.7204	YES
Jul-03	1.89%	101,033	5,359,237	1.02%	3	295		1.0665	YES
Aug-03	2.19%	117,026	5,338,654	0.73%	2	273		1.6468	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.2.11.2 UCL-ND/Non-Dispatch/FL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Sep-02	0.89%	49,644	5,601,297		0				
Oct-02	0.89%	48,731	5,610,528		0				
Nov-02	0.85%	47,339	5,596,674		0				
Dec-02	0.81%	45,259	5,584,244	0.00%	0	329		1.6425	YES
Jan-03	0.85%	46,953	5,546,050	0.00%	0	339		1.7008	YES
Feb-03	0.77%	42,515	5,527,718	0.00%	0	329		1.5968	YES
Mar-03	0.81%	50,105	5,501,494	0.00%		319		1.7123	YES
Apr-03	0.80%	43,596	5,465,995	0.00%		307		1.6725	YES
May-03	0.97%	47,273	5,422,965	0.00%		303		1.6323	YES
Jun-03	0.93%	50,195	5,388,607	0.00%	0	301		1.6811	YES
Jul-03	0.88%	52,608	5,359,237	0.00%	0	295		1.7101	YES
Aug-03	1.04%	55,383	5,338,654	0.00%	0	273		1.6916	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

PO-3: UNE Bulk Migration - Response Time

Definition

This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form including negotiated Due Date back to the CLEC.

Exclusions

- Projects that are not identified as UNE Bulk Migration
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Requests

Business Rules

The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates Due Date, assigns Bulk Order Package Identification (BOPI) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form including negotiated Due Date to the CLEC.

The "Receive Date" is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day Zero. Bulk Migration "Return Date" is defined as the date BellSouth returns a response. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.

This measurement combines three sub-metrics:

1. From receipt of a valid Bulk Migration Notification Form including up to 99 individual LSRs to Bulk Notification Form including negotiated Due Date to the CLEC.
2. From receipt of a valid Bulk Migration Notification Form including 100 up to 199 individual LSRs to Bulk Notification Form including negotiated Due Date to the CLEC.
3. From receipt of a valid Bulk Migration Notification Form including 200 or more individual LSRs to Bulk Notification Form including negotiated Due Date to the CLEC.

Calculation

Response Interval = (a - b)

- a = Date BellSouth Returns a Response
- b = Date the Bulk Migration Notification Form is Received

Average Interval = (c / d)

- c = Sum of all Response Intervals
- d = Total Number of Bulk Migration Notification Forms Received within the Reporting Period

Percent within interval = (e / f) X 100

- e = Total Bulk Migration Notification Forms received within the Interval
- f = Total Number of Bulk Migration Notification Forms Processed within the Reporting Period

Florida Performance Metrics

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
- Intervals for manu Bulk Migration Notification Forms:
 - 0 - <= 99 individual LSRs -
 - 0 - <= 7 Business days
 - > 7 Business days
 - 100 - <= 199 individual LSRs -
 - 0 - <= 10 Business days
 - > 10 Business days
 - >= 200 individual LSRs -
- Average Interval in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Requests
- Bulk Migration Intervals
- State

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
• <u>0 - <= 99 individual LSRs.....</u>	<u>Benchmark: 95% <= 7 Business Days</u>
• <u>100 - <= 199 individual LSRs.....</u>	<u>Benchmark: 95% <= 10 Business Days</u>
• <u>>= 200 individual LSRs.....</u>	<u>Benchmark: Diagnostic</u>

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
<u>No.....</u>		

SEEM Disaggregation - Analog/Benchmark

<u>SEEM Disaggregation</u>	<u>SEEM Analog/Benchmark</u>
• <u>Not Applicable.....</u>	<u>Not Applicable</u>

PO-3: UNE Bulk Migration – Response Time

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable
- LSRs identified as "Projects" with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migrations

Business Rules

Fully Mechanized: An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

Calculation

Percent Rejected Service Requests = $(a / b) \times 100$

- a = Total Number of Service Requests Rejected in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

Florida Performance Metrics

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region
- Product Specific Percent Rejected
- Total Percent Rejected

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

Mechanized, Partially Mechanized and Non-Mechanized

- Resale – ResidenceDiagnostic
- Resale - Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

O-7: Percent Rejected Service Requests



Florida Performance Metrics

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs))] to the distribution of a Reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs identified and classified as "Projects" with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migrations

Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lcsc.html>

Local Interconnection Service Center (LISC) - Monday through Friday 4:30 PM until 8:00 AM
From 4:30 PM Friday until 8:00 AM Monday

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, or TAG). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Florida Performance Metrics

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Requests.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c / d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e / f) X 100

- e = Service Requests Rejected in Reported Interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region
- Fully Mechanized:
 - 0 - <= 4 minutes
 - > 4 - <= 8 minutes
 - > 8 - <= 12 minutes
 - > 12 - <= 60 minutes
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours
 - > 16 - <= 20 hours
 - > 20 - <= 24 hours
 - > 24 hours
- Partially Mechanized:
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 10 hours
 - 0 - <= 10 hours
 - > 10 - <= 18 hours
 - 0 - <= 18 hours
 - > 18 - <= 24 hours
 - > 24 hours
- Non-mechanized:
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours

Florida Performance Metrics

- > 16 - <= 20 hours
- > 20 - <= 24 hours
- 0 - <= 24 hours
- > 24 hours
- Trunks:
 - 0 - <= 36 hours
 - > 36 hours
- Average Interval is reported in business hours.

Data Retained

Relating to CLEC Experience

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale – Residence
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection TrunksTrunks: 95% <= 36 Hours

SQM Analog/Benchmark

Fully Mechanized: 97% <= 1 Hour
Partially Mechanized: 95% <= 10 Hours
Non Mechanized: 95% <= 24 Hours

O-8: Reject Interval

Florida Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	97% <= 1 hour
• Partially Mechanized	95% <= 10 hours
• Non-Mechanized.....	95% <= 24 hours
• Local Interconnection Trunks	95% <= 36 hours

O-8: Reject Interval

O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR or ASR to distribution of a Firm Order Confirmation. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to being confirmed.
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only.
- LSRs which are identified and classified as "Projects" with the exception of valid "Project Ids" for UNE-P to UNE Loop Bulk Migrations

Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lcsc.html>

For ASRs processed in the Local Interconnection Service Center (LISC) - From 4:30 PM All hours outside of Monday – Friday 8:00 AM – 4:30 PM CST, should be excluded.

The hours excluded will be altered to reflect changes in the Center operating hours. The Centers will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

Business Rules

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI translator, or TAG.

Non-Mechanized: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Requests.

Florida Performance Metrics

Note: When multiple FOCs occur on a single version of an LSR, the first FOC is used to measure the interval.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c / d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e / f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
 - CLEC Specific
 - CLEC Aggregate
- Geographic Scope
 - State
 - Region
- Fully Mechanized:
 - 0 - <= 15 minutes
 - > 15 - <= 30 minutes
 - > 30 - <= 45 minutes
 - > 45 - <= 60 minutes
 - > 60 - <= 90 minutes
 - > 90 - <= 120 minutes
 - > 120 - <= 180 minutes
 - 0 - <= 3 hours
 - > 3 - <= 6 hours
 - > 6 - <= 12 hours
 - > 12 - <= 24 hours
 - > 24 - <= 48 hours
 - > 48 hours
- Partially Mechanized:
 - 0 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 10 hours
 - 0 - <= 10 hours
 - > 10 - <= 18 hours
 - 0 - <= 18 hours
 - > 18 - <= 24 hours
 - > 24 - <= 48 hours
 - > 48 hours
- Non-mechanized:
 - 0 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours

Florida Performance Metrics

- 0 - <= 24 hours
- > 16 - <= 20 hours
- > 20 - <= 24 hours
- > 24 - <= 36 hours
- 0 - <= 36 hours
- > 36 - <= 48 hours
- > 48 hours
- Trunks:
 - 0 - <= 48 hours
 - > 48 hours
- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience

- Report Month
- Interval for FOC
- Total Number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale – Residence
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection TrunksTrunks: 95% <= 48 Hours

SQM Analog/Benchmark

Fully Mechanized: 95% <= 3 Hours
Partially Mechanized: 95% <= 10 Hours
Non-Mechanized: 95% <= 24 Hours

O-9: Firm Order Confirmation Timeliness



Florida Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% <= 3 Hours
• Partially Mechanized	95% <= 10 Hours
• Non-Mechanized.....	95% <= 24 Hours
• Local Interconnection Trunks	95% <= 48 Hours

O-9: Firm Order Confirmation Timeliness

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Project Ids" for UNE-P to UNE Loop Bulk Migrations

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs.

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs which fall out for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by FAX server.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

For CLEC Results:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Firm Order Confirmation / Reject Response Completeness = $(a / b) \times 100$

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Report Structure

Fully Mechanized, Partially Mechanized, Non-Mechanized and Interconnection Trunks

- State and Region
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience

- Report Month

Florida Performance Metrics

- Total Number of LSRs
- Total Number of rejects
- Total Number of ASRs (Trunks)
- Total Number of FOCs

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	95% Returned
• Resale Business	
• Resale Design (Special)	
• Resale PBX	
• Resale Centrex	
• Resale ISDN	
• LNP (Standalone)	
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non-Design	
• 2W Analog Loop with INP Design	
• 2W Analog Loop with INP Non-Design	
• 2W Analog Loop with LNP Design	
• 2W Analog Loop with LNP Non-Design	
• UNE Digital Loop < DS1	
• UNE Digital Loop >= DS1	
• UNE Loop + Port Combinations	
• UNE Combination Other	
• UNE ISDN Loop	
• UNE Other Design	
• UNE Other Non-Design	
• UNE Line Splitting	
• BELs	
• Switch Ports	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	
• Local Interoffice Transport	
• Local Interconnection Trunks	

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% Returned
• Partially Mechanized	
• Non-Mechanized	
• Local Interconnection Trunks	

O-11: Firm Order Confirmation and Reject Response Completeness

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch, cross connect it to CLEC equipment and notify the CLEC after the conversion is complete. This measurement applies to service orders with INP and LNP, and where the CLEC has requested BellSouth to provide a coordinated cutover.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested
- Test Orders

Business Rules

Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line and the CLEC notification time after the conversion is completed. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line and the CLEC notification time after the conversion is completed. The interval is calculated for the entire cutover time for the service order including the CLEC notification time after the conversion is completed and then divided by items worked in that time to give the average per-item interval for each service order.

Calculation

Coordinated Customer Conversions Interval = $(a - b) / c$

- a = Completion Date and Time for ~~Cross-Connection of a Coordinated Unbundled Loop~~ of CLEC Notification
- b = ~~Disconnection Start~~ Date and Time of an ~~Coordinated Unbundled Loop~~ of Conversion
- c = Number of Items per Order

Percent Coordinated Customer Conversions (for each interval) = $(e / d) (d / e) \times 100$

- e d = Total number of Coordinated Customer Conversions for each interval
- d e = Total Number of Unbundled Loops with Coordinated Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is ~~0-5=0 <= 5, 5-15=> 5 <= 15, >= 15 = 15 and greater~~, plus Overall Average Interval
<= 20 minutes
> 20 minutes
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number

Florida Performance Metrics

- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Cutover Start Time
- Cutover Completion time
- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP	95% <= 15 <u>20</u> minutes
• Unbundled Loops with LNP	95% <= 15 <u>20</u> minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Unbundled Loops with INP	95% <= 15 <u>20</u> minutes
• Unbundled Loops with LNP	95% <= 15 <u>20</u> minutes

P-7E: Non- Coordinated Customer Conversions - % Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Test Orders

Business Rules

This report measures whether BellSouth completes a non-coordinated conversion on the due date. The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- CLEC Notification Date
- Total Conversions (Items)
- Completion Date

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog Exists

P-7E: Non- Coordinated Customer Conversions - % Completed and Notified on Due Date



Florida Performance Metrics

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark**
• Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

SEEM Measure

SEEM **Tier I** **Tier II**
Yes.....X.....X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation **SEEM Analog/Benchmark**
• Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

P-7E: Non-Coordinated Customer Conversions - % Completed and Notified on Due Date

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
813	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Digital Loops ≥ DS1
814	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Switch ports
815	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Combo Other
816	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE xDSL (ADSL, HDSL, UCL)
817	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE ISDN (includes UDC)
818	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Line Sharing
819	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – Local Transport
820	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Line Splitting
821	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Other Design
822	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Other Non-Design
823	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – EELs
824	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 – UNE Loop and Port Combo
825	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 – UNE Loop and Port Combo
826	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion – Local Interconnection Trunks
827	P-13B: LNP – Percent Out of Service < 60 Minutes – LNP
828	P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)
829	P-13D: LNP – Average Disconnect Timeliness Interval & Disconnect Timeliness Distribution (Non-Trigger) <ul style="list-style-type: none"> • LNP (Normal Working Hours and Approved After Hours) • LNP (Unscheduled After Hours Ports)
830	TGP-2 Trunk Group Performance CLEC Specific
831	P-7E: Non-Coordinated Customer Conversions - % Completed and Notified on Due Date

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Submetric
872	PO-1 Loop Makeup – Average Response Time - Manual
873	PO-2 Loop Makeup – Average Response Time - Electronic
874	TGP-2 Trunk Group Performance CLEC Specific
875	<u>P-7E Non-Coordinated Customer Conversions - % Completed and Notified on Due Date</u>