

Transmittal Cover Sheet for Pate Rebuttal Exhibit RMP-38

This sheet transmits the
Percent Flow-Through Service Requests Report
which consists of 37 pages.

| | ADJUSTED FLOW-THROUGH % |
|---|----------------------------|
| CLEC AGGREGATE | |
| REGION ALL SERVICES | 88.96% |
| BST AGGREGATE | |
| REGION | |
| - RETAIL RESIDENCE | 95.20% |
| - RETAIL BUSINESS ** | 0 ** |
| Note **: According to the FCC's ordering flow-through definition in the Louisiana II Order, stating that orders must be transmitted electronically through the gateway without manual intervention, BellSouth has uncovered that BST retail business orders have no mechanized service order generation and therefore do not fall within the FCC's flow-through definition. Therefore, the appropriate BST business retail flow-through is really 0. | |
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| AGGREGATE ORDER TYPES | LSR SUBMISSION | | | | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | |
|-----------------------|---------------------------|---------------|-------|--------|-------------|-------------|--------------|--------------------|--------------------|---------------|---------|--------------|--------------|----------------|-------------|-------------|------------------|---------------------------------|------------------|---------------------------------|
| | LEO | | | | | | | | | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | Mechanized Interface Used | | | Manual | | | Rejects | | | Pending Supps | | | Validated | | Errors | | Issued SO's | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total LSR's | Manual | Total Manual | Auto Clarification | Auto | Pending | LSR's | Total System | BST Caused | CLEC Caused | Flowthrough | Flowthrough | | | | |
| Name | RESH / OCN | FATAL REJECTS | LENS | EDI | TAG | Total LSR's | Manual | Total Manual | Auto Clarification | Auto | Pending | LSR's | Total System | BST Caused | CLEC Caused | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | | |
| #1 | | 2 | 0 | 0 | 13 | 13 | 0 | 0 | 6 | 0 | 0 | 7 | 7 | 3 | 4 | 0 | 0.00% | 0.00% | | |
| #2 | | 35 | 1205 | 0 | 0 | 1205 | 62 | 97 | 0 | 0 | 7 | 1039 | 316 | 302 | 14 | 723 | 69.59% | 70.54% | | |
| #3 | | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | |
| #4 | | 12 | 41 | 0 | 0 | 41 | 3 | 5 | 0 | 0 | 0 | 33 | 9 | 4 | 5 | 24 | 72.73% | 85.71% | | |
| #5 | | 1 | 64 | 0 | 0 | 64 | 4 | 7 | 0 | 0 | 2 | 51 | 12 | 9 | 3 | 39 | 76.47% | 81.25% | | |
| #6 | | 17 | 1084 | 0 | 0 | 1084 | 54 | 84 | 0 | 0 | 20 | 926 | 333 | 309 | 24 | 593 | 64.04% | 65.74% | | |
| #7 | | 0 | 7 | 0 | 0 | 7 | 0 | 0 | 2 | 1 | 1 | 4 | 3 | 3 | 0 | 1 | 25.00% | 25.00% | | |
| #8 | | 1 | 12 | 0 | 0 | 12 | 2 | 7 | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | |
| #9 | | 2 | 12 | 0 | 0 | 12 | 5 | 0 | 0 | 0 | 0 | 7 | 1 | 1 | 0 | 6 | 85.71% | 85.71% | | |
| #10 | | 30 | 3673 | 0 | 0 | 3673 | 252 | 266 | 0 | 0 | 25 | 3130 | 500 | 440 | 60 | 2630 | 84.03% | 85.67% | | |
| #11 | | 29 | 825 | 0 | 0 | 825 | 240 | 85 | 0 | 0 | 20 | 480 | 214 | 183 | 31 | 266 | 55.42% | 59.24% | | |
| #12 | | 3 | 305 | 0 | 0 | 305 | 9 | 12 | 0 | 0 | 0 | 284 | 17 | 14 | 3 | 267 | 94.01% | 95.02% | | |
| #13 | | 41 | 0 | 0 | 148 | 148 | 4 | 51 | 0 | 0 | 0 | 93 | 40 | 25 | 15 | 53 | 56.99% | 67.95% | | |
| #14 | | 41 | 416 | 0 | 0 | 416 | 49 | 35 | 0 | 0 | 12 | 320 | 53 | 49 | 4 | 267 | 83.44% | 84.49% | | |
| #15 | | 7 | 76 | 0 | 0 | 76 | 8 | 11 | 0 | 0 | 5 | 52 | 20 | 19 | 1 | 32 | 61.54% | 62.75% | | |
| #16 | | 12 | 225 | 0 | 0 | 225 | 30 | 39 | 0 | 0 | 0 | 156 | 72 | 13 | 59 | 84 | 53.85% | 86.60% | | |
| #17 | | 10 | 0 | 146 | 0 | 146 | 70 | 26 | 0 | 0 | 23 | 27 | 11 | 7 | 4 | 16 | 59.26% | 69.57% | | |
| #18 | | 10 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | |
| #19 | | 38 | 1063 | 0 | 0 | 1063 | 89 | 223 | 0 | 0 | 12 | 739 | 103 | 64 | 39 | 636 | 86.06% | 90.86% | | |
| #20 | | 16 | 434 | 0 | 0 | 434 | 16 | 50 | 0 | 0 | 2 | 366 | 38 | 34 | 4 | 328 | 89.62% | 90.61% | | |
| #21 | | 1 | 17 | 0 | 0 | 17 | 1 | 2 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 14 | 100.00% | 100.00% | | |
| #22 | | 2 | 614 | 0 | 0 | 614 | 19 | 24 | 0 | 0 | 3 | 568 | 16 | 13 | 3 | 552 | 97.18% | 97.70% | | |
| #23 | | 33 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | |
| #24 | | 33 | 2702 | 0 | 0 | 2702 | 104 | 201 | 0 | 0 | 15 | 2382 | 136 | 106 | 30 | 2246 | 94.29% | 95.49% | | |
| #25 | | 7 | 18 | 0 | 0 | 18 | 8 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 10 | 100.00% | 100.00% | | |
| #26 | | 30 | 341 | 0 | 0 | 341 | 39 | 53 | 0 | 0 | 9 | 240 | 62 | 54 | 8 | 178 | 74.17% | 76.72% | | |
| #27 | | 3 | 126 | 0 | 0 | 126 | 9 | 17 | 0 | 0 | 0 | 100 | 9 | 7 | 2 | 91 | 91.00% | 92.86% | | |
| #28 | | 2 | 21 | 0 | 0 | 21 | 0 | 3 | 0 | 0 | 0 | 18 | 5 | 4 | 1 | 13 | 72.22% | 76.47% | | |
| #29 | | 5 | 61 | 0 | 0 | 61 | 0 | 0 | 0 | 0 | 0 | 59 | 4 | 3 | 1 | 55 | 93.22% | 94.83% | | |
| #30 | | 4 | 863 | 0 | 0 | 863 | 19 | 43 | 0 | 0 | 0 | 801 | 25 | 20 | 5 | 776 | 96.88% | 97.49% | | |
| #31 | | 0 | 66 | 0 | 0 | 66 | 1 | 13 | 0 | 0 | 0 | 52 | 7 | 7 | 0 | 45 | 86.54% | 86.54% | | |
| #32 | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0.00% | 0.00% | | |
| #33 | | 7 | 255 | 0 | 0 | 255 | 50 | 18 | 0 | 0 | 7 | 180 | 64 | 54 | 10 | 116 | 64.44% | 68.24% | | |
| #34 | | 10 | 192 | 0 | 0 | 192 | 7 | 12 | 0 | 0 | 1 | 172 | 7 | 4 | 3 | 165 | 95.93% | 97.63% | | |
| #35 | | 19 | 638 | 0 | 0 | 638 | 62 | 86 | 0 | 0 | 3 | 487 | 33 | 31 | 2 | 454 | 93.22% | 93.61% | | |
| #36 | | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #37 | | 0 | 228 | 0 | 0 | 228 | 10 | 18 | 0 | 0 | 3 | 197 | 13 | 13 | 0 | 184 | 93.40% | 93.40% | | |
| #38 | | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | |
| #39 | | 65 | 18742 | 0 | 0 | 18742 | 1236 | 1804 | 0 | 0 | 149 | 15553 | 966 | 676 | 290 | 14587 | 93.79% | 95.57% | | |
| #40 | | 0 | 76 | 0 | 0 | 76 | 7 | 8 | 0 | 0 | 0 | 61 | 15 | 14 | 1 | 46 | 75.41% | 76.67% | | |

REPORT: PERCENT FLOW JGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | |
|---------------------------------------|---------------------------|------|------|------|------------------|---------------|--------------|--------------------|---------------|-----------|----------------|------------|-------------|-------------|------------------|---------------------------------|--|
| | LEO | | | | | LESOG | | | | | | | | | | | |
| | Mechanized Interface Used | | | | | Rejects | | | | | Errors | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Manual | Total Manual | Auto Clarification | Pending Supps | Validated | Total System | BST Caused | GLEC Caused | Issued SO's | Base Calculation | GLEC Error Excluded Calculation | |
| #41 | 6 | 123 | 0 | 0 | 123 | 27 | 11 | 2 | 83 | 43 | 32 | 11 | 40 | 48.19% | 55.56% | | |
| #42 | 0 | 24 | 0 | 0 | 24 | 0 | 1 | 0 | 23 | 0 | 0 | 0 | 23 | 100.00% | 100.00% | | |
| #43 | 9 | 164 | 0 | 0 | 164 | 4 | 24 | 0 | 136 | 18 | 16 | 2 | 118 | 86.76% | 88.06% | | |
| #44 | 0 | 10 | 0 | 0 | 10 | 2 | 4 | 0 | 4 | 1 | 1 | 0 | 3 | 75.00% | 75.00% | | |
| #45 | 9 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #46 | 9 | 0 | 186 | 0 | 186 | 128 | 24 | 22 | 12 | 8 | 8 | 0 | 4 | 33.33% | 33.33% | | |
| #47 | 2 | 21 | 0 | 0 | 21 | 2 | 0 | 0 | 19 | 10 | 9 | 1 | 9 | 47.37% | 50.00% | | |
| #48 | 1 | 85 | 0 | 0 | 85 | 11 | 8 | 0 | 66 | 8 | 4 | 4 | 58 | 87.88% | 93.55% | | |
| #49 | 42 | 0 | 212 | 0 | 212 | 163 | 22 | 11 | 16 | 11 | 8 | 3 | 5 | 31.25% | 38.46% | | |
| #50 | 368 | 0 | 0 | 325 | 325 | 179 | 35 | 14 | 97 | 32 | 28 | 4 | 65 | 67.01% | 69.89% | | |
| #51 | 368 | 4939 | 0 | 0 | 4939 | 1280 | 634 | 128 | 2897 | 1137 | 1026 | 111 | 1760 | 60.75% | 63.17% | | |
| #52 | 0 | 3 | 0 | 0 | 3 | 1 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | |
| #53 | 0 | 42 | 0 | 0 | 42 | 12 | 7 | 0 | 23 | 17 | 17 | 0 | 6 | 26.09% | 26.09% | | |
| #54 | 30 | 0 | 0 | 5115 | 5115 | 78 | 480 | 0 | 4557 | 82 | 43 | 39 | 4475 | 98.20% | 99.05% | | |
| #55 | 30 | 74 | 0 | 0 | 74 | 2 | 15 | 0 | 57 | 0 | 0 | 0 | 57 | 100.00% | 100.00% | | |
| #56 | 20 | 0 | 0 | 330 | 330 | 12 | 29 | 11 | 278 | 15 | 9 | 6 | 263 | 94.60% | 96.89% | | |
| #57 | 20 | 10 | 0 | 0 | 10 | 0 | 1 | 0 | 9 | 0 | 0 | 0 | 9 | 100.00% | 100.00% | | |
| #58 | 10 | 75 | 0 | 0 | 75 | 13 | 6 | 0 | 56 | 22 | 16 | 6 | 34 | 60.71% | 68.00% | | |
| #59 | 19 | 325 | 0 | 0 | 325 | 12 | 12 | 4 | 297 | 14 | 12 | 2 | 283 | 95.29% | 95.93% | | |
| #60 | 8 | 29 | 0 | 0 | 29 | 0 | 7 | 6 | 16 | 11 | 4 | 7 | 5 | 31.25% | 55.56% | | |
| #61 | 1 | 42 | 0 | 0 | 42 | 4 | 4 | 2 | 32 | 6 | 4 | 2 | 26 | 81.25% | 86.67% | | |
| #62 | 0 | 370 | 0 | 0 | 370 | 44 | 34 | 2 | 290 | 23 | 22 | 1 | 267 | 92.07% | 92.39% | | |
| #63 | 0 | 139 | 0 | 0 | 139 | 17 | 10 | 3 | 109 | 40 | 37 | 3 | 69 | 63.30% | 65.09% | | |
| #64 | 14 | 939 | 0 | 0 | 939 | 34 | 51 | 5 | 849 | 61 | 52 | 9 | 788 | 92.82% | 93.81% | | |
| #65 | 36 | 0 | 464 | 0 | 464 | 343 | 35 | 42 | 44 | 33 | 24 | 9 | 11 | 25.00% | 31.43% | | |
| #66 | 36 | 18 | 0 | 0 | 18 | 8 | 2 | 1 | 7 | 6 | 4 | 2 | 1 | 14.29% | 20.00% | | |
| #67 | 0 | 6 | 0 | 0 | 6 | 3 | 1 | 0 | 2 | 1 | 0 | 1 | 1 | 50.00% | 100.00% | | |
| #68 | 1 | 28 | 0 | 0 | 28 | 27 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #69 | 4 | 1317 | 0 | 0 | 1317 | 32 | 90 | 15 | 1180 | 58 | 46 | 12 | 1122 | 95.08% | 96.06% | | |
| #70 | 0 | 4 | 0 | 0 | 4 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 100.00% | 100.00% | | |
| #71 | 65 | 0 | 0 | 1033 | 1033 | 27 | 106 | 0 | 900 | 79 | 35 | 44 | 821 | 91.22% | 95.91% | | |
| #72 | 65 | 305 | 0 | 0 | 305 | 62 | 42 | 8 | 193 | 25 | 14 | 11 | 168 | 87.05% | 92.31% | | |
| #73 | 1 | 33 | 0 | 0 | 33 | 18 | 3 | 0 | 12 | 4 | 3 | 1 | 8 | 66.67% | 72.73% | | |
| #74 | 120 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #75 | 120 | 0 | 1084 | 0 | 1084 | 166 | 154 | 2 | 762 | 111 | 68 | 43 | 651 | 85.43% | 90.54% | | |
| #76 | 120 | 5103 | 0 | 0 | 5103 | 366 | 428 | 85 | 4224 | 511 | 386 | 125 | 3713 | 87.90% | 90.58% | | |
| #77 | 86 | 0 | 0 | 2266 | 2266 | 94 | 214 | 17 | 1941 | 78 | 51 | 27 | 1863 | 95.98% | 97.34% | | |
| #78 | 86 | 110 | 0 | 0 | 110 | 28 | 12 | 3 | 67 | 11 | 6 | 5 | 56 | 83.58% | 90.32% | | |
| #79 | 3 | 337 | 0 | 0 | 337 | 28 | 15 | 2 | 292 | 31 | 25 | 6 | 261 | 89.38% | 91.26% | | |
| #80 | 34 | 1856 | 0 | 0 | 1856 | 223 | 208 | 19 | 1406 | 233 | 216 | 17 | 1173 | 83.43% | 84.45% | | |

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | | |
|---------------------------------------|----------------|-------|------|-----|---------------------------|-------|--------------------|---------------|---------------|-----------------------|-----------------------|----------------------|---------------------|----------------------|---------------------------------|------------------|---------------------------------|--|
| | LEO | | | | | | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation | |
| | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | Manual Total | Rejects | Pending Supps | Validated | Total System Fallouts | Errors | | CLEC Caused Fallouts | Issued SO's | | | |
| | | | | | Mech | LSR's | | | | | | Auto Clarification | BST Caused Fallouts | | | | | |
| RESH / OCN | REJECTS | LENS | EDI | TAG | Mech | LSR's | Auto Clarification | Pending Supps | Validated | Total System Fallouts | BST Caused Fallouts | CLEC Caused Fallouts | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | | | |
| #81 | 0 | 152 | 0 | 0 | 0 | 152 | 0 | 7 | 0 | 142 | 4 | 3 | 1 | 138 | 97.18% | 97.87% | | |
| #82 | 2 | 6 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 6 | 2 | 2 | 0 | 4 | 66.67% | 66.67% | | |
| #83 | 0 | 32 | 0 | 0 | 0 | 32 | 3 | 5 | 2 | 22 | 6 | 6 | 0 | 16 | 72.73% | 72.73% | | |
| #84 | 5 | 205 | 0 | 0 | 0 | 205 | 26 | 6 | 7 | 166 | 41 | 35 | 6 | 125 | 75.30% | 78.13% | | |
| #85 | 108 | 0 | 0 | 0 | 2847 | 2847 | 57 | 278 | 46 | 2466 | 89 | 39 | 50 | 2377 | 96.39% | 98.39% | | |
| #86 | 108 | 625 | 0 | 0 | 0 | 625 | 32 | 80 | 22 | 491 | 79 | 42 | 37 | 412 | 83.91% | 90.75% | | |
| #87 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | |
| #88 | 23 | 405 | 0 | 0 | 0 | 405 | 19 | 39 | 1 | 346 | 21 | 16 | 5 | 325 | 93.93% | 95.31% | | |
| #89 | 11 | 621 | 0 | 0 | 0 | 621 | 36 | 50 | 3 | 532 | 81 | 38 | 43 | 451 | 84.77% | 92.23% | | |
| #90 | 1 | 21 | 0 | 0 | 0 | 21 | 11 | 3 | 0 | 7 | 2 | 2 | 0 | 5 | 71.43% | 71.43% | | |
| #91 | 74 | 0 | 0 | 0 | 0 | 6 | 4 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | |
| #92 | 74 | 1124 | 0 | 0 | 0 | 1124 | 204 | 141 | 23 | 756 | 315 | 253 | 62 | 441 | 58.33% | 63.54% | | |
| #93 | 50 | 0 | 245 | 0 | 0 | 245 | 109 | 53 | 44 | 39 | 23 | 19 | 4 | 16 | 41.03% | 45.71% | | |
| #94 | 3 | 119 | 0 | 0 | 0 | 119 | 36 | 11 | 0 | 72 | 27 | 21 | 6 | 45 | 62.50% | 68.18% | | |
| #95 | 12 | 568 | 0 | 0 | 0 | 568 | 33 | 88 | 28 | 419 | 137 | 117 | 20 | 282 | 67.30% | 70.68% | | |
| #96 | 376 | 0 | 0 | 0 | 9023 | 9023 | 203 | 773 | 115 | 7932 | 156 | 96 | 60 | 7776 | 98.03% | 98.78% | | |
| #97 | 376 | 3610 | 0 | 0 | 0 | 3610 | 344 | 368 | 76 | 2822 | 356 | 280 | 76 | 2466 | 87.38% | 89.80% | | |
| #98 | 11 | 340 | 0 | 0 | 0 | 340 | 47 | 64 | 4 | 225 | 78 | 54 | 24 | 147 | 65.33% | 73.13% | | |
| #99 | 68 | 0 | 2111 | 0 | 0 | 2111 | 1052 | 174 | 167 | 718 | 272 | 133 | 139 | 446 | 62.12% | 77.03% | | |
| #100 | 68 | 161 | 0 | 0 | 0 | 161 | 23 | 12 | 1 | 125 | 39 | 34 | 5 | 86 | 68.80% | 71.67% | | |
| #101 | 14 | 253 | 0 | 0 | 0 | 253 | 62 | 25 | 5 | 161 | 32 | 27 | 5 | 129 | 80.12% | 82.69% | | |
| #102 | 16 | 0 | 984 | 0 | 0 | 984 | 261 | 60 | 0 | 643 | 2 | 1 | 1 | 641 | 99.69% | 99.84% | | |
| #103 | 7 | 1061 | 0 | 0 | 0 | 1061 | 10 | 52 | 9 | 990 | 29 | 21 | 8 | 961 | 97.07% | 97.86% | | |
| #104 | 0 | 0 | 102 | 0 | 0 | 102 | 2 | 16 | 2 | 82 | 5 | 2 | 3 | 77 | 93.90% | 97.47% | | |
| #105 | 0 | 226 | 0 | 0 | 0 | 226 | 4 | 12 | 0 | 210 | 8 | 7 | 1 | 202 | 96.19% | 96.65% | | |
| #106 | 0 | 14 | 0 | 0 | 0 | 14 | 1 | 1 | 4 | 8 | 8 | 7 | 1 | 0 | 0.00% | 0.00% | | |
| #107 | 448 | 0 | 0 | 0 | 3089 | 3089 | 221 | 324 | 61 | 2483 | 219 | 158 | 61 | 2264 | 91.18% | 93.48% | | |
| #108 | 448 | 38575 | 0 | 0 | 0 | 38575 | 938 | 2866 | 208 | 34563 | 1857 | 648 | 1209 | 32706 | 94.63% | 98.06% | | |
| #109 | 41 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #110 | 41 | 4455 | 0 | 0 | 0 | 4455 | 270 | 329 | 65 | 3791 | 187 | 157 | 30 | 3604 | 95.07% | 95.83% | | |
| #111 | 3 | 775 | 0 | 0 | 0 | 775 | 100 | 161 | 2 | 512 | 111 | 92 | 19 | 401 | 78.32% | 81.34% | | |
| #112 | 0 | 46 | 0 | 0 | 0 | 46 | 3 | 5 | 0 | 38 | 7 | 5 | 2 | 31 | 81.58% | 86.11% | | |
| #113 | 0 | 6 | 0 | 0 | 0 | 6 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #114 | 0 | 28 | 0 | 0 | 0 | 28 | 4 | 3 | 0 | 21 | 11 | 5 | 6 | 10 | 47.62% | 66.67% | | |
| #115 | 4 | 0 | 0 | 158 | 0 | 158 | 3 | 15 | 1 | 139 | 16 | 7 | 9 | 123 | 88.49% | 94.62% | | |
| #116 | 4 | 363 | 0 | 0 | 0 | 363 | 9 | 24 | 3 | 327 | 34 | 23 | 11 | 293 | 89.60% | 92.72% | | |
| #117 | 4 | 92 | 0 | 0 | 0 | 92 | 38 | 10 | 1 | 43 | 19 | 11 | 8 | 24 | 55.81% | 68.57% | | |
| #118 | 3 | 19 | 0 | 0 | 0 | 19 | 3 | 4 | 0 | 12 | 3 | 2 | 1 | 9 | 75.00% | 81.82% | | |
| #119 | 11 | 1184 | 0 | 0 | 0 | 1184 | 81 | 154 | 1 | 948 | 49 | 32 | 17 | 899 | 94.83% | 96.56% | | |
| #120 | 15 | 140 | 0 | 0 | 0 | 140 | 0 | 33 | 7 | 100 | 63 | 26 | 37 | 37 | 37.00% | 58.73% | | |

REPORT: PERCENT FLOW UGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

RING

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|------------|----------------|---------------------------|-------|-----|--------------|---------|--------------------|---------------|-----------------|----------------------|--------------------|---------------------|-------------|------------------|---------------------------------|------------------|----------------|---------------------------------|---------|----------------|--------------------|---------------------|
| Company Info | | LEO | | | | | LESOG | | | | | Errors | | | | | Base Calculation | | CLEC Error Excluded Calculation | | | | |
| Name | RESH / OCN | FATAL REJECTS | Mechanized Interface Used | | | Total Manual | Rejects | Auto Clarification | Pending Supps | Validated LSR's | Total System Foutout | BST Caused Foutout | CLEC Caused Foutout | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | | | | | | | |
| | | | LENS | EDI | TAG | | | | | | | | | | | | Mech LSR's | Manual Foutout | Auto Clarification | Rejects | System Foutout | BST Caused Foutout | CLEC Caused Foutout |
| #121 | | 172 | 0 | 3340 | 0 | 3340 | 0 | 38 | 767 | 60 | 2475 | 1327 | 1170 | 157 | 1148 | 46.36% | 49.53% | | | | | | |
| #122 | | 0 | 13 | 0 | 0 | 13 | 0 | 2 | 0 | 0 | 11 | 7 | 4 | 3 | 4 | 36.36% | 50.00% | | | | | | |
| #123 | | 5 | 359 | 0 | 0 | 359 | 62 | 30 | 30 | 2 | 265 | 105 | 93 | 12 | 160 | 60.36% | 63.24% | | | | | | |
| #124 | | 5 | 474 | 0 | 0 | 474 | 90 | 23 | 23 | 8 | 353 | 104 | 90 | 14 | 249 | 70.54% | 73.45% | | | | | | |
| #125 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #126 | | 1 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #127 | | 44 | 0 | 651 | 0 | 651 | 47 | 106 | 106 | 19 | 479 | 263 | 153 | 110 | 216 | 45.09% | 58.54% | | | | | | |
| #128 | | 44 | 16 | 0 | 0 | 16 | 3 | 0 | 0 | 0 | 13 | 1 | 1 | 0 | 12 | 92.31% | 92.31% | | | | | | |
| #129 | | 116 | 0 | 718 | 0 | 718 | 338 | 113 | 113 | 13 | 254 | 97 | 63 | 34 | 157 | 61.81% | 71.36% | | | | | | |
| #130 | | 116 | 1052 | 0 | 0 | 1052 | 158 | 162 | 162 | 26 | 706 | 401 | 340 | 61 | 305 | 43.20% | 47.29% | | | | | | |
| #131 | | 124 | 0 | 20495 | 0 | 20495 | 301 | 2208 | 2208 | 0 | 17986 | 341 | 214 | 127 | 17645 | 98.10% | 98.80% | | | | | | |
| #132 | | 124 | 235 | 0 | 0 | 235 | 2 | 24 | 24 | 0 | 209 | 7 | 6 | 1 | 202 | 96.65% | 97.12% | | | | | | |
| #133 | | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | | | | | |
| #134 | | 80 | 0 | 15277 | 0 | 15277 | 196 | 1611 | 1611 | 0 | 13470 | 902 | 247 | 655 | 12568 | 93.30% | 98.07% | | | | | | |
| #135 | | 80 | 294 | 0 | 0 | 294 | 1 | 69 | 69 | 1 | 223 | 9 | 5 | 4 | 214 | 95.96% | 97.72% | | | | | | |
| #136 | | 8 | 0 | 4 | 0 | 4 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 50.00% | 100.00% | | | | | | |
| #137 | | 8 | 91 | 0 | 0 | 91 | 8 | 6 | 6 | 0 | 77 | 3 | 1 | 2 | 74 | 96.10% | 98.67% | | | | | | |
| #138 | | 10 | 0 | 0 | 0 | 0 | 5 | 2 | 2 | 1 | 3 | 3 | 2 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #139 | | 0 | 7 | 0 | 0 | 7 | 1 | 4 | 4 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #140 | | 21 | 0 | 313 | 0 | 313 | 191 | 45 | 45 | 23 | 54 | 12 | 6 | 6 | 42 | 77.78% | 87.50% | | | | | | |
| #141 | | 21 | 74 | 0 | 0 | 74 | 39 | 11 | 11 | 0 | 24 | 11 | 6 | 5 | 13 | 54.17% | 68.42% | | | | | | |
| #142 | | 4 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | | | | | |
| #143 | | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #144 | | 0 | 20 | 0 | 0 | 20 | 4 | 2 | 2 | 0 | 14 | 1 | 1 | 0 | 13 | 92.86% | 92.86% | | | | | | |
| #145 | | 25 | 0 | 104 | 0 | 104 | 26 | 25 | 25 | 6 | 47 | 46 | 6 | 40 | 1 | 2.13% | 14.29% | | | | | | |
| #146 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |
| #147 | | 0 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |
| #148 | | 0 | 5 | 0 | 0 | 5 | 2 | 1 | 1 | 0 | 2 | 1 | 0 | 1 | 1 | 50.00% | 100.00% | | | | | | |
| #149 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #150 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #151 | | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #152 | | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | | | | | |
| #153 | | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #154 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #155 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #156 | | 18 | 0 | 0 | 0 | 0 | 319 | 60 | 59 | 1 | 199 | 65 | 51 | 14 | 134 | 67.34% | 72.43% | | | | | | |
| #157 | | 18 | 24 | 0 | 0 | 24 | 5 | 0 | 0 | 0 | 19 | 3 | 1 | 2 | 16 | 84.21% | 94.12% | | | | | | |
| #158 | | 289 | 0 | 2624 | 0 | 2624 | 8 | 782 | 782 | 33 | 1801 | 1122 | 941 | 181 | 679 | 37.70% | 41.91% | | | | | | |
| #159 | | 4 | 0 | 0 | 0 | 0 | 18 | 1 | 8 | 1 | 8 | 4 | 3 | 1 | 4 | 50.00% | 57.14% | | | | | | |
| #160 | | 2 | 0 | 0 | 0 | 0 | 11 | 3 | 0 | 0 | 8 | 6 | 2 | 4 | 2 | 25.00% | 50.00% | | | | | | |

| AGGREGATE ORDER TYPES | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|----------------|------|-----|------|------------------|---------------------|-------|--------------------|---------------|-----------------|----------------|------------|-------------|-------------|---------|-------|--|--|--|--|------------------|---------------------------------|
| | LEO | | | | | LESOG | | | | | LEO | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Total Manual | Total | Auto Clarification | Pending Supps | Validated LSR's | Total System | BST Caused | CLEC Caused | Issued SO's | | | | | | | | |
| RESH / OCN | | | | | Fallout | | | | | Fallout | Fallout | Fallout | | | | | | | | | | |
| #161 | 2 | 134 | 0 | 0 | 134 | 14 | 8 | 1 | 111 | 91 | 56 | 35 | 20 | 18.02% | 26.32% | | | | | | | |
| #162 | 113 | 0 | 174 | 0 | 174 | 139 | 9 | 0 | 26 | 17 | 14 | 3 | 9 | 34.62% | 39.13% | | | | | | | |
| #163 | 113 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #164 | 22 | 3294 | 0 | 0 | 3294 | 159 | 245 | 12 | 2878 | 117 | 106 | 11 | 2761 | 95.93% | 96.30% | | | | | | | |
| #165 | 10 | 660 | 0 | 0 | 660 | 128 | 28 | 21 | 483 | 213 | 188 | 25 | 270 | 55.90% | 58.95% | | | | | | | |
| #166 | 1 | 88 | 0 | 0 | 88 | 6 | 5 | 0 | 77 | 2 | 1 | 1 | 75 | 97.40% | 98.68% | | | | | | | |
| #167 | 10 | 457 | 0 | 0 | 457 | 24 | 3 | 6 | 424 | 31 | 28 | 3 | 393 | 92.69% | 93.35% | | | | | | | |
| #168 | 0 | 17 | 0 | 0 | 17 | 3 | 1 | 0 | 13 | 3 | 3 | 0 | 10 | 76.92% | 76.92% | | | | | | | |
| #169 | 9 | 0 | 0 | 78 | 78 | 49 | 10 | 2 | 17 | 7 | 2 | 5 | 10 | 58.82% | 83.33% | | | | | | | |
| #170 | 9 | 210 | 0 | 0 | 210 | 27 | 29 | 10 | 144 | 67 | 55 | 12 | 77 | 53.47% | 58.33% | | | | | | | |
| #171 | 8 | 116 | 0 | 0 | 116 | 11 | 13 | 1 | 91 | 18 | 15 | 3 | 73 | 80.22% | 82.95% | | | | | | | |
| #172 | 23 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #173 | 23 | 379 | 0 | 0 | 379 | 77 | 49 | 4 | 249 | 87 | 68 | 19 | 162 | 65.06% | 70.43% | | | | | | | |
| #174 | 0 | 28 | 0 | 0 | 28 | 1 | 0 | 0 | 27 | 0 | 0 | 0 | 27 | 100.00% | 100.00% | | | | | | | |
| #175 | 3 | 402 | 0 | 0 | 402 | 41 | 34 | 7 | 320 | 39 | 30 | 9 | 281 | 87.81% | 90.35% | | | | | | | |
| #176 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | | | | | | |
| #177 | 342 | 7104 | 0 | 0 | 7104 | 1027 | 1663 | 99 | 4315 | 1599 | 1304 | 295 | 2716 | 62.94% | 67.56% | | | | | | | |
| #178 | 0 | 146 | 0 | 0 | 146 | 20 | 4 | 0 | 122 | 6 | 5 | 1 | 116 | 95.08% | 95.87% | | | | | | | |
| #179 | 69 | 0 | 0 | 2236 | 2236 | 39 | 206 | 52 | 1939 | 52 | 30 | 22 | 1887 | 97.32% | 98.44% | | | | | | | |
| #180 | 69 | 488 | 0 | 0 | 488 | 20 | 73 | 9 | 386 | 41 | 27 | 14 | 345 | 89.38% | 92.74% | | | | | | | |
| #181 | 0 | 21 | 0 | 0 | 21 | 6 | 4 | 0 | 11 | 8 | 7 | 1 | 3 | 27.27% | 30.00% | | | | | | | |
| #182 | 8 | 646 | 0 | 0 | 646 | 33 | 22 | 6 | 585 | 24 | 22 | 2 | 561 | 95.90% | 96.23% | | | | | | | |
| #183 | 4 | 298 | 0 | 0 | 298 | 13 | 14 | 5 | 266 | 57 | 49 | 8 | 209 | 78.57% | 81.01% | | | | | | | |
| #184 | 9 | 197 | 0 | 0 | 197 | 12 | 11 | 0 | 174 | 8 | 4 | 4 | 166 | 95.40% | 97.65% | | | | | | | |
| #185 | 3 | 15 | 0 | 0 | 15 | 12 | 0 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | | | | | | |
| #186 | 3 | 82 | 0 | 0 | 82 | 13 | 8 | 1 | 60 | 19 | 15 | 4 | 41 | 68.33% | 73.21% | | | | | | | |
| #187 | 0 | 4 | 0 | 0 | 4 | 0 | 3 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #188 | 34 | 1854 | 0 | 0 | 1854 | 40 | 89 | 4 | 1721 | 93 | 78 | 15 | 1628 | 94.60% | 95.43% | | | | | | | |
| #189 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #190 | 9 | 411 | 0 | 0 | 411 | 43 | 18 | 5 | 345 | 16 | 16 | 0 | 329 | 95.36% | 95.96% | | | | | | | |
| #191 | 7 | 619 | 0 | 0 | 619 | 36 | 28 | 2 | 553 | 31 | 22 | 9 | 522 | 94.39% | 95.96% | | | | | | | |
| #192 | 30 | 1083 | 0 | 0 | 1083 | 171 | 146 | 20 | 746 | 286 | 256 | 30 | 460 | 61.66% | 64.25% | | | | | | | |
| #193 | 16 | 1261 | 0 | 0 | 1261 | 29 | 34 | 13 | 1185 | 38 | 26 | 12 | 1147 | 96.79% | 97.78% | | | | | | | |
| #194 | 9 | 51 | 0 | 0 | 51 | 13 | 12 | 3 | 23 | 12 | 10 | 2 | 11 | 47.83% | 52.38% | | | | | | | |
| #195 | 3 | 0 | 23 | 0 | 23 | 1 | 9 | 3 | 10 | 3 | 1 | 2 | 7 | 70.00% | 87.50% | | | | | | | |
| #196 | 156 | 0 | 0 | 1751 | 1751 | 42 | 677 | 47 | 985 | 400 | 273 | 127 | 585 | 59.39% | 68.18% | | | | | | | |
| #197 | 0 | 5 | 0 | 0 | 5 | 3 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #198 | 47 | 0 | 0 | 11 | 11 | 0 | 2 | 0 | 9 | 0 | 0 | 0 | 9 | 100.00% | 100.00% | | | | | | | |
| #199 | 47 | 7166 | 0 | 0 | 7166 | 435 | 499 | 60 | 6172 | 270 | 242 | 28 | 5902 | 95.63% | 96.06% | | | | | | | |
| #200 | 11 | 824 | 0 | 0 | 824 | 45 | 56 | 1 | 722 | 32 | 22 | 10 | 690 | 95.57% | 96.91% | | | | | | | |

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|---------------------------------------|---------------------------|-------|-----|-------|------------------|---------------|--------------------|---------------|-------|--------------|----------------|-------------|-------------|-------------|-------------|--------|--|--|--|--|------------------|---------------------------------|
| | LEO | | | | | | | | | | LESOG | | | | | | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | Mechanized Interface Used | | | | | Rejects | | | | | Validated | | | | | Errors | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Manual | Auto Clarification | Pending Supps | LSR's | Total System | BST Caused | CLEC Caused | Issued SO's | Calculation | Calculation | | | | | | | |
| #201 | 1 | 42 | 0 | 0 | 42 | 9 | 5 | 0 | 28 | 12 | 10 | 2 | 16 | 57.14% | 61.54% | | | | | | | |
| #202 | 23 | 1148 | 0 | 0 | 1148 | 81 | 108 | 2 | 957 | 76 | 49 | 27 | 881 | 92.06% | 94.73% | | | | | | | |
| #203 | 27 | 3777 | 0 | 0 | 3777 | 227 | 435 | 5 | 3110 | 95 | 69 | 26 | 3015 | 96.95% | 97.76% | | | | | | | |
| #204 | 22 | 169 | 0 | 0 | 169 | 13 | 3 | 2 | 151 | 72 | 58 | 14 | 79 | 52.32% | 57.66% | | | | | | | |
| #205 | 6 | 52 | 0 | 0 | 52 | 12 | 7 | 0 | 33 | 13 | 10 | 3 | 20 | 60.61% | 66.67% | | | | | | | |
| #206 | 0 | 4 | 0 | 0 | 4 | 0 | 1 | 0 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | | | | | | |
| #207 | 2 | 1921 | 0 | 0 | 1921 | 83 | 236 | 24 | 1578 | 186 | 130 | 56 | 1392 | 88.21% | 91.46% | | | | | | | |
| #208 | 3413 | 0 | 0 | 58140 | 58140 | 9506 | 9097 | 943 | 38594 | 10659 | 8788 | 1871 | 27935 | 72.38% | 76.07% | | | | | | | |
| #209 | 3413 | 2426 | 0 | 0 | 2426 | 248 | 465 | 49 | 1664 | 507 | 410 | 97 | 1157 | 69.53% | 73.84% | | | | | | | |
| #210 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | | |
| #211 | 1 | 343 | 0 | 0 | 343 | 32 | 33 | 7 | 271 | 25 | 15 | 10 | 246 | 90.77% | 94.25% | | | | | | | |
| #212 | 0 | 97 | 0 | 0 | 97 | 16 | 4 | 1 | 76 | 6 | 5 | 1 | 70 | 92.11% | 93.33% | | | | | | | |
| #213 | 46 | 513 | 0 | 0 | 513 | 71 | 92 | 10 | 340 | 134 | 116 | 18 | 206 | 60.59% | 63.98% | | | | | | | |
| #214 | 5 | 20 | 0 | 0 | 20 | 0 | 2 | 0 | 18 | 2 | 2 | 0 | 16 | 88.89% | 88.89% | | | | | | | |
| #215 | 15 | 76 | 0 | 0 | 76 | 18 | 6 | 3 | 49 | 22 | 22 | 0 | 27 | 55.10% | 55.10% | | | | | | | |
| #216 | 9 | 377 | 0 | 0 | 377 | 28 | 79 | 5 | 265 | 31 | 20 | 11 | 234 | 88.30% | 92.13% | | | | | | | |
| #217 | 0 | 18 | 0 | 0 | 18 | 7 | 3 | 0 | 8 | 2 | 0 | 2 | 6 | 75.00% | 100.00% | | | | | | | |
| #218 | 28 | 1480 | 0 | 0 | 1480 | 117 | 150 | 10 | 1203 | 98 | 81 | 17 | 1105 | 91.85% | 93.17% | | | | | | | |
| #219 | 3 | 165 | 0 | 0 | 165 | 11 | 17 | 1 | 136 | 8 | 7 | 1 | 128 | 94.12% | 94.81% | | | | | | | |
| #220 | 155 | 11644 | 0 | 0 | 11644 | 181 | 815 | 40 | 10608 | 607 | 528 | 79 | 10001 | 94.28% | 94.99% | | | | | | | |
| #221 | 3 | 138 | 0 | 0 | 138 | 8 | 11 | 4 | 115 | 16 | 9 | 7 | 99 | 86.09% | 91.67% | | | | | | | |
| #222 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #223 | 14 | 585 | 0 | 0 | 585 | 28 | 105 | 4 | 448 | 94 | 69 | 25 | 354 | 79.02% | 83.69% | | | | | | | |
| #224 | 11 | 858 | 0 | 0 | 858 | 50 | 62 | 4 | 742 | 49 | 43 | 6 | 693 | 93.40% | 94.16% | | | | | | | |
| #225 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #226 | 1 | 60 | 0 | 0 | 60 | 4 | 11 | 1 | 44 | 29 | 24 | 5 | 15 | 34.09% | 38.46% | | | | | | | |
| #227 | 2 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 0.00% | 0.00% | | | | | | | |
| #228 | 1 | 144 | 0 | 0 | 144 | 40 | 31 | 3 | 70 | 6 | 5 | 1 | 64 | 91.43% | 92.75% | | | | | | | |
| #229 | 1 | 1195 | 0 | 0 | 1195 | 45 | 101 | 28 | 1021 | 69 | 42 | 27 | 952 | 93.24% | 95.77% | | | | | | | |
| #230 | 6 | 111 | 0 | 0 | 111 | 20 | 15 | 1 | 75 | 18 | 14 | 4 | 57 | 76.00% | 80.28% | | | | | | | |
| #231 | 0 | 49 | 0 | 0 | 49 | 2 | 4 | 1 | 42 | 12 | 10 | 2 | 30 | 71.43% | 75.00% | | | | | | | |
| #232 | 7 | 484 | 0 | 0 | 484 | 45 | 31 | 10 | 408 | 191 | 169 | 22 | 217 | 53.19% | 56.22% | | | | | | | |
| #233 | 66 | 0 | 0 | 15 | 15 | 12 | 1 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | | | | |
| #234 | 66 | 1661 | 0 | 0 | 1661 | 283 | 324 | 31 | 1023 | 363 | 304 | 59 | 660 | 64.52% | 68.46% | | | | | | | |
| #235 | 0 | 29 | 0 | 0 | 29 | 0 | 11 | 0 | 18 | 0 | 0 | 0 | 18 | 100.00% | 100.00% | | | | | | | |
| #236 | 7 | 720 | 0 | 0 | 720 | 50 | 48 | 10 | 612 | 10 | 9 | 1 | 602 | 98.37% | 98.53% | | | | | | | |
| #237 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #238 | 0 | 19 | 0 | 0 | 19 | 0 | 0 | 0 | 19 | 1 | 0 | 1 | 18 | 94.74% | 100.00% | | | | | | | |
| #239 | 18 | 228 | 0 | 0 | 228 | 24 | 36 | 1 | 167 | 23 | 20 | 3 | 144 | 86.23% | 87.80% | | | | | | | |
| #240 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | | |

REPORT: PERCENT FLOW UGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

RING

| AGGREGATE ORDER TYPES | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|---------------------------|------|-----|-----|------------------|---------------|--------------|--------------------|---------------|-------|--------------------|------------------|-------------------|-------------|------------------|---------------------------------|--|--|--|--|------------------|---------------------------------|
| | LEO | | | | | | | | | | LESOG | | | | | | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | Mechanized Interface Used | | | | | Rejects | | | | | Validated | | | | | Errors | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Manual | Total Manual | Auto Clarification | Pending Supps | LSR's | Total System Fallo | BST Caused Fallo | CLEC Caused Fallo | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | | | | | | |
| #241 | 0 | 290 | 0 | 0 | 290 | 14 | 19 | 3 | 254 | 11 | 10 | 1 | 243 | 95.67% | 96.05% | | | | | | | |
| #242 | 0 | 7 | 0 | 0 | 7 | 2 | 2 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | | | | | | |
| #243 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #244 | 15 | 0 | 0 | 32 | 32 | 0 | 0 | 0 | 32 | 32 | 31 | 1 | 0 | 0.00% | 0.00% | | | | | | | |
| #245 | 2 | 146 | 0 | 0 | 146 | 8 | 21 | 1 | 116 | 5 | 4 | 1 | 111 | 95.69% | 96.52% | | | | | | | |
| #246 | 0 | 87 | 0 | 0 | 87 | 9 | 14 | 0 | 64 | 10 | 8 | 2 | 54 | 84.38% | 87.10% | | | | | | | |
| #247 | 21 | 2457 | 0 | 0 | 2457 | 220 | 216 | 23 | 1998 | 178 | 125 | 53 | 1820 | 91.09% | 93.57% | | | | | | | |
| #248 | 8 | 1553 | 0 | 0 | 1553 | 90 | 134 | 27 | 1302 | 134 | 117 | 17 | 1168 | 89.71% | 90.89% | | | | | | | |
| #249 | 15 | 849 | 0 | 0 | 849 | 47 | 38 | 5 | 759 | 48 | 41 | 7 | 711 | 93.68% | 94.55% | | | | | | | |
| #250 | 39 | 0 | 0 | 790 | 790 | 400 | 8 | 23 | 359 | 154 | 136 | 18 | 205 | 57.10% | 60.12% | | | | | | | |
| #251 | 28 | 2613 | 0 | 0 | 2613 | 195 | 130 | 27 | 2261 | 293 | 258 | 35 | 1968 | 87.04% | 88.41% | | | | | | | |
| #252 | 0 | 356 | 0 | 0 | 356 | 19 | 40 | 0 | 297 | 25 | 22 | 3 | 272 | 91.58% | 92.52% | | | | | | | |
| #253 | 0 | 100 | 0 | 0 | 100 | 7 | 6 | 0 | 87 | 6 | 6 | 0 | 81 | 93.10% | 93.10% | | | | | | | |
| #254 | 1 | 14 | 0 | 0 | 14 | 0 | 2 | 0 | 12 | 4 | 2 | 2 | 8 | 66.67% | 80.00% | | | | | | | |
| #255 | 53 | 203 | 0 | 490 | 490 | 57 | 55 | 3 | 375 | 41 | 26 | 15 | 334 | 89.07% | 92.78% | | | | | | | |
| #256 | 53 | 138 | 0 | 0 | 138 | 37 | 16 | 1 | 84 | 20 | 19 | 1 | 64 | 76.19% | 77.11% | | | | | | | |
| #257 | 1 | 27 | 0 | 0 | 27 | 1 | 14 | 1 | 11 | 3 | 1 | 2 | 8 | 72.73% | 88.89% | | | | | | | |
| #258 | 4 | 203 | 0 | 0 | 203 | 29 | 28 | 0 | 146 | 23 | 22 | 1 | 123 | 84.25% | 84.83% | | | | | | | |
| #259 | 38 | 325 | 0 | 0 | 325 | 53 | 26 | 7 | 239 | 46 | 36 | 10 | 193 | 80.75% | 84.28% | | | | | | | |
| #260 | 0 | 106 | 0 | 0 | 106 | 14 | 4 | 2 | 86 | 10 | 10 | 0 | 76 | 88.37% | 88.37% | | | | | | | |
| #261 | 9 | 753 | 0 | 0 | 753 | 44 | 115 | 1 | 593 | 53 | 41 | 12 | 540 | 91.06% | 92.94% | | | | | | | |
| #262 | 0 | 5 | 0 | 0 | 5 | 0 | 3 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | | | | | | | |
| #263 | 1 | 181 | 0 | 0 | 181 | 10 | 18 | 1 | 152 | 18 | 13 | 5 | 134 | 88.16% | 91.16% | | | | | | | |
| #264 | 0 | 12 | 0 | 0 | 12 | 0 | 0 | 0 | 12 | 2 | 2 | 0 | 10 | 83.33% | 83.33% | | | | | | | |
| #265 | 0 | 65 | 0 | 0 | 65 | 1 | 0 | 3 | 61 | 3 | 2 | 1 | 58 | 95.08% | 96.67% | | | | | | | |
| #266 | 3 | 0 | 0 | 270 | 270 | 8 | 15 | 1 | 246 | 26 | 5 | 21 | 220 | 89.43% | 97.78% | | | | | | | |
| #267 | 3 | 136 | 0 | 0 | 136 | 26 | 18 | 2 | 90 | 15 | 12 | 3 | 75 | 83.33% | 86.21% | | | | | | | |
| #268 | 3 | 69 | 0 | 0 | 69 | 6 | 12 | 2 | 49 | 32 | 31 | 1 | 17 | 34.69% | 35.42% | | | | | | | |
| #269 | 0 | 21 | 0 | 0 | 21 | 2 | 6 | 2 | 11 | 3 | 3 | 0 | 8 | 72.73% | 72.73% | | | | | | | |
| #270 | 1 | 127 | 0 | 0 | 127 | 19 | 25 | 7 | 76 | 48 | 37 | 11 | 28 | 36.84% | 43.08% | | | | | | | |
| #271 | 10 | 161 | 0 | 0 | 161 | 50 | 18 | 2 | 91 | 38 | 36 | 2 | 53 | 58.24% | 59.55% | | | | | | | |
| #272 | 0 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #273 | 5 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | |
| #274 | 5 | 123 | 0 | 0 | 123 | 16 | 46 | 2 | 59 | 12 | 9 | 3 | 47 | 79.66% | 83.93% | | | | | | | |
| #275 | 50 | 0 | 0 | 220 | 220 | 7 | 19 | 0 | 194 | 10 | 7 | 3 | 184 | 94.85% | 96.34% | | | | | | | |
| #276 | 50 | 666 | 0 | 0 | 666 | 71 | 67 | 4 | 524 | 105 | 79 | 26 | 419 | 79.96% | 84.14% | | | | | | | |
| #277 | 9 | 100 | 0 | 0 | 100 | 15 | 22 | 4 | 59 | 29 | 23 | 6 | 30 | 50.85% | 56.60% | | | | | | | |
| #278 | 0 | 10 | 0 | 0 | 10 | 1 | 1 | 1 | 8 | 5 | 3 | 2 | 3 | 37.50% | 50.00% | | | | | | | |
| #279 | 0 | 39 | 0 | 0 | 39 | 6 | 5 | 3 | 25 | 14 | 13 | 1 | 11 | 44.00% | 45.63% | | | | | | | |
| #280 | 4 | 84 | 0 | 0 | 84 | 6 | 8 | 2 | 68 | 8 | 6 | 2 | 60 | 88.24% | 90.91% | | | | | | | |

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|---------------------------------------|---------------------------|---------------|--------------|---------------|------------------|---------------|--------------|--------------------|---------------|--------------|----------------|--------------|---------------|-------------|--|--------|--|---------------|---------------|--|------------------|---------------------------------|
| | LEO | | | | | LESOG | | | | | | | | | | | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | Mechanized Interface Used | | | | | Rejects | | | | | Validated | | | | | Errors | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Manual | Total Manual | Auto Clarification | Pending Supps | LSR's | Total System | BST Caused | CLEC Caused | Issued SO's | | | | | | | | |
| #281 | 13 | 689 | 0 | 0 | 689 | 75 | 83 | 7 | 524 | 48 | 36 | 12 | 476 | | | | | 90.84% | 92.97% | | | |
| #282 | 9 | 0 | 0 | 7 | 7 | 6 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | | | | | 0.00% | 0.00% | | | |
| #283 | 9 | 767 | 0 | 0 | 767 | 120 | 186 | 12 | 449 | 168 | 132 | 36 | 281 | | | | | 62.58% | 68.04% | | | |
| #284 | 6 | 335 | 0 | 0 | 335 | 10 | 27 | 3 | 295 | 47 | 45 | 2 | 248 | | | | | 84.07% | 84.64% | | | |
| #285 | 6 | 25 | 0 | 0 | 25 | 1 | 19 | 0 | 5 | 5 | 4 | 1 | 0 | | | | | 0.00% | 0.00% | | | |
| #286 | 8 | 541 | 0 | 0 | 541 | 106 | 120 | 16 | 299 | 111 | 93 | 18 | 188 | | | | | 62.88% | 66.90% | | | |
| #287 | 0 | 49 | 0 | 0 | 49 | 3 | 3 | 0 | 43 | 4 | 3 | 1 | 39 | | | | | 90.70% | 92.86% | | | |
| #288 | 105 | 3940 | 0 | 0 | 3940 | 369 | 386 | 47 | 3138 | 1339 | 1223 | 116 | 1799 | | | | | 57.33% | 59.53% | | | |
| #289 | 0 | 14 | 0 | 0 | 14 | 1 | 6 | 0 | 7 | 7 | 7 | 0 | 0 | | | | | 0.00% | 0.00% | | | |
| #290 | 1 | 512 | 0 | 0 | 512 | 63 | 32 | 1 | 416 | 16 | 14 | 2 | 400 | | | | | 96.15% | 96.62% | | | |
| #291 | 4 | 58 | 0 | 0 | 58 | 1 | 2 | 3 | 52 | 30 | 29 | 1 | 22 | | | | | 42.31% | 43.14% | | | |
| #292 | 5 | 76 | 0 | 0 | 76 | 9 | 16 | 1 | 50 | 7 | 2 | 5 | 43 | | | | | 86.00% | 95.56% | | | |
| #293 | 1 | 165 | 0 | 0 | 165 | 14 | 17 | 2 | 132 | 12 | 9 | 3 | 120 | | | | | 90.91% | 93.02% | | | |
| #294 | 0 | 26 | 0 | 0 | 26 | 7 | 2 | 0 | 17 | 5 | 2 | 3 | 12 | | | | | 70.59% | 85.71% | | | |
| #295 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | | | | | 100.00% | 100.00% | | | |
| #296 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | | | | | 100.00% | 100.00% | | | |
| #297 | 4 | 242 | 0 | 0 | 242 | 3 | 30 | 3 | 206 | 6 | 5 | 1 | 200 | | | | | 97.09% | 97.56% | | | |
| #298 | 1 | 27 | 0 | 0 | 27 | 1 | 3 | 2 | 21 | 7 | 5 | 2 | 14 | | | | | 66.67% | 73.68% | | | |
| #299 | 23 | 0 | 89 | 0 | 89 | 21 | 17 | 14 | 37 | 25 | 15 | 10 | 12 | | | | | 32.43% | 44.44% | | | |
| #300 | 25 | 0 | 143 | 0 | 143 | 91 | 36 | 11 | 5 | 2 | 2 | 0 | 3 | | | | | 60.00% | 60.00% | | | |
| #301 | 25 | 4 | 0 | 0 | 4 | 3 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | | | | | 0.00% | 0.00% | | | |
| #302 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | | | | | 0.00% | 0.00% | | | |
| LENS Subtotal | 8099 | 186785 | 0 | 0 | 186785 | 13402 | 18105 | 1868 | 153410 | 18628 | 14446 | 4182 | 134782 | | | | | 87.86% | 90.32% | | | |
| EDI Subtotal | 1137 | 0 | 12335 | 0 | 12335 | 2815 | 2255 | 463 | 6802 | 3031 | 2425 | 606 | 3771 | | | | | 55.44% | 60.86% | | | |
| TAG Subtotal | 6074 | 0 | 0 | 125914 | 11963 | 16513 | 1372 | 96066 | 13888 | 10535 | 3353 | 82178 | 220731 | | | | | 85.54% | 88.64% | | | |
| TOTAL INTERFACES | 15310 | 186785 | 12335 | 125914 | 325034 | 28180 | 36873 | 3703 | 256278 | 35547 | 27406 | 8141 | 220731 | | | | | 86.13% | 88.96% | | | |

REPORT: PERCENT FLOW THRO. SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | LSR SUBMISSION | | | | | | | | | | | LSR PROCESSING | | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|---------------------------|-------|-----|------|------------------|---------|--------------|--------------------|---------------|-------|--------------|----------------|-------------|--------|---------|---------|-------------|--|--|--|--|--|------------------|---------------------------------|
| | LEO | | | | | | | | | | | LESOG | | | | | | | | | | | Base Calculation | CIEC Error Excluded Calculation |
| | Mechanized Interface Used | | | | | Rejects | | | | | | Validated | | | Errors | | Issued SO's | | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual | Total Manual | Auto Clarification | Pending Supps | LSR's | Total System | BST Caused | CIEC Caused | | | | | | | | | | | |
| RESH / OCN | 1205 | 0 | 0 | 1205 | 62 | 62 | 97 | 7 | 1039 | 316 | 302 | 14 | 723 | 69.59% | 70.54% | | | | | | | | | |
| #1 | 35 | 1205 | 0 | 0 | 1205 | 62 | 62 | 97 | 7 | 1039 | 316 | 302 | 14 | 723 | 69.59% | 70.54% | | | | | | | | |
| #2 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | | | | | |
| #3 | 12 | 35 | 0 | 0 | 35 | 2 | 5 | 5 | 0 | 28 | 7 | 3 | 4 | 21 | 75.00% | 87.50% | | | | | | | | |
| #4 | 1 | 44 | 0 | 0 | 44 | 0 | 6 | 6 | 2 | 36 | 8 | 5 | 3 | 28 | 77.78% | 84.85% | | | | | | | | |
| #5 | 17 | 1082 | 0 | 0 | 1082 | 54 | 83 | 83 | 20 | 925 | 333 | 309 | 24 | 592 | 64.00% | 65.70% | | | | | | | | |
| #6 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | | | |
| #7 | 30 | 3648 | 0 | 0 | 3648 | 239 | 263 | 263 | 25 | 3121 | 496 | 436 | 60 | 2625 | 84.11% | 85.76% | | | | | | | | |
| #8 | 29 | 214 | 0 | 0 | 214 | 11 | 27 | 27 | 7 | 169 | 54 | 46 | 8 | 115 | 68.05% | 71.43% | | | | | | | | |
| #9 | 3 | 305 | 0 | 0 | 305 | 9 | 12 | 12 | 0 | 284 | 17 | 14 | 3 | 267 | 94.01% | 95.02% | | | | | | | | |
| #10 | 41 | 225 | 0 | 0 | 225 | 26 | 25 | 25 | 3 | 171 | 28 | 26 | 2 | 143 | 83.63% | 84.62% | | | | | | | | |
| #11 | 41 | 0 | 0 | 111 | 111 | 1 | 43 | 43 | 0 | 67 | 27 | 18 | 9 | 40 | 59.70% | 68.97% | | | | | | | | |
| #12 | 7 | 24 | 0 | 0 | 24 | 1 | 2 | 2 | 0 | 21 | 4 | 4 | 0 | 17 | 80.95% | 80.95% | | | | | | | | |
| #13 | 38 | 1063 | 0 | 0 | 1063 | 89 | 223 | 223 | 12 | 739 | 103 | 64 | 39 | 636 | 86.06% | 90.86% | | | | | | | | |
| #14 | 16 | 433 | 0 | 0 | 433 | 16 | 50 | 50 | 2 | 365 | 38 | 34 | 4 | 327 | 89.59% | 90.58% | | | | | | | | |
| #15 | 1 | 17 | 0 | 0 | 17 | 1 | 2 | 2 | 0 | 14 | 0 | 0 | 0 | 14 | 100.00% | 100.00% | | | | | | | | |
| #16 | 2 | 614 | 0 | 0 | 614 | 19 | 24 | 24 | 3 | 568 | 16 | 13 | 3 | 552 | 97.18% | 97.70% | | | | | | | | |
| #17 | 33 | 2656 | 0 | 0 | 2656 | 95 | 185 | 185 | 15 | 2361 | 132 | 103 | 29 | 2229 | 94.41% | 95.58% | | | | | | | | |
| #18 | 33 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | | | |
| #19 | 30 | 102 | 0 | 0 | 102 | 14 | 10 | 10 | 2 | 76 | 30 | 26 | 4 | 46 | 60.53% | 63.89% | | | | | | | | |
| #20 | 3 | 122 | 0 | 0 | 122 | 9 | 17 | 17 | 0 | 96 | 7 | 5 | 2 | 89 | 92.71% | 94.68% | | | | | | | | |
| #21 | 2 | 21 | 0 | 0 | 21 | 0 | 3 | 3 | 0 | 18 | 5 | 4 | 1 | 13 | 72.22% | 76.47% | | | | | | | | |
| #22 | 5 | 61 | 0 | 0 | 61 | 0 | 2 | 2 | 0 | 59 | 4 | 3 | 1 | 55 | 93.22% | 94.83% | | | | | | | | |
| #23 | 4 | 863 | 0 | 0 | 863 | 19 | 43 | 43 | 0 | 801 | 25 | 20 | 5 | 776 | 96.88% | 97.49% | | | | | | | | |
| #24 | 0 | 66 | 0 | 0 | 66 | 1 | 13 | 13 | 0 | 52 | 7 | 7 | 0 | 45 | 86.54% | 86.54% | | | | | | | | |
| #25 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | | | |
| #26 | 10 | 192 | 0 | 0 | 192 | 7 | 12 | 12 | 1 | 172 | 7 | 4 | 3 | 165 | 95.93% | 97.63% | | | | | | | | |
| #27 | 19 | 638 | 0 | 0 | 638 | 62 | 86 | 86 | 3 | 487 | 33 | 31 | 2 | 454 | 93.22% | 93.61% | | | | | | | | |
| #28 | 0 | 225 | 0 | 0 | 225 | 10 | 17 | 17 | 3 | 195 | 12 | 12 | 0 | 183 | 93.85% | 93.85% | | | | | | | | |
| #29 | 65 | 18742 | 0 | 0 | 18742 | 1236 | 1804 | 1804 | 149 | 15553 | 966 | 676 | 290 | 14587 | 93.79% | 95.57% | | | | | | | | |
| #30 | 6 | 2 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | | | |
| #31 | 0 | 24 | 0 | 0 | 24 | 0 | 1 | 1 | 0 | 23 | 0 | 0 | 0 | 23 | 100.00% | 100.00% | | | | | | | | |
| #32 | 9 | 163 | 0 | 0 | 163 | 3 | 24 | 24 | 0 | 136 | 18 | 16 | 2 | 118 | 86.76% | 88.06% | | | | | | | | |
| #33 | 0 | 10 | 0 | 0 | 10 | 2 | 4 | 4 | 0 | 4 | 1 | 1 | 0 | 3 | 75.00% | 75.00% | | | | | | | | |
| #34 | 1 | 79 | 0 | 0 | 79 | 8 | 8 | 8 | 0 | 63 | 7 | 4 | 3 | 56 | 88.89% | 93.33% | | | | | | | | |
| #35 | 368 | 144 | 0 | 0 | 144 | 26 | 16 | 16 | 4 | 98 | 22 | 19 | 3 | 76 | 77.55% | 80.00% | | | | | | | | |
| #36 | 368 | 0 | 0 | 42 | 42 | 21 | 7 | 7 | 1 | 13 | 5 | 3 | 2 | 8 | 61.54% | 72.73% | | | | | | | | |
| #37 | 30 | 74 | 0 | 0 | 74 | 2 | 15 | 15 | 0 | 57 | 0 | 0 | 0 | 57 | 100.00% | 100.00% | | | | | | | | |
| #38 | 30 | 0 | 0 | 5115 | 5115 | 78 | 480 | 480 | 0 | 4557 | 82 | 43 | 39 | 4475 | 98.20% | 99.05% | | | | | | | | |
| #39 | 20 | 10 | 0 | 0 | 10 | 0 | 1 | 1 | 0 | 9 | 0 | 0 | 0 | 9 | 100.00% | 100.00% | | | | | | | | |
| #40 | 20 | 0 | 0 | 330 | 330 | 12 | 29 | 29 | 11 | 278 | 15 | 9 | 6 | 263 | 94.60% | 96.69% | | | | | | | | |

REPORT: PERCENT FLOW THRU SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|---------------------------------------|---------------------------|-------|------|------|------------------|---------|--------------|--------------------|---------------|-----------------|----------------|------------|--------|-------------|------------------|------------------|--|--|--|--|---------------------------------|--|
| | LEO | | | | | LESOG | | | | | Errors | | | | | Base Calculation | | | | | CLEC Error Excluded Calculation | |
| | Mechanized Interface Used | | | | | Rejects | | | | | Total System | | | | | CLEC | | | | | | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual | Total Manual | Auto Clarification | Pending Supps | Validated LSR's | Total System | BST Caused | Caused | Issued SO's | Base Calculation | | | | | | | |
| #41 | 10 | 10 | 0 | 0 | 10 | 2 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 8 | 100.00% | 100.00% | | | | | | |
| #42 | 19 | 325 | 0 | 0 | 325 | 12 | 12 | 4 | 4 | 297 | 14 | 12 | 2 | 283 | 95.29% | 95.93% | | | | | | |
| #43 | 1 | 39 | 0 | 0 | 39 | 4 | 3 | 2 | 2 | 30 | 4 | 4 | 0 | 26 | 86.67% | 86.67% | | | | | | |
| #44 | 0 | 370 | 0 | 0 | 370 | 44 | 34 | 2 | 2 | 290 | 23 | 22 | 1 | 267 | 92.07% | 92.39% | | | | | | |
| #45 | 0 | 126 | 0 | 0 | 126 | 11 | 9 | 3 | 3 | 103 | 38 | 35 | 3 | 65 | 63.11% | 65.00% | | | | | | |
| #46 | 14 | 927 | 0 | 0 | 927 | 33 | 46 | 5 | 5 | 843 | 61 | 52 | 9 | 782 | 92.76% | 93.76% | | | | | | |
| #47 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #48 | 4 | 1317 | 0 | 0 | 1317 | 32 | 90 | 15 | 15 | 1180 | 58 | 46 | 12 | 1122 | 95.08% | 96.06% | | | | | | |
| #49 | 0 | 4 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 100.00% | 100.00% | | | | | | |
| #50 | 65 | 305 | 0 | 0 | 305 | 62 | 42 | 8 | 8 | 193 | 25 | 14 | 11 | 168 | 87.05% | 92.31% | | | | | | |
| #51 | 65 | 0 | 0 | 1033 | 1033 | 27 | 106 | 0 | 0 | 900 | 79 | 35 | 44 | 821 | 91.22% | 95.91% | | | | | | |
| #52 | 1 | 5 | 0 | 0 | 5 | 0 | 1 | 0 | 0 | 4 | 1 | 0 | 1 | 3 | 75.00% | 100.00% | | | | | | |
| #53 | 120 | 5103 | 0 | 0 | 5103 | 366 | 428 | 85 | 85 | 4224 | 511 | 386 | 125 | 3713 | 87.90% | 90.58% | | | | | | |
| #54 | 120 | 0 | 1084 | 0 | 1084 | 166 | 154 | 2 | 2 | 762 | 111 | 68 | 43 | 651 | 85.43% | 90.54% | | | | | | |
| #55 | 86 | 110 | 0 | 0 | 110 | 28 | 12 | 3 | 3 | 67 | 11 | 6 | 5 | 56 | 83.58% | 90.32% | | | | | | |
| #56 | 86 | 0 | 0 | 2266 | 2266 | 94 | 214 | 17 | 17 | 1941 | 78 | 51 | 27 | 1863 | 95.98% | 97.34% | | | | | | |
| #57 | 3 | 298 | 0 | 0 | 298 | 16 | 13 | 2 | 2 | 267 | 16 | 13 | 3 | 251 | 94.01% | 95.08% | | | | | | |
| #58 | 34 | 1855 | 0 | 0 | 1855 | 223 | 208 | 19 | 19 | 1405 | 233 | 216 | 17 | 1172 | 83.42% | 84.44% | | | | | | |
| #59 | 0 | 152 | 0 | 0 | 152 | 3 | 7 | 0 | 0 | 142 | 4 | 3 | 1 | 138 | 97.18% | 97.87% | | | | | | |
| #60 | 0 | 15 | 0 | 0 | 15 | 0 | 3 | 0 | 0 | 12 | 1 | 1 | 0 | 11 | 91.67% | 91.67% | | | | | | |
| #61 | 5 | 96 | 0 | 0 | 96 | 12 | 2 | 3 | 3 | 79 | 13 | 10 | 3 | 66 | 83.54% | 86.84% | | | | | | |
| #62 | 108 | 625 | 0 | 0 | 625 | 32 | 80 | 22 | 22 | 491 | 79 | 42 | 37 | 412 | 83.91% | 90.75% | | | | | | |
| #63 | 108 | 0 | 0 | 2847 | 2847 | 57 | 278 | 46 | 46 | 2466 | 89 | 39 | 50 | 2377 | 96.39% | 98.39% | | | | | | |
| #64 | 23 | 405 | 0 | 0 | 405 | 19 | 39 | 1 | 1 | 346 | 21 | 16 | 5 | 325 | 93.93% | 95.31% | | | | | | |
| #65 | 11 | 618 | 0 | 0 | 618 | 34 | 50 | 3 | 3 | 531 | 81 | 38 | 43 | 450 | 84.75% | 92.21% | | | | | | |
| #66 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | | | |
| #67 | 74 | 188 | 0 | 0 | 188 | 14 | 33 | 1 | 1 | 140 | 59 | 43 | 16 | 81 | 57.86% | 65.32% | | | | | | |
| #68 | 74 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |
| #69 | 3 | 28 | 0 | 0 | 28 | 2 | 8 | 0 | 0 | 18 | 2 | 2 | 0 | 16 | 88.89% | 88.89% | | | | | | |
| #70 | 12 | 427 | 0 | 0 | 427 | 22 | 71 | 20 | 20 | 314 | 95 | 79 | 16 | 219 | 69.75% | 73.49% | | | | | | |
| #71 | 376 | 3610 | 0 | 0 | 3610 | 344 | 368 | 76 | 76 | 2822 | 356 | 280 | 76 | 2466 | 87.38% | 89.80% | | | | | | |
| #72 | 376 | 0 | 0 | 9023 | 9023 | 203 | 773 | 115 | 115 | 7932 | 156 | 96 | 60 | 7776 | 98.03% | 98.78% | | | | | | |
| #73 | 68 | 19 | 0 | 0 | 19 | 1 | 3 | 0 | 0 | 15 | 2 | 2 | 0 | 13 | 86.67% | 86.67% | | | | | | |
| #74 | 68 | 0 | 473 | 0 | 473 | 89 | 61 | 51 | 51 | 272 | 75 | 21 | 54 | 197 | 72.43% | 90.37% | | | | | | |
| #75 | 14 | 141 | 0 | 0 | 141 | 6 | 14 | 1 | 1 | 120 | 18 | 16 | 2 | 102 | 85.00% | 86.44% | | | | | | |
| #76 | 7 | 1058 | 0 | 0 | 1058 | 10 | 52 | 9 | 9 | 967 | 29 | 21 | 8 | 958 | 97.06% | 97.85% | | | | | | |
| #77 | 0 | 226 | 0 | 0 | 226 | 4 | 12 | 0 | 0 | 210 | 8 | 7 | 1 | 202 | 96.19% | 96.65% | | | | | | |
| #78 | 0 | 0 | 102 | 0 | 102 | 2 | 16 | 2 | 2 | 82 | 5 | 2 | 3 | 77 | 93.90% | 97.47% | | | | | | |
| #79 | 448 | 38573 | 0 | 0 | 38573 | 938 | 2866 | 208 | 208 | 34561 | 1857 | 648 | 1209 | 32704 | 94.63% | 98.06% | | | | | | |
| #80 | 448 | 0 | 0 | 3081 | 3081 | 221 | 316 | 61 | 61 | 2483 | 219 | 158 | 61 | 2264 | 91.18% | 93.48% | | | | | | |

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | | |
|-----------------------|------------|----------------|------|------|-------|---------------------------|------|------|---------------------|----------------------------|---------------|-----------------|--------------|--------------|--------------------|-------------|------------------|---------------------------------|---------------|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | | |
| Name | RESH / OCN | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | | Manual Total Manual | Rejects Auto Clarification | Pending Supps | Validated LSR's | Total System | Errors | | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | |
| | | | | | | Total Mech LSR's | ED | MECH | | | | | | Manual Total | Auto Clarification | | | | Pending Supps |
| #81 | | 41 | 4455 | 0 | 0 | 0 | 4455 | 270 | 329 | 65 | 3791 | 187 | 157 | 30 | 3604 | 95.07% | 95.83% | | |
| #82 | | 41 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #83 | | 3 | 160 | 0 | 0 | 0 | 160 | 5 | 43 | 1 | 111 | 15 | 14 | 1 | 96 | 86.49% | 87.27% | | |
| #84 | | 0 | 37 | 0 | 0 | 0 | 37 | 0 | 4 | 0 | 33 | 5 | 3 | 2 | 28 | 84.85% | 90.32% | | |
| #85 | | 0 | 27 | 0 | 0 | 0 | 27 | 4 | 3 | 0 | 20 | 10 | 4 | 6 | 10 | 50.00% | 71.43% | | |
| #86 | | 4 | 363 | 0 | 0 | 0 | 363 | 9 | 24 | 3 | 327 | 34 | 23 | 11 | 293 | 89.60% | 92.72% | | |
| #87 | | 4 | 0 | 0 | 158 | 158 | 3 | 13 | 15 | 1 | 139 | 16 | 7 | 9 | 123 | 88.49% | 94.62% | | |
| #88 | | 4 | 15 | 0 | 0 | 0 | 15 | 13 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | |
| #89 | | 3 | 17 | 0 | 0 | 0 | 17 | 2 | 4 | 0 | 11 | 2 | 1 | 1 | 9 | 81.82% | 90.00% | | |
| #90 | | 11 | 1176 | 0 | 0 | 0 | 1176 | 81 | 150 | 1 | 944 | 46 | 29 | 17 | 898 | 95.13% | 96.87% | | |
| #91 | | 172 | 0 | 3339 | 0 | 0 | 3339 | 38 | 767 | 60 | 2474 | 1326 | 1170 | 156 | 1148 | 46.40% | 49.53% | | |
| #92 | | 5 | 111 | 0 | 0 | 0 | 111 | 12 | 11 | 0 | 88 | 24 | 19 | 5 | 64 | 72.73% | 77.11% | | |
| #93 | | 5 | 424 | 0 | 0 | 0 | 424 | 77 | 22 | 7 | 318 | 82 | 70 | 12 | 236 | 74.21% | 77.12% | | |
| #94 | | 44 | 16 | 0 | 0 | 0 | 16 | 3 | 0 | 0 | 13 | 1 | 1 | 0 | 12 | 92.31% | 92.31% | | |
| #95 | | 44 | 0 | 0 | 651 | 651 | 0 | 47 | 106 | 19 | 479 | 263 | 153 | 110 | 216 | 45.09% | 58.54% | | |
| #96 | | 116 | 278 | 0 | 0 | 0 | 278 | 43 | 84 | 3 | 148 | 67 | 47 | 20 | 81 | 54.73% | 63.28% | | |
| #97 | | 116 | 235 | 0 | 0 | 0 | 235 | 27 | 56 | 8 | 120 | 40 | 20 | 20 | 80 | 66.67% | 80.00% | | |
| #98 | | 124 | 0 | 0 | 0 | 0 | 0 | 2 | 24 | 0 | 209 | 7 | 6 | 1 | 202 | 96.65% | 97.12% | | |
| #99 | | 124 | 0 | 0 | 20495 | 20495 | 301 | 301 | 2208 | 0 | 17986 | 341 | 214 | 127 | 17645 | 98.10% | 98.80% | | |
| #100 | | 80 | 294 | 0 | 0 | 0 | 294 | 1 | 69 | 1 | 223 | 9 | 5 | 4 | 214 | 95.96% | 97.72% | | |
| #101 | | 80 | 0 | 0 | 15277 | 15277 | 196 | 196 | 1611 | 0 | 13470 | 902 | 247 | 655 | 12568 | 93.30% | 96.07% | | |
| #102 | | 8 | 83 | 0 | 0 | 0 | 83 | 2 | 6 | 0 | 75 | 1 | 1 | 0 | 74 | 98.67% | 98.67% | | |
| #103 | | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #104 | | 0 | 3 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | |
| #105 | | 18 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #106 | | 18 | 0 | 0 | 6 | 6 | 0 | 0 | 3 | 0 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | |
| #107 | | 289 | 0 | 2624 | 0 | 0 | 2624 | 8 | 782 | 33 | 1801 | 1122 | 941 | 181 | 679 | 37.70% | 41.91% | | |
| #108 | | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #109 | | 22 | 3291 | 0 | 0 | 0 | 3291 | 158 | 245 | 12 | 2876 | 116 | 105 | 11 | 2760 | 95.97% | 96.34% | | |
| #110 | | 10 | 386 | 0 | 0 | 0 | 386 | 51 | 14 | 12 | 309 | 133 | 120 | 13 | 176 | 56.96% | 59.46% | | |
| #111 | | 1 | 85 | 0 | 0 | 0 | 85 | 6 | 4 | 0 | 75 | 1 | 0 | 1 | 74 | 98.67% | 100.00% | | |
| #112 | | 10 | 457 | 0 | 0 | 0 | 457 | 24 | 3 | 6 | 424 | 31 | 28 | 3 | 393 | 92.69% | 93.35% | | |
| #113 | | 0 | 4 | 0 | 0 | 0 | 4 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 3 | 100.00% | 100.00% | | |
| #114 | | 9 | 39 | 0 | 0 | 0 | 39 | 5 | 6 | 2 | 26 | 10 | 6 | 4 | 16 | 61.54% | 72.73% | | |
| #115 | | 9 | 0 | 0 | 3 | 3 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #116 | | 8 | 116 | 0 | 0 | 0 | 116 | 11 | 13 | 1 | 91 | 18 | 15 | 3 | 73 | 80.22% | 82.95% | | |
| #117 | | 23 | 219 | 0 | 0 | 0 | 219 | 20 | 25 | 2 | 172 | 34 | 27 | 7 | 138 | 80.23% | 83.64% | | |
| #118 | | 0 | 28 | 0 | 0 | 0 | 28 | 1 | 0 | 0 | 27 | 0 | 0 | 0 | 27 | 100.00% | 100.00% | | |
| #119 | | 3 | 402 | 0 | 0 | 0 | 402 | 41 | 34 | 7 | 320 | 39 | 30 | 9 | 281 | 87.81% | 90.35% | | |
| #120 | | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | |

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | | |
|-----------------------|--------------|------------------|-------|-----|------|---------------------------|------|---------------------|--------------------------------------|-----------------------|------------------|--------------------|----------------------------|-----------------------|---------------------------|---------------------------|-------------|---------------------|---------------------------------------|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | | |
| Name | RESH/ OCN | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | Total Mech LSR's | Manual Total Manual Fallout | Auto Clarification | Pending Supps | Validated LSR's | Total System Fallout | Errors | | CLEC Caused Fallout | Issued SO's | Base Calculation | CLEC Error Excluded Calculation |
| | | | | | | LENS | EDI | | | | | | | BST Caused Fallout | CLEC Caused Fallout | | | | |
| #121 | | 342 | 6352 | 0 | 0 | 0 | 6352 | 838 | 1498 | 83 | 3933 | 1348 | 1122 | 226 | 2585 | 65.73% | 69.73% | | |
| #122 | | 0 | 146 | 0 | 0 | 0 | 146 | 20 | 4 | 0 | 122 | 6 | 5 | 1 | 116 | 95.08% | 95.87% | | |
| #123 | | 69 | 488 | 0 | 0 | 0 | 488 | 20 | 73 | 9 | 386 | 41 | 27 | 14 | 345 | 89.38% | 92.74% | | |
| #124 | | 69 | 0 | 0 | 2236 | 2236 | 0 | 39 | 206 | 52 | 1939 | 52 | 30 | 22 | 1887 | 97.32% | 98.44% | | |
| #125 | | 8 | 644 | 0 | 0 | 644 | 0 | 33 | 22 | 6 | 583 | 23 | 22 | 1 | 560 | 96.05% | 96.22% | | |
| #126 | | 4 | 298 | 0 | 0 | 298 | 0 | 13 | 14 | 5 | 266 | 57 | 49 | 8 | 209 | 78.57% | 81.01% | | |
| #127 | | 9 | 197 | 0 | 0 | 197 | 0 | 12 | 11 | 0 | 174 | 8 | 4 | 4 | 166 | 95.40% | 97.65% | | |
| #128 | | 3 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | |
| #129 | | 3 | 6 | 0 | 0 | 6 | 0 | 3 | 1 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | |
| #130 | | 34 | 1854 | 0 | 0 | 1854 | 0 | 40 | 89 | 4 | 1721 | 93 | 78 | 15 | 1628 | 94.60% | 96.43% | | |
| #131 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #132 | | 9 | 411 | 0 | 0 | 411 | 0 | 43 | 18 | 5 | 345 | 16 | 16 | 0 | 329 | 95.36% | 95.36% | | |
| #133 | | 7 | 617 | 0 | 0 | 617 | 0 | 36 | 28 | 1 | 552 | 30 | 21 | 9 | 522 | 94.57% | 96.13% | | |
| #134 | | 30 | 11 | 0 | 0 | 11 | 0 | 1 | 3 | 1 | 6 | 4 | 4 | 0 | 2 | 33.33% | 33.33% | | |
| #135 | | 16 | 1253 | 0 | 0 | 1253 | 0 | 29 | 34 | 13 | 1177 | 37 | 25 | 12 | 1140 | 96.86% | 97.85% | | |
| #136 | | 156 | 0 | 0 | 1687 | 1687 | 0 | 37 | 638 | 47 | 965 | 386 | 262 | 124 | 579 | 60.00% | 68.85% | | |
| #137 | | 47 | 7166 | 0 | 0 | 7166 | 0 | 435 | 499 | 60 | 6172 | 270 | 242 | 28 | 5902 | 95.63% | 96.06% | | |
| #138 | | 47 | 0 | 0 | 11 | 11 | 0 | 0 | 2 | 0 | 9 | 0 | 0 | 0 | 9 | 100.00% | 100.00% | | |
| #139 | | 11 | 823 | 0 | 0 | 823 | 0 | 45 | 56 | 1 | 721 | 31 | 22 | 9 | 690 | 95.70% | 96.91% | | |
| #140 | | 1 | 39 | 0 | 0 | 39 | 0 | 7 | 5 | 0 | 27 | 11 | 9 | 2 | 16 | 59.26% | 64.00% | | |
| #141 | | 23 | 1145 | 0 | 0 | 1145 | 0 | 79 | 108 | 2 | 956 | 75 | 48 | 27 | 881 | 92.15% | 94.83% | | |
| #142 | | 27 | 3777 | 0 | 0 | 3777 | 0 | 227 | 435 | 5 | 3110 | 95 | 69 | 26 | 3015 | 96.95% | 97.76% | | |
| #143 | | 22 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #144 | | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | |
| #145 | | 2 | 1904 | 0 | 0 | 1904 | 0 | 81 | 236 | 23 | 1564 | 179 | 129 | 50 | 1385 | 88.55% | 91.48% | | |
| #146 | | 3413 | 64 | 0 | 0 | 64 | 0 | 3 | 52 | 0 | 9 | 4 | 4 | 0 | 5 | 55.56% | 55.56% | | |
| #147 | | 3413 | 0 | 0 | 413 | 413 | 0 | 279 | 95 | 1 | 38 | 37 | 8 | 29 | 1 | 2.63% | 11.11% | | |
| #148 | | 1 | 341 | 0 | 0 | 341 | 0 | 32 | 33 | 6 | 270 | 25 | 15 | 10 | 245 | 90.74% | 94.23% | | |
| #149 | | 0 | 97 | 0 | 0 | 97 | 0 | 16 | 4 | 1 | 76 | 6 | 5 | 1 | 70 | 92.11% | 93.33% | | |
| #150 | | 46 | 38 | 0 | 0 | 38 | 0 | 1 | 14 | 0 | 23 | 4 | 4 | 0 | 19 | 82.61% | 82.61% | | |
| #151 | | 5 | 20 | 0 | 0 | 20 | 0 | 0 | 2 | 0 | 18 | 2 | 2 | 0 | 16 | 88.89% | 88.89% | | |
| #152 | | 9 | 329 | 0 | 0 | 329 | 0 | 25 | 58 | 2 | 244 | 21 | 14 | 7 | 223 | 91.39% | 94.09% | | |
| #153 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | |
| #154 | | 28 | 1480 | 0 | 0 | 1480 | 0 | 117 | 150 | 10 | 1203 | 98 | 81 | 17 | 1105 | 91.85% | 93.17% | | |
| #155 | | 3 | 154 | 0 | 0 | 154 | 0 | 10 | 13 | 1 | 130 | 4 | 4 | 0 | 126 | 96.92% | 96.92% | | |
| #156 | | 155 | 11643 | 0 | 0 | 11643 | 0 | 181 | 815 | 40 | 10607 | 607 | 528 | 79 | 10000 | 94.28% | 94.98% | | |
| #157 | | 3 | 138 | 0 | 0 | 138 | 0 | 8 | 11 | 4 | 115 | 16 | 9 | 7 | 99 | 86.09% | 91.67% | | |
| #158 | | 14 | 585 | 0 | 0 | 585 | 0 | 28 | 105 | 4 | 448 | 94 | 69 | 25 | 354 | 79.02% | 83.69% | | |
| #159 | | 11 | 853 | 0 | 0 | 853 | 0 | 50 | 61 | 4 | 738 | 47 | 41 | 6 | 691 | 93.63% | 94.40% | | |
| #160 | | 1 | 14 | 0 | 0 | 14 | 0 | 0 | 4 | 0 | 10 | 7 | 6 | 1 | 3 | 30.00% | 33.33% | | |

REPORT: PERCENT FLOW THRU SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | | | | |
|-----------------------|------------|----------------|---------------------------|-----|-----|------|------------------|-----------------------------|----------------------------|---------------|-----------------|----------------------|--------------------|------|----------------------|-------------|------------------|----------------------------------|--|--|--|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | | | | |
| Name | RESH / OCN | FATAL REJECTS | Mechanized Interface Used | | | | Total Mech LSR's | Manual Total Manual Fallout | Rejects Auto Clarification | Pending Supps | Validated LSR's | Total System Fallout | Errors | | C/LEC Caused Fallout | Issued SO's | Base Calculation | C/LEC Error Excluded Calculation | | | |
| | | | LENS | EDI | TAG | | | | | | | | BST Caused Fallout | | | | | | | | |
| #161 | | 1 | 1195 | 0 | 0 | 1195 | 45 | 101 | 28 | 1021 | 69 | 42 | 27 | 952 | 93.24% | 95.77% | | | | | |
| #162 | | 0 | 49 | 0 | 0 | 49 | 2 | 4 | 1 | 42 | 12 | 10 | 2 | 30 | 71.43% | 75.00% | | | | | |
| #163 | | 7 | 483 | 0 | 0 | 483 | 41 | 29 | 10 | 403 | 190 | 168 | 22 | 213 | 52.85% | 55.91% | | | | | |
| #164 | | 66 | 18 | 0 | 0 | 18 | 0 | 9 | 0 | 9 | 9 | 9 | 0 | 0 | 0.00% | 0.00% | | | | | |
| #165 | | 0 | 29 | 0 | 0 | 29 | 0 | 11 | 0 | 18 | 0 | 0 | 0 | 18 | 100.00% | 100.00% | | | | | |
| #166 | | 7 | 719 | 0 | 0 | 719 | 50 | 48 | 10 | 611 | 10 | 9 | 1 | 601 | 98.36% | 98.52% | | | | | |
| #167 | | 0 | 17 | 0 | 0 | 17 | 0 | 0 | 0 | 17 | 1 | 0 | 1 | 16 | 94.12% | 100.00% | | | | | |
| #168 | | 18 | 198 | 0 | 0 | 198 | 22 | 27 | 1 | 148 | 16 | 14 | 2 | 132 | 89.19% | 90.41% | | | | | |
| #169 | | 0 | 290 | 0 | 0 | 290 | 14 | 19 | 3 | 254 | 11 | 10 | 1 | 243 | 95.67% | 96.05% | | | | | |
| #170 | | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | | | | |
| #171 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | |
| #172 | | 2 | 141 | 0 | 0 | 141 | 8 | 19 | 1 | 113 | 5 | 4 | 1 | 108 | 95.58% | 96.43% | | | | | |
| #173 | | 0 | 86 | 0 | 0 | 86 | 9 | 14 | 0 | 63 | 9 | 7 | 2 | 54 | 85.71% | 88.52% | | | | | |
| #174 | | 21 | 2442 | 0 | 0 | 2442 | 218 | 215 | 22 | 1987 | 173 | 121 | 52 | 1814 | 91.29% | 93.75% | | | | | |
| #175 | | 8 | 1546 | 0 | 0 | 1546 | 89 | 134 | 26 | 1297 | 133 | 116 | 17 | 1164 | 89.75% | 90.94% | | | | | |
| #176 | | 15 | 844 | 0 | 0 | 844 | 46 | 38 | 5 | 755 | 47 | 40 | 7 | 708 | 93.77% | 94.65% | | | | | |
| #177 | | 28 | 2613 | 0 | 0 | 2613 | 195 | 130 | 27 | 2261 | 293 | 258 | 35 | 1968 | 87.04% | 88.41% | | | | | |
| #178 | | 0 | 356 | 0 | 0 | 356 | 19 | 40 | 0 | 297 | 25 | 22 | 3 | 272 | 91.58% | 92.52% | | | | | |
| #179 | | 0 | 100 | 0 | 0 | 100 | 7 | 6 | 0 | 87 | 6 | 6 | 0 | 81 | 93.10% | 93.10% | | | | | |
| #180 | | 1 | 14 | 0 | 0 | 14 | 0 | 2 | 0 | 12 | 4 | 2 | 2 | 8 | 66.67% | 80.00% | | | | | |
| #181 | | 53 | 138 | 0 | 0 | 138 | 37 | 16 | 1 | 84 | 20 | 19 | 1 | 64 | 76.19% | 77.11% | | | | | |
| #182 | | 53 | 0 | 0 | 490 | 490 | 57 | 55 | 3 | 375 | 41 | 26 | 15 | 334 | 89.07% | 92.78% | | | | | |
| #183 | | 1 | 8 | 0 | 0 | 8 | 0 | 1 | 1 | 6 | 0 | 0 | 0 | 6 | 100.00% | 100.00% | | | | | |
| #184 | | 4 | 202 | 0 | 0 | 202 | 29 | 28 | 0 | 145 | 23 | 22 | 1 | 122 | 84.14% | 84.72% | | | | | |
| #185 | | 38 | 320 | 0 | 0 | 320 | 50 | 26 | 7 | 237 | 45 | 35 | 10 | 192 | 81.01% | 84.58% | | | | | |
| #186 | | 0 | 106 | 0 | 0 | 106 | 14 | 4 | 2 | 86 | 10 | 10 | 0 | 76 | 88.37% | 88.37% | | | | | |
| #187 | | 9 | 746 | 0 | 0 | 746 | 44 | 114 | 1 | 587 | 52 | 41 | 11 | 535 | 91.14% | 92.88% | | | | | |
| #188 | | 0 | 3 | 0 | 0 | 3 | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | |
| #189 | | 1 | 181 | 0 | 0 | 181 | 10 | 18 | 1 | 152 | 18 | 13 | 5 | 134 | 88.16% | 91.16% | | | | | |
| #190 | | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | | |
| #191 | | 0 | 65 | 0 | 0 | 65 | 1 | 0 | 3 | 61 | 3 | 2 | 1 | 58 | 95.08% | 96.67% | | | | | |
| #192 | | 3 | 136 | 0 | 0 | 136 | 26 | 18 | 2 | 90 | 15 | 12 | 3 | 75 | 83.33% | 86.21% | | | | | |
| #193 | | 3 | 0 | 0 | 268 | 268 | 8 | 15 | 1 | 244 | 26 | 5 | 21 | 218 | 89.34% | 97.76% | | | | | |
| #194 | | 3 | 69 | 0 | 0 | 69 | 6 | 12 | 2 | 49 | 32 | 31 | 1 | 17 | 34.69% | 35.42% | | | | | |
| #195 | | 0 | 20 | 0 | 0 | 20 | 2 | 6 | 2 | 10 | 3 | 3 | 0 | 7 | 70.00% | 70.00% | | | | | |
| #196 | | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | |
| #197 | | 0 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | |
| #198 | | 50 | 666 | 0 | 0 | 666 | 71 | 67 | 4 | 524 | 105 | 79 | 26 | 419 | 79.96% | 84.14% | | | | | |
| #199 | | 50 | 0 | 0 | 220 | 220 | 7 | 19 | 0 | 194 | 10 | 7 | 3 | 184 | 94.65% | 96.34% | | | | | |
| #200 | | 9 | 38 | 0 | 0 | 38 | 7 | 5 | 0 | 26 | 10 | 7 | 3 | 16 | 61.54% | 69.57% | | | | | |

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|--------------|---------------------------|--------|------|-------|---------------------|-----------------------------|----------------------------------|------------------|--------|----------------------------|---------------------------------|---------------------------|-------------|---------------------|---------|---------|--------|--|--|--|---------------------------------------|--|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | | | | | | |
| Name | RESH/ OCN | Mechanized Interface Used | | | | | | | | | | Validated | | | | | | | | | | CLEC Error Excluded Calculation | |
| | | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual Manual Fallout | Rejects Auto Clarification | Pending Supps | LSR's | Total System Fallout | Errors BST Caused Fallout | CLEC Caused Fallout | Issued SO's | Base Calculation | | | | | | | | |
| #201 | | 4 | 84 | 0 | 0 | 84 | 6 | 8 | 2 | 68 | 8 | 8 | 6 | 6 | 2 | 60 | 88.24% | 90.91% | | | | | |
| #202 | | 13 | 688 | 0 | 0 | 688 | 75 | 83 | 7 | 523 | 48 | 36 | 36 | 12 | 475 | 90.82% | 92.95% | | | | | | |
| #203 | | 9 | 7 | 0 | 0 | 7 | 0 | 2 | 0 | 5 | 5 | 3 | 3 | 2 | 0 | 0.00% | 0.00% | | | | | | |
| #204 | | 6 | 335 | 0 | 0 | 335 | 10 | 27 | 3 | 295 | 47 | 45 | 45 | 2 | 248 | 84.07% | 84.64% | | | | | | |
| #205 | | 6 | 4 | 0 | 0 | 4 | 0 | 2 | 0 | 2 | 2 | 1 | 1 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #206 | | 8 | 386 | 0 | 0 | 386 | 50 | 93 | 12 | 231 | 67 | 57 | 57 | 10 | 164 | 71.00% | 74.21% | | | | | | |
| #207 | | 0 | 49 | 0 | 0 | 49 | 3 | 3 | 0 | 43 | 4 | 3 | 3 | 1 | 39 | 90.70% | 92.86% | | | | | | |
| #208 | | 105 | 3805 | 0 | 0 | 3805 | 337 | 366 | 44 | 3058 | 1300 | 1189 | 1189 | 111 | 1758 | 57.49% | 59.65% | | | | | | |
| #209 | | 0 | 14 | 0 | 0 | 14 | 1 | 6 | 0 | 7 | 7 | 7 | 7 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #210 | | 1 | 512 | 0 | 0 | 512 | 63 | 32 | 1 | 416 | 16 | 14 | 14 | 2 | 400 | 96.15% | 96.62% | | | | | | |
| #211 | | 4 | 58 | 0 | 0 | 58 | 1 | 2 | 3 | 52 | 30 | 29 | 29 | 1 | 22 | 42.31% | 43.14% | | | | | | |
| #212 | | 5 | 76 | 0 | 0 | 76 | 9 | 16 | 1 | 50 | 7 | 2 | 2 | 5 | 43 | 86.00% | 95.56% | | | | | | |
| #213 | | 1 | 161 | 0 | 0 | 161 | 12 | 17 | 2 | 130 | 12 | 9 | 9 | 3 | 118 | 90.77% | 92.91% | | | | | | |
| #214 | | 0 | 26 | 0 | 0 | 26 | 7 | 2 | 0 | 17 | 5 | 2 | 2 | 3 | 12 | 70.59% | 85.71% | | | | | | |
| #215 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |
| #216 | | 4 | 242 | 0 | 0 | 242 | 3 | 30 | 3 | 206 | 6 | 5 | 5 | 1 | 200 | 97.09% | 97.56% | | | | | | |
| #217 | | 1 | 27 | 0 | 0 | 27 | 1 | 3 | 2 | 21 | 7 | 5 | 5 | 2 | 14 | 66.67% | 73.68% | | | | | | |
| #218 | | 25 | 0 | 17 | 0 | 17 | 0 | 13 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | | | | | |
| LENS Subtotal/ | | 7770 | 168029 | 0 | 0 | 168029 | 9215 | 15020 | 1404 | 140390 | 13378 | 10122 | 10122 | 3256 | 127012 | 90.47% | 92.62% | | | | | | |
| EDI Subtotal/ | | 781 | 0 | 7641 | 0 | 7641 | 303 | 1794 | 150 | 5394 | 2639 | 2202 | 2202 | 437 | 2755 | 51.08% | 55.58% | | | | | | |
| TAG Subtotal/ | | 5769 | 0 | 0 | 65976 | 65976 | 1716 | 7276 | 383 | 56601 | 2867 | 1433 | 1433 | 1434 | 53734 | 94.93% | 97.40% | | | | | | |
| TOTAL INTERFACES | | 14320 | 168029 | 7641 | 65976 | 239646 | 11234 | 24090 | 1937 | 202385 | 18884 | 13757 | 13757 | 5127 | 183501 | 90.87% | 93.03% | | | | | | |

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|---------------------------------------|----------------|---------------|------|-----|-----|---------------------------|--------------------|--------------|------------------|--------|----------------|---------------|-----------|------------|-------------|--------------|-------------|---------|-------------|-------------|------------------|---------------------------------|
| | LEO | | | | | LESOG | | | | | LESOG | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | RESH / OCN | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | | Total Mech LSR's | Manual | Rejects | Pending Supps | Validated | Errors | | | Issued SO's | | | | | |
| | | | | | | Total | Auto Clarification | Total System | | | | | | BST Caused | CLEC Caused | Total System | | | | | | |
| Name | | | | | | | | | | | | | LSR's | Fallout | Fallout | Fallout | Fallout | Fallout | Calculation | Calculation | | |
| #1 | 2 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 6 | 0 | 0 | 7 | 7 | 3 | 4 | 0 | 0.00% | 0.00% | | | | |
| #2 | 12 | 6 | 0 | 0 | 6 | 6 | 1 | 0 | 0 | 0 | 0 | 5 | 2 | 1 | 1 | 3 | 60.00% | 75.00% | | | | |
| #3 | 1 | 20 | 0 | 0 | 20 | 4 | 4 | 1 | 1 | 0 | 0 | 15 | 4 | 4 | 0 | 11 | 73.33% | 73.33% | | | | |
| #4 | 17 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | |
| #5 | 0 | 7 | 0 | 0 | 7 | 0 | 0 | 2 | 2 | 1 | 4 | 4 | 3 | 3 | 0 | 1 | 25.00% | 25.00% | | | | |
| #6 | 2 | 11 | 0 | 0 | 11 | 5 | 5 | 0 | 0 | 0 | 0 | 6 | 1 | 1 | 0 | 5 | 83.33% | 83.33% | | | | |
| #7 | 30 | 25 | 0 | 0 | 25 | 13 | 13 | 3 | 3 | 0 | 0 | 9 | 4 | 4 | 0 | 5 | 55.56% | 55.56% | | | | |
| #8 | 29 | 610 | 0 | 0 | 610 | 228 | 228 | 58 | 58 | 13 | 13 | 311 | 160 | 137 | 23 | 151 | 48.55% | 52.43% | | | | |
| #9 | 41 | 191 | 0 | 0 | 191 | 23 | 23 | 10 | 10 | 9 | 9 | 149 | 25 | 23 | 2 | 124 | 83.22% | 84.35% | | | | |
| #10 | 41 | 0 | 0 | 37 | 37 | 3 | 3 | 8 | 8 | 0 | 0 | 26 | 13 | 7 | 6 | 13 | 50.00% | 65.00% | | | | |
| #11 | 7 | 52 | 0 | 0 | 52 | 7 | 7 | 9 | 9 | 5 | 5 | 31 | 16 | 15 | 1 | 15 | 48.39% | 50.00% | | | | |
| #12 | 12 | 12 | 0 | 0 | 12 | 3 | 3 | 7 | 7 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | |
| #13 | 10 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | |
| #14 | 16 | 1 | 0 | 0 | 1 | 0 | 0 | 16 | 16 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | |
| #15 | 33 | 46 | 0 | 0 | 46 | 9 | 9 | 0 | 0 | 0 | 0 | 21 | 4 | 3 | 1 | 17 | 80.95% | 85.00% | | | | |
| #16 | 7 | 16 | 0 | 0 | 16 | 8 | 8 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 8 | 100.00% | 100.00% | | | | |
| #17 | 30 | 238 | 0 | 0 | 238 | 25 | 25 | 42 | 42 | 7 | 7 | 164 | 32 | 28 | 4 | 132 | 80.49% | 82.50% | | | | |
| #18 | 3 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 2 | 0 | 2 | 50.00% | 50.00% | | | | |
| #19 | 7 | 253 | 0 | 0 | 253 | 50 | 50 | 18 | 18 | 6 | 6 | 179 | 63 | 54 | 9 | 116 | 64.80% | 68.24% | | | | |
| #20 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | |
| #21 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 2 | 2 | 0 | 1 | 33.33% | 33.33% | | | | |
| #22 | 0 | 76 | 0 | 0 | 76 | 7 | 7 | 8 | 8 | 0 | 0 | 61 | 15 | 14 | 1 | 46 | 75.41% | 76.67% | | | | |
| #23 | 6 | 121 | 0 | 0 | 121 | 27 | 27 | 10 | 10 | 2 | 2 | 82 | 42 | 31 | 11 | 40 | 48.78% | 56.34% | | | | |
| #24 | 9 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | |
| #25 | 2 | 21 | 0 | 0 | 21 | 2 | 2 | 0 | 0 | 0 | 0 | 19 | 10 | 9 | 1 | 9 | 47.37% | 50.00% | | | | |
| #26 | 1 | 6 | 0 | 0 | 6 | 3 | 3 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 1 | 2 | 66.67% | 100.00% | | | | |
| #27 | 368 | 693 | 0 | 0 | 693 | 327 | 327 | 46 | 46 | 24 | 24 | 296 | 121 | 110 | 11 | 175 | 59.12% | 61.40% | | | | |
| #28 | 368 | 0 | 0 | 59 | 59 | 27 | 27 | 6 | 6 | 6 | 6 | 20 | 8 | 7 | 1 | 12 | 60.00% | 63.16% | | | | |
| #29 | 0 | 4 | 0 | 0 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | | | | |
| #30 | 10 | 65 | 0 | 0 | 65 | 11 | 11 | 6 | 6 | 0 | 0 | 48 | 22 | 16 | 6 | 26 | 54.17% | 61.90% | | | | |
| #31 | 8 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | |
| #32 | 1 | 3 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0.00% | 0.00% | | | | |
| #33 | 0 | 13 | 0 | 0 | 13 | 6 | 6 | 1 | 1 | 0 | 0 | 6 | 2 | 2 | 0 | 4 | 66.67% | 66.67% | | | | |
| #34 | 14 | 12 | 0 | 0 | 12 | 1 | 1 | 5 | 5 | 0 | 0 | 6 | 0 | 0 | 0 | 6 | 100.00% | 100.00% | | | | |
| #35 | 36 | 18 | 0 | 0 | 18 | 8 | 8 | 2 | 2 | 1 | 1 | 7 | 6 | 4 | 2 | 1 | 14.29% | 20.00% | | | | |

ERING

REPORT: PERCENT FLOW THRU SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | LSR SUBMISSION | | | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | |
|-----------------------|----------------|------------|---------------|---------------------------|-----|-----|------------------|------------------|--------|---------|---------------|-----------------|----------------------|--------------------|----------------------|--------------------|---------------------|------------------|---------------------------------|
| | LEO | | | | | | | | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | Company Info | RESH / OCN | FATAL REJECTS | Mechanized Interface Used | | | | Total Mech LSR's | Manual | Rejects | Pending Supps | Validated LSR's | Errors | | | | | | |
| | | | | LENS | EDI | TAG | Total Mech LSR's | | | | | | Total Manual Fallout | Auto Clarification | Total System Fallout | BST Caused Fallout | CLEC Caused Fallout | Issued SO's | |
| #36 | | 0 | 6 | 0 | 0 | 0 | 6 | 3 | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 50.00% | 100.00% | |
| #37 | | 1 | 27 | 0 | 0 | 0 | 27 | 26 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | |
| #38 | | 1 | 28 | 0 | 0 | 0 | 28 | 18 | 2 | 0 | 8 | 3 | 3 | 3 | 0 | 5 | 62.50% | 62.50% | |
| #39 | | 3 | 39 | 0 | 0 | 0 | 39 | 12 | 2 | 0 | 25 | 15 | 12 | 12 | 3 | 10 | 40.00% | 45.45% | |
| #40 | | 34 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #41 | | 2 | 6 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 6 | 2 | 2 | 2 | 0 | 4 | 66.67% | 66.67% | |
| #42 | | 0 | 17 | 0 | 0 | 0 | 17 | 3 | 2 | 2 | 10 | 5 | 5 | 5 | 0 | 5 | 50.00% | 50.00% | |
| #43 | | 5 | 109 | 0 | 0 | 0 | 109 | 14 | 4 | 4 | 87 | 28 | 25 | 25 | 3 | 59 | 67.82% | 70.24% | |
| #44 | | 11 | 3 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #45 | | 1 | 19 | 0 | 0 | 0 | 19 | 11 | 3 | 0 | 5 | 1 | 1 | 1 | 0 | 4 | 80.00% | 80.00% | |
| #46 | | 74 | 936 | 0 | 0 | 0 | 936 | 190 | 108 | 22 | 616 | 256 | 210 | 46 | 360 | 58.44% | 63.16% | | |
| #47 | | 74 | 0 | 5 | 0 | 0 | 5 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #48 | | 3 | 91 | 0 | 0 | 0 | 91 | 34 | 3 | 0 | 54 | 25 | 19 | 6 | 29 | 53.70% | 60.42% | | |
| #49 | | 12 | 141 | 0 | 0 | 0 | 141 | 11 | 17 | 8 | 105 | 42 | 38 | 4 | 63 | 60.00% | 62.38% | | |
| #50 | | 11 | 309 | 0 | 0 | 0 | 309 | 42 | 40 | 4 | 223 | 76 | 53 | 23 | 147 | 65.92% | 73.50% | | |
| #51 | | 68 | 142 | 0 | 0 | 0 | 142 | 22 | 9 | 1 | 110 | 37 | 32 | 5 | 73 | 66.36% | 69.52% | | |
| #52 | | 68 | 0 | 1623 | 0 | 0 | 1623 | 962 | 108 | 114 | 439 | 194 | 111 | 83 | 245 | 55.81% | 68.82% | | |
| #53 | | 14 | 112 | 0 | 0 | 0 | 112 | 56 | 11 | 4 | 41 | 14 | 11 | 3 | 27 | 65.85% | 71.05% | | |
| #54 | | 7 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 100.00% | 100.00% | | |
| #55 | | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 0.00% | 0.00% | | |
| #56 | | 448 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | |
| #57 | | 3 | 615 | 0 | 0 | 0 | 615 | 95 | 118 | 1 | 401 | 96 | 78 | 18 | 305 | 76.06% | 79.63% | | |
| #58 | | 0 | 9 | 0 | 0 | 0 | 9 | 3 | 1 | 0 | 5 | 2 | 2 | 0 | 3 | 60.00% | 60.00% | | |
| #59 | | 0 | 6 | 0 | 0 | 0 | 6 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #60 | | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #61 | | 4 | 77 | 0 | 0 | 0 | 77 | 25 | 10 | 1 | 41 | 18 | 10 | 8 | 23 | 56.10% | 69.70% | | |
| #62 | | 3 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #63 | | 11 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | |
| #64 | | 0 | 13 | 0 | 0 | 0 | 13 | 2 | 0 | 0 | 11 | 7 | 4 | 3 | 4 | 36.36% | 50.00% | | |
| #65 | | 5 | 248 | 0 | 0 | 0 | 248 | 50 | 19 | 2 | 177 | 81 | 74 | 7 | 96 | 54.24% | 56.47% | | |
| #66 | | 5 | 50 | 0 | 0 | 0 | 50 | 13 | 1 | 1 | 35 | 22 | 20 | 2 | 13 | 37.14% | 39.39% | | |
| #67 | | 1 | 3 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | |
| #68 | | 116 | 734 | 0 | 0 | 0 | 734 | 105 | 62 | 22 | 545 | 321 | 281 | 40 | 224 | 41.10% | 44.36% | | |
| #69 | | 116 | 0 | 0 | 0 | 0 | 464 | 293 | 40 | 4 | 127 | 51 | 38 | 13 | 76 | 59.64% | 66.67% | | |
| #70 | | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | |

REPORT: PERCENT FLOW THRU SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | | |
|---------------------------------------|----------------|------|-----|-----|------------------|--------|----------------------|--------------------|---------------|-------|----------------|----------------------|--------------------|---------------------|-------------|------------------|---------------------------------|------------|
| | LEO | | | | | LESOG | | | | | Validated | Errors | | | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual | Total Manual Fallout | Auto Clarification | Pending Supps | LSR's | | Total System Fallout | BST Caused Fallout | CLEC Caused Fallout | | | | |
| | | | | | | | | | | | | | | | | | | RESH / OCN |
| #71 | 8 | 0 | 4 | 0 | 4 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 50.00% | 100.00% |
| #72 | 10 | 0 | 0 | 11 | 11 | 5 | 2 | 1 | 3 | 3 | 3 | 2 | 1 | 0 | 0 | 0 | 0.00% | 0.00% |
| #73 | 21 | 74 | 0 | 0 | 74 | 39 | 11 | 0 | 24 | 24 | 11 | 6 | 5 | 13 | 5 | 54.17% | 68.42% | |
| #74 | 4 | 4 | 0 | 0 | 4 | 0 | 0 | 1 | 3 | 3 | 2 | 2 | 0 | 1 | 0 | 33.33% | 33.33% | |
| #75 | 0 | 17 | 0 | 0 | 17 | 3 | 2 | 0 | 12 | 12 | 1 | 1 | 0 | 11 | 0 | 91.67% | 91.67% | |
| #76 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0.00% | 0.00% | |
| #77 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 100.00% | 100.00% | |
| #78 | 0 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 100.00% | 100.00% | |
| #79 | 0 | 5 | 0 | 0 | 5 | 2 | 1 | 0 | 2 | 2 | 1 | 0 | 1 | 1 | 0 | 50.00% | 100.00% | |
| #80 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #81 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0.00% | 0.00% | |
| #82 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 0 | 100.00% | 100.00% | |
| #83 | 0 | 0 | 0 | 6 | 6 | 0 | 4 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #84 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 100.00% | 100.00% | |
| #85 | 0 | 0 | 0 | 3 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #86 | 18 | 23 | 0 | 0 | 23 | 5 | 0 | 0 | 18 | 18 | 3 | 1 | 2 | 15 | 2 | 83.33% | 93.75% | |
| #87 | 18 | 0 | 0 | 313 | 313 | 60 | 56 | 1 | 196 | 196 | 63 | 49 | 14 | 133 | 133 | 67.86% | 73.08% | |
| #88 | 4 | 0 | 0 | 18 | 18 | 1 | 8 | 1 | 8 | 8 | 4 | 3 | 1 | 4 | 4 | 50.00% | 57.14% | |
| #89 | 2 | 133 | 0 | 0 | 133 | 14 | 8 | 1 | 110 | 110 | 91 | 56 | 35 | 19 | 19 | 17.27% | 25.33% | |
| #90 | 2 | 0 | 0 | 11 | 11 | 3 | 0 | 0 | 8 | 8 | 6 | 2 | 4 | 2 | 2 | 25.00% | 50.00% | |
| #91 | 113 | 0 | 9 | 0 | 9 | 0 | 5 | 0 | 4 | 4 | 2 | 2 | 0 | 2 | 0 | 50.00% | 50.00% | |
| #92 | 22 | 3 | 0 | 0 | 3 | 1 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 1 | 0 | 50.00% | 50.00% | |
| #93 | 10 | 274 | 0 | 0 | 274 | 77 | 14 | 9 | 174 | 174 | 80 | 68 | 12 | 94 | 94 | 54.02% | 58.02% | |
| #94 | 1 | 3 | 0 | 0 | 3 | 0 | 1 | 0 | 2 | 2 | 1 | 1 | 0 | 1 | 0 | 50.00% | 50.00% | |
| #95 | 0 | 13 | 0 | 0 | 13 | 3 | 0 | 0 | 10 | 10 | 3 | 3 | 0 | 7 | 7 | 70.00% | 70.00% | |
| #96 | 9 | 159 | 0 | 0 | 159 | 20 | 16 | 8 | 115 | 115 | 54 | 47 | 7 | 61 | 61 | 53.04% | 56.48% | |
| #97 | 9 | 0 | 0 | 66 | 66 | 43 | 7 | 2 | 14 | 14 | 5 | 2 | 3 | 9 | 9 | 64.29% | 81.82% | |
| #98 | 23 | 127 | 0 | 0 | 127 | 50 | 11 | 0 | 66 | 66 | 42 | 30 | 12 | 24 | 24 | 36.36% | 44.44% | |
| #99 | 23 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #100 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #101 | 342 | 752 | 0 | 0 | 752 | 189 | 155 | 16 | 382 | 382 | 251 | 182 | 69 | 131 | 131 | 34.29% | 41.85% | |
| #102 | 0 | 21 | 0 | 0 | 21 | 6 | 4 | 0 | 11 | 11 | 8 | 7 | 1 | 3 | 3 | 27.27% | 30.00% | |
| #103 | 8 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 1 | 1 | 50.00% | 100.00% | |
| #104 | 3 | 13 | 0 | 0 | 13 | 12 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 100.00% | 100.00% | |
| #105 | 3 | 76 | 0 | 0 | 76 | 10 | 7 | 1 | 58 | 58 | 18 | 14 | 4 | 40 | 40 | 68.97% | 74.07% | |

REPORT: PERCENT FLOW THRU ; SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/00 - 10/31/00

LRING

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | | |
|---------------------------------------|----------------|------|-----|-----|------------------|--------|---------|---------------|-----------|----------------------|--------------------|---------------------|--------------------|-------|-------|--------|-------|-------|-------|---|-------------|------------------|---------------------------------|
| | LEO | | | | | LESOG | | | | | LESOG | | | | | Errors | | | | | Issued SO's | Base Calculation | CLEC Error Excluded Calculation |
| | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual | Rejects | Pending Supps | Validated | Total System Fallout | BST Caused Fallout | CLEC Caused Fallout | Auto Clarification | LSR's | LSR's | LSR's | LSR's | LSR's | LSR's | | | | |
| | RESH / OCN | | | | | | | | | | | | | | | | | | | | | | |
| #106 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #107 | 7 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #108 | 30 | 1072 | 0 | 0 | 1072 | 170 | 143 | 19 | 740 | 282 | 143 | 19 | 740 | 282 | 252 | 30 | 458 | 0 | 0 | 0 | 61.89% | 64.51% | |
| #109 | 16 | 8 | 0 | 0 | 8 | 0 | 0 | 0 | 8 | 1 | 0 | 0 | 8 | 1 | 1 | 0 | 7 | 0 | 0 | 0 | 87.50% | 87.50% | |
| #110 | 9 | 51 | 0 | 0 | 51 | 13 | 12 | 3 | 23 | 12 | 12 | 3 | 23 | 10 | 10 | 2 | 11 | 0 | 0 | 0 | 47.83% | 52.38% | |
| #111 | 156 | 0 | 0 | 64 | 64 | 5 | 39 | 0 | 20 | 14 | 39 | 0 | 20 | 11 | 11 | 3 | 6 | 0 | 0 | 0 | 30.00% | 35.29% | |
| #112 | 0 | 5 | 0 | 0 | 5 | 3 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #113 | 11 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #114 | 1 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #115 | 23 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #116 | 22 | 167 | 0 | 0 | 167 | 13 | 3 | 1 | 150 | 72 | 3 | 1 | 150 | 58 | 58 | 14 | 78 | 0 | 0 | 0 | 52.00% | 57.35% | |
| #117 | 6 | 52 | 0 | 0 | 52 | 12 | 7 | 0 | 33 | 13 | 7 | 0 | 33 | 10 | 10 | 3 | 20 | 0 | 0 | 0 | 60.61% | 66.67% | |
| #118 | 2 | 17 | 0 | 0 | 17 | 2 | 0 | 1 | 14 | 7 | 0 | 1 | 14 | 1 | 1 | 6 | 7 | 0 | 0 | 0 | 50.00% | 87.50% | |
| #119 | 3413 | 64 | 0 | 0 | 64 | 14 | 25 | 0 | 25 | 24 | 25 | 0 | 25 | 23 | 23 | 1 | 1 | 0 | 0 | 0 | 4.00% | 4.17% | |
| #120 | 3413 | 0 | 0 | 107 | 107 | 37 | 59 | 1 | 10 | 10 | 59 | 1 | 10 | 2 | 2 | 8 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #121 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #122 | 46 | 475 | 0 | 0 | 475 | 70 | 78 | 10 | 317 | 130 | 78 | 10 | 317 | 112 | 112 | 18 | 187 | 0 | 0 | 0 | 58.99% | 62.54% | |
| #123 | 15 | 76 | 0 | 0 | 76 | 18 | 6 | 3 | 49 | 22 | 6 | 3 | 49 | 22 | 22 | 0 | 27 | 0 | 0 | 0 | 55.10% | 55.10% | |
| #124 | 9 | 48 | 0 | 0 | 48 | 3 | 21 | 3 | 21 | 10 | 21 | 3 | 21 | 6 | 6 | 4 | 11 | 0 | 0 | 0 | 52.38% | 64.71% | |
| #125 | 0 | 17 | 0 | 0 | 17 | 7 | 2 | 0 | 8 | 2 | 2 | 0 | 8 | 0 | 0 | 2 | 6 | 0 | 0 | 0 | 75.00% | 100.00% | |
| #126 | 3 | 11 | 0 | 0 | 11 | 1 | 4 | 0 | 6 | 4 | 4 | 0 | 6 | 3 | 3 | 1 | 2 | 0 | 0 | 0 | 33.33% | 40.00% | |
| #127 | 155 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #128 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #129 | 11 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 4 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 50.00% | 50.00% | |
| #130 | 1 | 46 | 0 | 0 | 46 | 4 | 7 | 1 | 34 | 22 | 7 | 1 | 34 | 18 | 18 | 4 | 12 | 0 | 0 | 0 | 35.29% | 40.00% | |
| #131 | 2 | 4 | 0 | 0 | 4 | 0 | 2 | 0 | 2 | 2 | 2 | 0 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #132 | 1 | 3 | 0 | 0 | 3 | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 50.00% | 50.00% | |
| #133 | 6 | 111 | 0 | 0 | 111 | 20 | 15 | 1 | 75 | 18 | 15 | 1 | 75 | 14 | 14 | 4 | 57 | 0 | 0 | 0 | 76.00% | 80.28% | |
| #134 | 7 | 11 | 0 | 0 | 11 | 4 | 2 | 0 | 5 | 1 | 2 | 0 | 5 | 1 | 1 | 0 | 4 | 0 | 0 | 0 | 80.00% | 80.00% | |
| #135 | 66 | 25 | 0 | 0 | 25 | 7 | 5 | 0 | 13 | 3 | 5 | 0 | 13 | 2 | 2 | 1 | 10 | 0 | 0 | 0 | 76.92% | 83.33% | |
| #136 | 7 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #137 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 100.00% | 100.00% | |
| #138 | 18 | 30 | 0 | 0 | 30 | 2 | 9 | 0 | 19 | 7 | 9 | 0 | 19 | 6 | 6 | 1 | 12 | 0 | 0 | 0 | 63.16% | 66.67% | |
| #139 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #140 | 0 | 5 | 0 | 0 | 5 | 2 | 2 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | |
|-----------------------|------------|----------------|-------|------|------|---------------------------|-------|------------------|--------|---------|---------------|----------------|----------------------|--------------------|---------------------|-------------|------------------|---------------------------------|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | |
| Name | RESH / OCN | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | Total Mech LSR's | Manual | Rejects | Pending Supps | Validated | Total System Fallout | BST Caused Fallout | CLEC Caused Fallout | Issued SO's | Base Calculation | CLEC Error Excluded Calculation |
| | | | | | | LENS | EDI | | | | | | | | | | | |
| #141 | | 2 | 5 | 0 | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 0 | 3 | 100.00% | 100.00% |
| #142 | | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% |
| #143 | | 21 | 12 | 0 | 0 | 0 | 12 | 2 | 1 | 0 | 0 | 9 | 3 | 3 | 0 | 6 | 66.67% | 66.67% |
| #144 | | 8 | 7 | 0 | 0 | 0 | 7 | 1 | 0 | 0 | 1 | 5 | 1 | 1 | 0 | 4 | 80.00% | 80.00% |
| #145 | | 15 | 5 | 0 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 4 | 1 | 1 | 0 | 3 | 75.00% | 75.00% |
| #146 | | 1 | 18 | 0 | 0 | 0 | 18 | 1 | 13 | 0 | 4 | 4 | 2 | 1 | 2 | 2 | 50.00% | 66.67% |
| #147 | | 4 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% |
| #148 | | 38 | 5 | 0 | 0 | 0 | 5 | 3 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% |
| #149 | | 9 | 7 | 0 | 0 | 0 | 7 | 0 | 1 | 0 | 0 | 6 | 1 | 0 | 1 | 5 | 83.33% | 100.00% |
| #150 | | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% |
| #151 | | 0 | 10 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 10 | 1 | 1 | 0 | 9 | 90.00% | 90.00% |
| #152 | | 3 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% |
| #153 | | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% |
| #154 | | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% |
| #155 | | 10 | 6 | 0 | 0 | 0 | 6 | 3 | 0 | 0 | 0 | 3 | 3 | 3 | 0 | 0 | 0.00% | 0.00% |
| #156 | | 9 | 62 | 0 | 0 | 0 | 62 | 8 | 17 | 4 | 33 | 19 | 16 | 3 | 14 | 42.42% | 46.67% | |
| #157 | | 0 | 10 | 0 | 0 | 0 | 10 | 1 | 1 | 0 | 8 | 5 | 3 | 2 | 3 | 3 | 37.50% | 50.00% |
| #158 | | 0 | 39 | 0 | 0 | 0 | 39 | 6 | 5 | 3 | 25 | 14 | 13 | 1 | 11 | 44.00% | 45.83% | |
| #159 | | 13 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #160 | | 9 | 9 | 0 | 0 | 0 | 9 | 2 | 3 | 0 | 4 | 0 | 0 | 0 | 4 | 100.00% | 100.00% | |
| #161 | | 6 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% |
| #162 | | 8 | 154 | 0 | 0 | 0 | 154 | 56 | 26 | 4 | 68 | 44 | 36 | 8 | 24 | 35.29% | 40.00% | |
| #163 | | 105 | 135 | 0 | 0 | 0 | 135 | 32 | 20 | 3 | 80 | 39 | 34 | 5 | 41 | 51.25% | 54.67% | |
| #164 | | 1 | 4 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | |
| #165 | | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #166 | | 25 | 4 | 0 | 0 | 0 | 4 | 3 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% |
| #167 | | 25 | 0 | 3 | 0 | 0 | 3 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #168 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% |
| LENS Subtotal | | 6194 | 10826 | 0 | 0 | 0 | 10826 | 2440 | 1342 | 236 | 6808 | 2953 | 2440 | 513 | 3855 | 56.62% | 61.24% | |
| EDI Subtotal | | 288 | 0 | 1644 | 0 | 0 | 1644 | 969 | 114 | 114 | 447 | 197 | 113 | 84 | 250 | 55.93% | 68.87% | |
| TAG Subtotal | | 4165 | 0 | 0 | 1180 | 1180 | 1180 | 483 | 235 | 17 | 445 | 188 | 128 | 60 | 257 | 57.75% | 66.75% | |
| TOTAL INTERFACES | | 10647 | 10826 | 1644 | 1180 | 13650 | 3892 | 3892 | 1691 | 367 | 7700 | 3338 | 2681 | 657 | 4362 | 56.65% | 61.93% | |

| AGGREGATE ORDER TYPES | | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | | | | | | FLOWTHROUGH | |
|-----------------------|------------|----------------|------|-----|-----|------------------|---------|--------------|--------------------|---------------|-----------|----------------|------------|---------|-------------|------------------|---------------------------------|--|--|--|--|-------------|--|
| Company Info | | LEO | | | | | | | | | | LESOG | | | | | | | | | | | |
| Name | RESH / OCN | FATAL REJECTS | LENS | EDI | TAG | Total Mech LSR's | Manual | Total Manual | Rejects | Pending Supps | Validated | Total System | BST Caused | CLEC | Issued SO's | Base Calculation | CLEC Error Excluded Calculation | | | | | | |
| | | | | | | LSR's | Fallout | Total | Auto Clarification | | LSR's | Fallout | Fallout | Fallout | | Calculation | Calculation | | | | | | |
| #1 | | 1 | 12 | 0 | 0 | 12 | 2 | 2 | 7 | 0 | 3 | 1 | 1 | 0 | 2 | 66.67% | 66.67% | | | | | | |
| #2 | | 29 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #3 | | 12 | 213 | 0 | 0 | 213 | 27 | 27 | 32 | 0 | 154 | 71 | 12 | 59 | 83 | 53.90% | 87.37% | | | | | | |
| #4 | | 10 | 0 | 146 | 0 | 146 | 70 | 70 | 26 | 23 | 27 | 11 | 7 | 4 | 16 | 59.26% | 69.57% | | | | | | |
| #5 | | 7 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 100.00% | 100.00% | | | | | | |
| #6 | | 30 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #7 | | 7 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #8 | | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #9 | | 9 | 0 | 186 | 0 | 186 | 128 | 128 | 24 | 22 | 12 | 8 | 8 | 0 | 4 | 33.33% | 33.33% | | | | | | |
| #10 | | 9 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #11 | | 42 | 0 | 212 | 0 | 212 | 163 | 163 | 22 | 11 | 16 | 11 | 8 | 3 | 5 | 31.25% | 38.46% | | | | | | |
| #12 | | 368 | 4102 | 0 | 0 | 4102 | 927 | 927 | 572 | 100 | 2503 | 994 | 897 | 97 | 1509 | 60.29% | 62.72% | | | | | | |
| #13 | | 368 | 0 | 0 | 224 | 224 | 131 | 131 | 22 | 7 | 64 | 19 | 18 | 1 | 45 | 70.31% | 71.43% | | | | | | |
| #14 | | 0 | 3 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | | | | | | |
| #15 | | 0 | 38 | 0 | 0 | 38 | 10 | 10 | 7 | 0 | 21 | 15 | 15 | 0 | 6 | 28.57% | 28.57% | | | | | | |
| #16 | | 8 | 27 | 0 | 0 | 27 | 0 | 0 | 6 | 6 | 15 | 10 | 3 | 7 | 5 | 33.33% | 62.50% | | | | | | |
| #17 | | 36 | 0 | 464 | 0 | 464 | 343 | 343 | 35 | 42 | 44 | 33 | 24 | 9 | 11 | 25.00% | 31.43% | | | | | | |
| #18 | | 120 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #19 | | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #20 | | 50 | 0 | 245 | 0 | 245 | 109 | 109 | 53 | 44 | 39 | 23 | 19 | 4 | 16 | 41.03% | 45.71% | | | | | | |
| #21 | | 11 | 31 | 0 | 0 | 31 | 5 | 5 | 24 | 0 | 2 | 2 | 1 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #22 | | 68 | 0 | 15 | 0 | 15 | 1 | 1 | 5 | 2 | 7 | 3 | 1 | 2 | 4 | 57.14% | 80.00% | | | | | | |
| #23 | | 16 | 0 | 964 | 0 | 964 | 261 | 261 | 60 | 0 | 643 | 2 | 1 | 1 | 641 | 99.69% | 99.84% | | | | | | |
| #24 | | 0 | 12 | 0 | 0 | 12 | 1 | 1 | 1 | 4 | 6 | 6 | 6 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #25 | | 448 | 0 | 0 | 8 | 8 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #26 | | 11 | 7 | 0 | 0 | 7 | 0 | 0 | 4 | 0 | 3 | 3 | 3 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #27 | | 15 | 140 | 0 | 0 | 140 | 0 | 0 | 33 | 7 | 100 | 63 | 26 | 37 | 37 | 37.00% | 58.73% | | | | | | |
| #28 | | 172 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #29 | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #30 | | 116 | 40 | 0 | 0 | 40 | 10 | 10 | 16 | 1 | 13 | 13 | 12 | 1 | 0 | 0.00% | 0.00% | | | | | | |
| #31 | | 116 | 0 | 0 | 43 | 43 | 18 | 18 | 17 | 1 | 7 | 6 | 5 | 1 | 1 | 14.29% | 16.67% | | | | | | |
| #32 | | 8 | 8 | 0 | 0 | 8 | 6 | 6 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0.00% | 0.00% | | | | | | |
| #33 | | 0 | 5 | 0 | 0 | 5 | 1 | 1 | 3 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | | | | | | |
| #34 | | 21 | 0 | 313 | 0 | 313 | 191 | 191 | 45 | 23 | 54 | 12 | 6 | 6 | 42 | 77.78% | 87.50% | | | | | | |
| #35 | | 25 | 0 | 104 | 0 | 104 | 26 | 26 | 25 | 6 | 47 | 46 | 6 | 40 | 1 | 2.13% | 14.29% | | | | | | |
| #36 | | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |
| #37 | | 113 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | | | | | | |

| AGGREGATE ORDER TYPES Company Info | LSR SUBMISSION | | | | | | | | | | LSR PROCESSING | | | | | FLOWTHROUGH | |
|---------------------------------------|----------------|------|------|-------|---------------------------|----------------------|---------|---------------|-----------|----------------------|--------------------|--------------------|---------------------|-------------|---------|------------------|---------------------------------|
| | LEO | | | | | | | | | | LESOG | | | | | Base Calculation | CLEC Error Excluded Calculation |
| | FATAL REJECTS | LENS | EDI | TAG | Mechanized Interface Used | | Rejects | Pending Supps | Validated | Total System Failout | Errors | | CLEC Caused Failout | Issued SO's | | | |
| | | | | | Total Mech LSR's | Total Manual Failout | | | | | Auto Clarification | BST Caused Failout | | | CLEC | | |
| RESH / OCN | | | | | | | | | | | | | | | | | |
| #38 | 113 | 0 | 165 | 0 | 165 | 0 | 139 | 4 | 0 | 22 | 15 | 12 | 3 | 7 | 31.82% | 36.84% | |
| #39 | 9 | 12 | 0 | 0 | 12 | 2 | 2 | 7 | 0 | 3 | 3 | 2 | 1 | 0 | 0.00% | 0.00% | |
| #40 | 9 | 0 | 0 | 9 | 9 | 5 | 5 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 0.00% | 0.00% | |
| #41 | 23 | 33 | 0 | 0 | 33 | 7 | 7 | 13 | 2 | 11 | 11 | 11 | 0 | 0 | 0.00% | 0.00% | |
| #42 | 3 | 0 | 23 | 0 | 23 | 1 | 1 | 9 | 3 | 10 | 3 | 1 | 2 | 7 | 70.00% | 87.50% | |
| #43 | 3413 | 2298 | 0 | 0 | 2298 | 231 | 231 | 388 | 49 | 1630 | 479 | 383 | 96 | 1151 | 70.61% | 75.03% | |
| #44 | 3413 | 0 | 0 | 57620 | 57620 | 9190 | 9190 | 8943 | 941 | 38546 | 10612 | 8778 | 1834 | 27934 | 72.47% | 76.09% | |
| #45 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | |
| #46 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | |
| #47 | 1 | 141 | 0 | 0 | 141 | 40 | 40 | 30 | 3 | 68 | 5 | 4 | 1 | 63 | 92.65% | 94.03% | |
| #48 | 66 | 1618 | 0 | 0 | 1618 | 276 | 276 | 310 | 31 | 1001 | 351 | 293 | 58 | 650 | 64.94% | 68.93% | |
| #49 | 66 | 0 | 0 | 15 | 15 | 12 | 12 | 1 | 0 | 2 | 1 | 1 | 0 | 1 | 50.00% | 50.00% | |
| #50 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | |
| #51 | 15 | 0 | 0 | 32 | 32 | 0 | 0 | 0 | 0 | 32 | 32 | 31 | 1 | 0 | 0.00% | 0.00% | |
| #52 | 21 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 2 | 2 | 1 | 1 | 0 | 0.00% | 0.00% | |
| #53 | 39 | 0 | 0 | 790 | 790 | 400 | 400 | 8 | 23 | 359 | 154 | 136 | 18 | 205 | 57.10% | 60.12% | |
| #54 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% | 0.00% | |
| #55 | 1 | 125 | 0 | 0 | 125 | 19 | 19 | 24 | 7 | 75 | 48 | 37 | 11 | 27 | 36.00% | 42.19% | |
| #56 | 10 | 155 | 0 | 0 | 155 | 47 | 47 | 18 | 2 | 88 | 35 | 33 | 2 | 53 | 60.23% | 61.63% | |
| #57 | 5 | 123 | 0 | 0 | 123 | 16 | 16 | 46 | 2 | 59 | 12 | 9 | 3 | 47 | 79.66% | 83.93% | |
| #58 | 5 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100.00% | 100.00% | |
| #59 | 9 | 751 | 0 | 0 | 751 | 118 | 118 | 181 | 12 | 440 | 163 | 129 | 34 | 277 | 62.95% | 68.23% | |
| #60 | 9 | 0 | 0 | 7 | 7 | 6 | 6 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0.00% | 0.00% | |
| #61 | 6 | 19 | 0 | 0 | 19 | 0 | 0 | 17 | 0 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | |
| #62 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | |
| #63 | 23 | 0 | 89 | 0 | 89 | 21 | 21 | 17 | 14 | 37 | 25 | 15 | 10 | 12 | 32.43% | 44.44% | |
| #64 | 25 | 0 | 123 | 0 | 123 | 90 | 90 | 22 | 9 | 2 | 2 | 2 | 0 | 0 | 0.00% | 0.00% | |
| LENS Subtotal | 4309 | 9930 | 0 | 0 | 9930 | 1747 | 1747 | 1743 | 228 | 6212 | 2297 | 1884 | 413 | 3915 | 63.02% | 67.51% | |
| EDI Subtotal | 613 | 0 | 3050 | 0 | 3050 | 1543 | 1543 | 347 | 199 | 961 | 195 | 110 | 85 | 766 | 79.71% | 87.44% | |
| TAG Subtotal | 4618 | 0 | 0 | 58758 | 58758 | 9764 | 9764 | 9002 | 972 | 39020 | 10833 | 8974 | 1859 | 28187 | 72.24% | 75.85% | |
| TOTAL INTERFACES | 9540 | 9930 | 3050 | 58758 | 71738 | 13054 | 13054 | 11092 | 1399 | 46193 | 13325 | 10968 | 2357 | 32868 | 71.15% | 74.98% | |

JERING

REPORT: FLC TROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | | | ERROR DETAILS (Auto Clarifications (A) & Errors (E)) | | | CAUSATION | | | | | |
|----------------------------|-------|--------|--|-------|-----------|-----------|----------|-----------|-------|----------|-----------------|
| Error Type (by error code) | Count | % | Error Description | Count | % of CLEC | Count | % of Agg | % of CLEC | Count | % of Agg | % of BST Caused |
| 8825 | 12589 | 16.33% | MISCELLANEOUS | 3575 | 5.78% | 9014 | 71.60% | 59.295% | | | |
| 1000 | 7272 | 9.43% | MISCELLANEOUS | 7020 | 11.34% | 252 | 3.47% | 1.658% | | | |
| 7400 | 4726 | 6.13% | CLEC DOES NOT OWN THIS ACCOUNT. | 4725 | 7.63% | 1 | 0.02% | 0.007% | | | |
| 8190 | 3005 | 3.90% | INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN /PKG VM | 3005 | 4.85% | 0 | 0.00% | 0.000% | | | |
| 9841 | 2866 | 3.72% | REQUESTED ACTIVITY ALREADY PENDING DM4V32 | 2864 | 4.63% | 2 | 0.07% | 0.013% | | | |
| 8175 | 2687 | 3.49% | USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC | 2687 | 4.34% | 0 | 0.00% | 0.000% | | | |
| 7435 | 2567 | 3.33% | WKG SVC. - INPUT ADL. CONVSN ORD OR NOTE ABAND STA | 2567 | 4.15% | 0 | 0.00% | 0.000% | | | |
| 8970 | 2325 | 3.02% | FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC | 2321 | 3.75% | 4 | 0.17% | 0.026% | | | |
| 7055 | 2319 | 3.01% | NUM= TELNO= ACCOUNT IS FINAL | 2303 | 3.72% | 16 | 0.69% | 0.105% | | | |
| 9602 | 2308 | 2.99% | USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD | 2291 | 3.70% | 17 | 0.74% | 0.112% | | | |
| 8150 | 2195 | 2.85% | ORDER HAS BEEN REQUESTED FOR THE MAXIMUM NUMBER OF OCCURRENCES | 551 | 0.89% | 1644 | 74.90% | 10.814% | | | |
| 9627 | 2113 | 2.74% | ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER | 2108 | 3.41% | 5 | 0.24% | 0.033% | | | |
| 8830 | 1838 | 2.38% | CLEC ALREADY OWNS THIS ACCOUNT | 1810 | 2.92% | 28 | 1.52% | 0.184% | | | |
| 7805 | 1727 | 2.24% | SITE COULD NOT BE DETERMINED | 1141 | 1.84% | 586 | 33.93% | 3.855% | | | |
| 7465 | 1686 | 2.19% | CANNOT CANCEL ORDER | 1098 | 1.77% | 588 | 34.88% | 3.868% | | | |
| 8167 | 1375 | 1.78% | INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREX1 | 1375 | 2.22% | 0 | 0.00% | 0.000% | | | |
| 8189 | 1345 | 1.74% | USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6 | 1345 | 2.17% | 0 | 0.00% | 0.000% | | | |
| 7645 | 1219 | 1.59% | MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND | 482 | 0.78% | 737 | 60.46% | 4.848% | | | |
| 9481 | 1128 | 1.46% | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT | 1122 | 1.81% | 6 | 0.53% | 0.039% | | | |
| 7718 | 1043 | 1.35% | UNABLE TO RETRIEVE PSO TO PROCESS SUP | 417 | 0.67% | 626 | 60.02% | 4.118% | | | |
| 7860 | 1005 | 1.30% | RSAG - NO EXACT MATCH ON STREET NAME | 1002 | 1.62% | 3 | 0.30% | 0.020% | | | |
| 9529 | 1004 | 1.30% | CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED | 1003 | 1.62% | 1 | 0.10% | 0.007% | | | |
| 9515 | 949 | 1.23% | WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION | 942 | 1.52% | 7 | 0.74% | 0.046% | | | |
| 9637 | 920 | 1.19% | STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE | 911 | 1.47% | 9 | 0.98% | 0.059% | | | |
| 7250 | 915 | 1.19% | LSR HOUSENUMBER INCORRECT | 911 | 1.47% | 4 | 0.44% | 0.026% | | | |
| 8187 | 889 | 1.15% | USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN | 889 | 1.44% | 0 | 0.00% | 0.000% | | | |
| 9805 | 806 | 1.05% | NO DENIAL INDICATOR ON CUSTOMER RECORD | 806 | 1.30% | 0 | 0.00% | 0.000% | | | |
| 7110 | 732 | 0.95% | COFFI NOT AVAILABLE | 301 | 0.49% | 431 | 58.88% | 2.835% | | | |
| 8195 | 633 | 0.82% | CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN /CFND | 633 | 1.02% | 0 | 0.00% | 0.000% | | | |
| 7020 | 607 | 0.79% | NUM= TELNO= TN NOT FOUND IN CRIS | 605 | 0.98% | 2 | 0.33% | 0.013% | | | |
| 9496 | 565 | 0.73% | TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT= | 492 | 0.79% | 73 | 12.92% | 0.480% | | | |
| 7630 | 526 | 0.68% | MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH | 193 | 0.31% | 333 | 63.31% | 2.191% | | | |
| 7735 | 493 | 0.64% | INVALID/MISSING LISTING NAME OR TYPE | 493 | 0.80% | 0 | 0.00% | 0.000% | | | |
| 7660 | 468 | 0.61% | USOC FUJIX NOT FOR RESALE | 466 | 0.75% | 2 | 0.43% | 0.013% | | | |
| 8240 | 434 | 0.56% | INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE | 434 | 0.70% | 0 | 0.00% | 0.000% | | | |
| 8940 | 432 | 0.56% | CALL FORWARDING NUMBER MISSING OR INVALID | 430 | 0.69% | 2 | 0.46% | 0.013% | | | |
| 8820 | 344 | 0.45% | SOCs ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE | 227 | 0.37% | 117 | 34.01% | 0.770% | | | |
| 8197 | 342 | 0.44% | CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541 | 342 | 0.55% | 0 | 0.00% | 0.000% | | | |

JERING

REPORT: FLC CROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | | ERROR DETAILS (Auto Clarifications (A) & Errors (E)) | | CAUSATION | | | | | | | |
|----------------------------|-------|--|--------|-----------|-----------|-------|----------|-----------|-------|----------|-----------------|
| Error Type (by error code) | Count | % | Σ % | Count | % of CLEC | Count | % of Agg | % of CLEC | Count | % of Agg | % of BST Caused |
| 7710 | 341 | 0.44% | 91.75% | 237 | 0.38% | 104 | 30.50% | 0.684% | 0 | 0.00% | 0.000% |
| 8204 | 319 | 0.41% | 92.16% | 319 | 0.52% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 8209 | 317 | 0.41% | 92.57% | 317 | 0.51% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9442 | 282 | 0.37% | 92.94% | 279 | 0.45% | 3 | 1.06% | 0.020% | 0 | 0.00% | 0.000% |
| 9860 | 282 | 0.37% | 93.30% | 282 | 0.46% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 8173 | 263 | 0.34% | 93.65% | 263 | 0.42% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9647 | 243 | 0.32% | 93.96% | 243 | 0.39% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9488 | 239 | 0.31% | 94.27% | 239 | 0.39% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7890 | 230 | 0.30% | 94.57% | 228 | 0.37% | 2 | 0.87% | 0.013% | 0 | 0.00% | 0.000% |
| 8207 | 218 | 0.28% | 94.85% | 218 | 0.35% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7225 | 195 | 0.25% | 95.11% | 194 | 0.31% | 1 | 0.51% | 0.007% | 0 | 0.00% | 0.000% |
| 9439 | 189 | 0.25% | 95.35% | 188 | 0.30% | 1 | 0.53% | 0.007% | 0 | 0.00% | 0.000% |
| 7905 | 183 | 0.24% | 95.59% | 183 | 0.30% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7115 | 172 | 0.22% | 95.81% | 69 | 0.11% | 103 | 59.88% | 0.678% | 0 | 0.00% | 0.000% |
| 9160 | 169 | 0.22% | 96.03% | 169 | 0.27% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7500 | 163 | 0.21% | 96.24% | 37 | 0.06% | 126 | 77.30% | 0.829% | 0 | 0.00% | 0.000% |
| 8170 | 154 | 0.20% | 96.44% | 154 | 0.25% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7245 | 136 | 0.18% | 96.62% | 130 | 0.21% | 6 | 4.41% | 0.039% | 0 | 0.00% | 0.000% |
| 7715 | 136 | 0.18% | 96.79% | 60 | 0.10% | 76 | 55.88% | 0.500% | 0 | 0.00% | 0.000% |
| 9626 | 130 | 0.17% | 96.96% | 129 | 0.21% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9475 | 129 | 0.17% | 97.13% | 125 | 0.20% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9800 | 125 | 0.16% | 97.29% | 123 | 0.20% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9605 | 123 | 0.16% | 97.45% | 108 | 0.17% | 1 | 0.92% | 0.007% | 0 | 0.00% | 0.000% |
| 7145 | 109 | 0.14% | 97.59% | 99 | 0.16% | 10 | 9.17% | 0.066% | 0 | 0.00% | 0.000% |
| 7555 | 109 | 0.14% | 97.73% | 106 | 0.17% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9654 | 106 | 0.14% | 97.87% | 60 | 0.10% | 38 | 38.78% | 0.250% | 0 | 0.00% | 0.000% |
| 7910 | 98 | 0.13% | 98.00% | 16 | 0.03% | 68 | 80.95% | 0.447% | 0 | 0.00% | 0.000% |
| 7725 | 84 | 0.11% | 98.11% | 74 | 0.12% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 7380 | 74 | 0.10% | 98.20% | 70 | 0.11% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 8179 | 70 | 0.09% | 98.29% | 57 | 0.09% | 7 | 10.94% | 0.046% | 0 | 0.00% | 0.000% |
| 7815 | 64 | 0.08% | 98.38% | 58 | 0.09% | 2 | 3.33% | 0.013% | 0 | 0.00% | 0.000% |
| 7900 | 60 | 0.08% | 98.46% | 55 | 0.09% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9245 | 55 | 0.07% | 98.53% | 6 | 0.01% | 45 | 88.24% | 0.296% | 0 | 0.00% | 0.000% |
| 7945 | 51 | 0.07% | 98.59% | 50 | 0.08% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 8177 | 50 | 0.06% | 98.66% | 42 | 0.07% | 5 | 10.64% | 0.033% | 0 | 0.00% | 0.000% |
| 7315 | 47 | 0.06% | 98.72% | 43 | 0.07% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 9470 | 43 | 0.06% | 98.77% | 41 | 0.07% | 0 | 0.00% | 0.000% | 0 | 0.00% | 0.000% |
| 8183 | 41 | 0.05% | 98.83% | | | | | | | | |

| AGGREGATE ORDER TYPES | | | | CAUSATION | | | | | |
|--|-------|-------|--------|-------------|----------|-----------|-------|----------|-----------------|
| ERROR DETAILS (Auto Clarifications (A) & Errors (E)) | | | | CLEC Caused | | | | | |
| Error Type (by error code) | Count | % | Σ % | Count | % of Agg | % of CLEC | Count | % of Agg | % of BST Caused |
| 7300 | 40 | 0.05% | 98.88% | 40 | 100.00% | 0.06% | 0 | 0.00% | 0.000% |
| 7360 | 38 | 0.05% | 98.93% | 13 | 34.21% | 0.02% | 25 | 65.79% | 0.164% |
| 7230 | 37 | 0.05% | 98.98% | 36 | 97.30% | 0.06% | 1 | 2.70% | 0.007% |
| 9015 | 36 | 0.05% | 99.02% | 21 | 58.33% | 0.03% | 15 | 41.67% | 0.099% |
| 7445 | 34 | 0.04% | 99.07% | 34 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 8199 | 34 | 0.04% | 99.11% | 34 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 8415 | 34 | 0.04% | 99.16% | 34 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 9820 | 34 | 0.04% | 99.20% | 34 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 7295 | 33 | 0.04% | 99.24% | 34 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 8180 | 31 | 0.04% | 99.28% | 20 | 60.61% | 0.03% | 13 | 39.39% | 0.086% |
| 9479 | 28 | 0.04% | 99.32% | 31 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 9165 | 25 | 0.03% | 99.35% | 28 | 100.00% | 0.05% | 0 | 0.00% | 0.000% |
| 7375 | 24 | 0.03% | 99.38% | 25 | 100.00% | 0.04% | 0 | 0.00% | 0.000% |
| 9516 | 24 | 0.03% | 99.41% | 24 | 100.00% | 0.04% | 0 | 0.00% | 0.000% |
| 9543 | 24 | 0.03% | 99.44% | 21 | 87.50% | 0.03% | 3 | 12.50% | 0.020% |
| 9471 | 22 | 0.03% | 99.47% | 24 | 100.00% | 0.04% | 0 | 0.00% | 0.000% |
| 9466 | 21 | 0.03% | 99.50% | 21 | 95.45% | 0.03% | 1 | 4.55% | 0.007% |
| 9616 | 21 | 0.03% | 99.53% | 20 | 95.24% | 0.03% | 1 | 4.76% | 0.007% |
| 9628 | 21 | 0.03% | 99.56% | 21 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 9000 | 20 | 0.03% | 99.58% | 21 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 7690 | 19 | 0.02% | 99.61% | 19 | 95.00% | 0.03% | 1 | 5.00% | 0.007% |
| 9476 | 17 | 0.02% | 99.63% | 19 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 7267 | 16 | 0.02% | 99.65% | 17 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 8835 | 16 | 0.02% | 99.67% | 16 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 9155 | 16 | 0.02% | 99.69% | 16 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 9484 | 16 | 0.02% | 99.71% | 16 | 100.00% | 0.03% | 0 | 0.00% | 0.000% |
| 7255 | 15 | 0.02% | 99.73% | 15 | 93.75% | 0.02% | 1 | 6.25% | 0.007% |
| 9606 | 14 | 0.02% | 99.75% | 15 | 100.00% | 0.02% | 0 | 0.00% | 0.000% |
| 9060 | 10 | 0.01% | 99.76% | 14 | 100.00% | 0.02% | 0 | 0.00% | 0.000% |
| 9495 | 10 | 0.01% | 99.77% | 10 | 100.00% | 0.02% | 0 | 0.00% | 0.000% |
| 9523 | 10 | 0.01% | 99.79% | 10 | 100.00% | 0.02% | 0 | 0.00% | 0.000% |
| 7495 | 9 | 0.01% | 99.80% | 9 | 90.00% | 0.01% | 1 | 10.00% | 0.007% |
| 7880 | 9 | 0.01% | 99.81% | 2 | 22.22% | 0.00% | 7 | 77.78% | 0.046% |
| 8250 | 9 | 0.01% | 99.82% | 4 | 44.44% | 0.01% | 5 | 55.56% | 0.033% |
| 9772 | 9 | 0.01% | 99.83% | 9 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 8995 | 8 | 0.01% | 99.84% | 8 | 88.89% | 0.01% | 1 | 11.11% | 0.007% |
| 9517 | 7 | 0.01% | 99.85% | 8 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 7095 | 6 | 0.01% | 99.86% | 7 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| | | | | 3 | 50.00% | 0.00% | 3 | 50.00% | 0.020% |

ERING

REPORT: FLO. OUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | | | CAUSATION: | | | | | | |
|---|-------|-------|-------------|-------|----------|------------|-------|----------|-----------------|
| ERROR DETAILS (Auto Clarifications (A) & Errors (E)) | | | CLEC Caused | | | BST Caused | | | |
| Error Type (by error code) | Count | % | Σ % | Count | % of Agg | % of CLEC | Count | % of Agg | % of BST Caused |
| 7570 | 6 | 0.01% | 99.87% | 4 | 66.67% | 0.01% | 2 | 33.33% | 0.013% |
| 7570 | 6 | 0.01% | 99.88% | 6 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 7740 | 5 | 0.01% | 99.88% | 4 | 80.00% | 0.01% | 1 | 20.00% | 0.007% |
| 8155 | 5 | 0.01% | 99.89% | 3 | 60.00% | 0.00% | 2 | 40.00% | 0.013% |
| 7850 | 4 | 0.01% | 99.89% | 4 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 7875 | 4 | 0.01% | 99.90% | 4 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 8885 | 4 | 0.01% | 99.91% | 3 | 75.00% | 0.00% | 1 | 25.00% | 0.007% |
| 9629 | 4 | 0.01% | 99.91% | 4 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 9815 | 4 | 0.01% | 99.92% | 4 | 100.00% | 0.01% | 0 | 0.00% | 0.000% |
| 7785 | 3 | 0.00% | 99.92% | 2 | 66.67% | 0.00% | 1 | 33.33% | 0.007% |
| 7935 | 3 | 0.00% | 99.92% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 8185 | 3 | 0.00% | 99.93% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 8193 | 3 | 0.00% | 99.93% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 8980 | 3 | 0.00% | 99.94% | 2 | 66.67% | 0.00% | 1 | 33.33% | 0.007% |
| 9110 | 3 | 0.00% | 99.94% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9115 | 3 | 0.00% | 99.94% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9190 | 3 | 0.00% | 99.95% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9263 | 3 | 0.00% | 99.95% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9432 | 3 | 0.00% | 99.95% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9438 | 3 | 0.00% | 99.96% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9618 | 3 | 0.00% | 99.96% | 3 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 7100 | 2 | 0.00% | 99.96% | 0 | 0.00% | 0.00% | 2 | 100.00% | 0.013% |
| 7150 | 2 | 0.00% | 99.97% | 0 | 0.00% | 0.00% | 2 | 100.00% | 0.013% |
| 8425 | 2 | 0.00% | 99.97% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9005 | 2 | 0.00% | 99.97% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9045 | 2 | 0.00% | 99.98% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9434 | 2 | 0.00% | 99.98% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9474 | 2 | 0.00% | 99.98% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9487 | 2 | 0.00% | 99.98% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9600 | 2 | 0.00% | 99.99% | 1 | 50.00% | 0.00% | 1 | 50.00% | 0.007% |
| 9639 | 2 | 0.00% | 99.99% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 9646 | 2 | 0.00% | 99.99% | 2 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 6056 | 1 | 0.00% | 99.99% | 1 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 7755 | 1 | 0.00% | 99.99% | 0 | 0.00% | 0.00% | 1 | 100.00% | 0.007% |
| 7870 | 1 | 0.00% | 99.99% | 1 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 8130 | 1 | 0.00% | 100.00% | 1 | 100.00% | 0.00% | 0 | 0.00% | 0.000% |
| 8925 | 1 | 0.00% | 100.00% | 0 | 0.00% | 0.00% | 1 | 100.00% | 0.007% |
| 9090 | 1 | 0.00% | 100.00% | 0 | 0.00% | 0.00% | 1 | 100.00% | 0.007% |

JERING

REPORT: FLC CROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/00 - 10/31/00

| AGGREGATE ORDER TYPES | | | CAUSATION | | | |
|--|-------|-------|-------------|----------|------------|-----------------|
| ERROR DETAILS (Auto Clarifications (A) & Errors (E)) | | | CLEC Caused | | BST Caused | |
| Error Type (by error code) | Count | % | Count | % of Agg | Count | % of BST Caused |
| 9125 | 1 | 0.00% | 1 | 100.00% | 0 | 0.00% |
| NUM=-TELNO= TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE | | | 61898 | 100.00% | 15202 | 100.000% |

| AGGREGATE ORDER TYPES | | | |
|----------------------------------|-------|---------|---------|
| ERROR DETAILS (Fatal Errors) | | | |
| Error Type (by error code) | Count | % | Σ % |
| 1015 | 3837 | 30.979% | 30.979% |
| 2025 | 813 | 6.564% | 37.542% |
| 1645 | 482 | 3.891% | 41.434% |
| 1027 | 477 | 3.851% | 45.285% |
| 1023 | 474 | 3.827% | 49.112% |
| 4055 | 445 | 3.593% | 52.705% |
| 1650 | 429 | 3.464% | 56.168% |
| 1330 | 416 | 3.359% | 59.527% |
| 4115 | 415 | 3.351% | 62.877% |
| 1640 | 362 | 2.923% | 65.800% |
| 1030 | 351 | 2.834% | 68.634% |
| 1655 | 347 | 2.802% | 71.435% |
| 1154 | 312 | 2.519% | 73.954% |
| 4028 | 302 | 2.438% | 76.393% |
| 1153 | 273 | 2.204% | 78.597% |
| 4029 | 177 | 1.429% | 80.026% |
| 4010 | 156 | 1.259% | 81.285% |
| 1635 | 131 | 1.058% | 82.343% |
| 4042 | 130 | 1.050% | 83.393% |
| 3530 | 118 | 0.953% | 84.345% |
| 1050 | 104 | 0.840% | 85.185% |
| 2067 | 101 | 0.815% | 86.000% |
| 1007 | 96 | 0.775% | 86.775% |
| 3030 | 95 | 0.767% | 87.542% |
| 4052 | 95 | 0.767% | 88.309% |
| 4027 | 94 | 0.759% | 89.068% |
| 3070 | 64 | 0.517% | 89.585% |
| 1012 | 60 | 0.484% | 90.069% |
| 1085 | 55 | 0.444% | 90.513% |
| 3060 | 55 | 0.444% | 90.958% |
| 4050 | 52 | 0.420% | 91.377% |
| 3075 | 51 | 0.412% | 91.789% |

PON DUPLICATE ON INITIAL LSR
 EU-ZIP CODE REQUIRED
 LSR/PON AGED OFF
 PREVIOUS LSR AGED OFF - (K) STATUS
 NO ORIGINAL LSR FOUND FOR THIS SUP
 DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE
 LSR/PON COMPLETED
 BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
 SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
 NO ORIGINAL LSR FOUND FOR THIS SUP
 VER MUST BE GREATER THAN PREVIOUS VERSION
 LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
 LSR/PON IS COMPLETED
 REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
 SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
 REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
 REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
 LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
 REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA
 LOCNUM=000 LNUM=000001 TELNO= NPT REQUIRED WITH THIS REQTP LNA TYPE COMBINATION
 D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
 LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
 DUPLICATE CC, PON, VER
 REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS
 YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
 REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN
 LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
 CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
 DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
 PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
 INVALID YPH ENTRY
 VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE

| AGGREGATE ORDER TYPES | | ERROR DETAILS (Fatal Errors) | |
|----------------------------|-------|------------------------------|---------|
| Error Type (by error code) | Count | % | Σ % |
| 1070 | 50 | 0.404% | 92.193% |
| 1170 | 50 | 0.404% | 92.596% |
| 3090 | 46 | 0.371% | 92.968% |
| 3185 | 46 | 0.371% | 93.339% |
| 1630 | 38 | 0.307% | 93.646% |
| 2120 | 35 | 0.283% | 93.929% |
| 3065 | 34 | 0.275% | 94.203% |
| 4015 | 33 | 0.266% | 94.470% |
| 3190 | 30 | 0.242% | 94.712% |
| 3135 | 27 | 0.218% | 94.930% |
| 3175 | 25 | 0.202% | 95.132% |
| 1272 | 24 | 0.194% | 95.325% |
| 1664 | 24 | 0.194% | 95.519% |
| 3085 | 24 | 0.194% | 95.713% |
| 2010 | 22 | 0.178% | 95.891% |
| 1022 | 20 | 0.161% | 96.052% |
| 3021 | 20 | 0.161% | 96.213% |
| 3125 | 18 | 0.145% | 96.359% |
| 1215 | 17 | 0.137% | 96.496% |
| 4000 | 17 | 0.137% | 96.633% |
| 1025 | 16 | 0.129% | 96.762% |
| 1110 | 16 | 0.129% | 96.892% |
| 1230 | 16 | 0.129% | 97.021% |
| 4040 | 15 | 0.121% | 97.142% |
| 1080 | 14 | 0.113% | 97.255% |
| 3260 | 13 | 0.105% | 97.360% |
| 4120 | 13 | 0.105% | 97.465% |
| 3040 | 12 | 0.097% | 97.562% |
| 3115 | 12 | 0.097% | 97.659% |
| 2065 | 11 | 0.089% | 97.747% |
| 2090 | 10 | 0.081% | 97.828% |

| AGGREGATE ORDER TYPES | | | |
|----------------------------------|-------|--------|---------|
| ERROR DETAILS (Fatal Errors) | | | |
| Error Type (by error code) | Count | % | Σ % |
| 2100 | 10 | 0.081% | 97.909% |
| 4160 | 10 | 0.081% | 97.990% |
| 2080 | 9 | 0.073% | 98.062% |
| 2085 | 9 | 0.073% | 98.135% |
| 2105 | 9 | 0.073% | 98.208% |
| 2110 | 9 | 0.073% | 98.280% |
| 4180 | 9 | 0.073% | 98.353% |
| 1172 | 8 | 0.065% | 98.418% |
| 4600 | 8 | 0.065% | 98.482% |
| 3045 | 7 | 0.057% | 98.539% |
| 3055 | 7 | 0.057% | 98.595% |
| 3170 | 7 | 0.057% | 98.652% |
| 1125 | 6 | 0.048% | 98.700% |
| 2000 | 6 | 0.048% | 98.749% |
| 2005 | 6 | 0.048% | 98.797% |
| 2015 | 6 | 0.048% | 98.845% |
| 3035 | 6 | 0.048% | 98.894% |
| 3130 | 6 | 0.048% | 98.942% |
| 3165 | 6 | 0.048% | 98.991% |
| 3195 | 6 | 0.048% | 99.039% |
| 8000 | 6 | 0.048% | 99.088% |
| 1345 | 5 | 0.040% | 99.128% |
| 1660 | 5 | 0.040% | 99.168% |
| 3245 | 5 | 0.040% | 99.209% |
| 4026 | 5 | 0.040% | 99.249% |
| 6045 | 5 | 0.040% | 99.290% |
| 8180 | 5 | 0.040% | 99.330% |
| 1065 | 4 | 0.032% | 99.362% |
| 1120 | 4 | 0.032% | 99.394% |
| 1605 | 4 | 0.032% | 99.427% |
| 4110 | 4 | 0.032% | 99.459% |

Error Description

FB-ZIPCODE REQUIRED IF FBI = D
 DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
 LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
 FB-CITY REQUIRED IF FBI = D
 FBCON REQUIRED IF FBI FIELD = D
 FBCON-TELNO REQUIRED IF FBI FIELD = D
 DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
 CC MUST BE 4 ALPHANUMERICS
 DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
 REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
 REFNUM=0001-TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY
 REFNUM=0001-TELNO= CFA INVALID FORMAT
 DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
 EU-NAME REQUIRED
 EU-STREET-1 REQUIRED
 EU-STATE REQUIRED
 REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
 REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
 REFNUM=0001-TELNO= TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
 TELNO= LNECLSSVC REQUIRED ON ACT TYPE A OR V
 LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC OPT VALID ENTRY IS ST, NO OR TC
 TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
 SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
 LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
 MAIN LISTING REQUIRED FOR NEW ACCOUNT
 INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
 CALL WAITING DELUXE USOC MUST CHANGE. FORMAT SAE 312
 AN MUST BE 10 OR 13 ALPHANUMERICS
 DDD REQUIRED
 REMARKS VIRGULES (/) AND ASTERISKS (*) NOT ALLOWED IN THIS FIELD
 DLNUM=0002 LTN= VALID STYC CI, SH, SI, OR SL REQUIRED

| AGGREGATE ORDER TYPES | | | |
|------------------------------|-------|--------|---------|
| ERROR DETAILS (Fatal Errors) | | | |
| Error Type (by error code) | Count | % | Σ % |
| 1017 | 3 | 0.024% | 99.483% |
| 1060 | 3 | 0.024% | 99.508% |
| 1220 | 3 | 0.024% | 99.532% |
| 1453 | 3 | 0.024% | 99.556% |
| 3015 | 3 | 0.024% | 99.580% |
| 4030 | 3 | 0.024% | 99.604% |
| 4045 | 3 | 0.024% | 99.629% |
| 6050 | 3 | 0.024% | 99.653% |
| 7075 | 3 | 0.024% | 99.677% |
| 1255 | 2 | 0.016% | 99.693% |
| 2030 | 2 | 0.016% | 99.709% |
| 3460 | 2 | 0.016% | 99.725% |
| 4310 | 2 | 0.016% | 99.742% |
| 1032 | 1 | 0.008% | 99.750% |
| 1040 | 1 | 0.008% | 99.758% |
| 1150 | 1 | 0.008% | 99.766% |
| 1155 | 1 | 0.008% | 99.774% |
| 1200 | 1 | 0.008% | 99.782% |
| 1205 | 1 | 0.008% | 99.790% |
| 1335 | 1 | 0.008% | 99.798% |
| 1445 | 1 | 0.008% | 99.806% |
| 1450 | 1 | 0.008% | 99.814% |
| 2115 | 1 | 0.008% | 99.822% |
| 2355 | 1 | 0.008% | 99.830% |
| 3240 | 1 | 0.008% | 99.839% |
| 3420 | 1 | 0.008% | 99.847% |
| 3485 | 1 | 0.008% | 99.855% |
| 3745 | 1 | 0.008% | 99.863% |
| 4020 | 1 | 0.008% | 99.871% |
| 4035 | 1 | 0.008% | 99.879% |
| 4060 | 1 | 0.008% | 99.887% |

Error Description

NON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS
 AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
 LST MUST BE 11 ALPHA/NUMERIC CHARACTERS
 BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
 REFNUM=0001-TELNO= LNA REQUIRED
 REFNUM=0001-TELNO= LISTED NAME PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
 REQTP/LOOP TYPE COMBINATION INVALID
 EATN, AN AND ATN ARE REQUIRED FOR REQTP B
 NC MUST BE 4 ALPHANUMERIC CHARACTERS WITH HYPHEN ALLOWED IN THE 3RD AND 4TH POSITIONS
 LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS
 LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTP/LNA TYPE COMBINATION (STOP EDIT)
 DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
 VER MUST BE SPACES OR 00(ZEROS) FOR 850
 VER MUST BE SPACES OR ZEROES FOR 850
 SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
 DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
 SUP REQUIRED WHEN VER IS GREATER THAN 00
 DATED-CC/DATED REQUIRED WHEN AGAUTH FIELD IS POPULATED
 LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
 INITIATOR TELEPHONE NUMBER REQUIRED
 INITIATOR TELEPHONE NUMBER MUST BE A MINIMUM OF 10 NUMERICS
 FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
 ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
 LOCNUM=000 LNUM=000001 TELNO= IWJQ REQUIRED WHEN IWJK IS POPULATED
 LOCNUM=000 LNUM=000001 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
 LOCNUM=001 LNUM=000001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
 LNUM=000001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
 REFNUM=0001-TELNO= LIST PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= LISTED NAME OVERFLOW PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 DLNUM=0001 LTN= VALID RTY REQUIRED

| AGGREGATE ORDER TYPES | | | |
|----------------------------------|-------|----------|----------|
| ERROR DETAILS (Fatal Errors) | | | |
| Error Type (by error code) | Count | % | Σ % |
| 4070 | 1 | 0.008% | 99.895% |
| 4075 | 1 | 0.008% | 99.903% |
| 4077 | 1 | 0.008% | 99.911% |
| 4085 | 1 | 0.008% | 99.919% |
| 4090 | 1 | 0.008% | 99.927% |
| 4095 | 1 | 0.008% | 99.935% |
| 4100 | 1 | 0.008% | 99.943% |
| 4140 | 1 | 0.008% | 99.952% |
| 4185 | 1 | 0.008% | 99.960% |
| 4385 | 1 | 0.008% | 99.968% |
| 5135 | 1 | 0.008% | 99.976% |
| 5153 | 1 | 0.008% | 99.984% |
| 6005 | 1 | 0.008% | 99.992% |
| 6048 | 1 | 0.008% | 100.000% |
| | 12386 | 100.000% | |

Error Description

REFNUM=0001-TELNO= YPQTY MUST BE 2 NUMERICS OR BLANKS
 MAIN LISTING REQUIRED
 REFNUM=0001-TELNO= DDA-NAME2 PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= DDA-ADDRESS 1 PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= DDA-ADDRESS 2 PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= DDA-STATE PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 REFNUM=0001-TELNO= DIRDATE-CC/DIRDATE PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
 DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
 DLNUM=0001 LTN= INVALID LAST ENTRY
 LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
 LOCNUM=000 HNUM=00001 HT REQUIRED FOR THIS HA/HLA COMBINATION
 NC CODE INVALID
 COMPANY IS NOT QUALIFIED FOR XDLSL/UCL

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

| Error Type (by error code) | Error Description |
|----------------------------------|---|
| 8825 | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX! |
| 8825 | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA |
| 8825 | ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR |
| 8825 | ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS |
| 8825 | ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC! |
| 8825 | ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOC! |
| 8825 | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C |
| 8825 | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C |
| 8825 | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C |
| 8825 | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR! |
| 8825 | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX |
| 8825 | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL |
| 8825 | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 1FR /TN |
| 8825 | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA |
| 8825 | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN |
| 8825 | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT! |
| 8825 | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN |
| 8825 | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR! |
| 8825 | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN |
| 8825 | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /TN |
| 8825 | ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1 |
| 8825 | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB |
| 8825 | ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC! |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: FORMAT SAE 389 11 DRS /TN |
| 8825 | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR! |
| 8825 | ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI |
| 8825 | ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN |
| 8825 | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R / |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

| Error Type (by error code) | Error Description |
|----------------------------------|--|
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS |
| 8825 | ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! SIC 3047 |
| 8825 | ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR! |
| 8825 | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB) |
| 8825 | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB) |
| 8825 | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 |
| 8825 | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA |
| 8825 | ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000= |
| 8825 | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 |
| 8825 | ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (|
| 8825 | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX! |
| 8825 | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB) |
| 8825 | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB) |
| 8825 | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C |
| 8825 | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL |
| 8825 | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER! |
| 8825 | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX |
| 8825 | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 |
| 8825 | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 |
| 8825 | ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00 |
| 8825 | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT! |
| 8825 | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT! |
| 8825 | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 |
| 8825 | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN |
| 8825 | ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1 |
| 8825 | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA |

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

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

Transmittal Cover Sheet for Pate Rebuttal Exhibit RMP-39

This sheet transmits the
Flow-Through Improvement Task Force Notification to CCP Membership
which consists of 3 pages.

From:
To:

Control, Change

Alan.Flanigan@twtelecom.com; Andrew.Broder@lightyearcom.com; Annette.Cook@espire.net;
annettey@Lightyearcom.com; apatel3@telcordia.com; ASamson@birch.com; AZerillo@birch.com;
BellSouth@quintessent.net; best2@surfsouth.com; billg@telcordia.com;
blsinterfacecontrol@kpmg.com; bmurdo@KMCTELECOM.com; bobik@att.com; bradbury@att.com;
brutter@kpmg.com; bszafran@covad.com; bwellman@idstelcom.com; c_and_m@bellsouth.net;
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cchiavatti@usatelecominc.com; cecilia.ortiz@adelphiacom.com; cflanigan@uslec.com;
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chaynes@trivergent.com; cheryl@eatel.com; cheryl_acosta@stratosoilandgas.com; chrisg@pvtel.net;
christine.shelton@cc.gte.com; chhawk@kmctelecom.com; CoDavis@covad.com;
colleen.e.sponseller@wcom.com; Connie@albionconnect.com; conniec@arrowcom.com;
Craig@excleron.com; Craig.B.Douglas@MCI.com; CSteele@nuitele.com; csti@bellsouth.net;
daddymax@netbci.com; david.burley@wcom.com; DDougherty@birch.com;
Debra.Pasquale@btitele.com; default.user@bellsouth.com; DElliott@connectsouth.com;
desiree@communitytelephone.com; dfoust@deltacom.com; dgraham@mantiss.com;
dkane@aspiretelecom.com; dlasher@eftia.com; dmcmanus@Trivergent.com;
DoBeck@MediaOne.com; don@amexcomm.com; donnas@intetech.com;
Doreen.E.Raia@wcom.com; dpetry@ix.netcom.com; drodrigu@accessone.cc;
Dwight.Scrivener@wcom.com; ed.ramsden@cc.gte.com; EFarnell@broadband.att.com;
EGunn@birch.com; Ellen.Neis@mail.sprint.com; Elliot.Wrann@dsl.net; eodell@dset.com;
epadfield@nextlink.com; ESaeed@northpoint.net; ESingleton@eztalktelephone.com;
evdoty@nextlink.com; Faye.Restaino@dsl.net; fjohnson@covad.com; frankb@cellone-ms.com;
Gary@CSII.net; generalg@cris.com; george@accesscomm.com; gerrig@Lightyearcom.com;
Glenn.Sonnier@usunwired.com; gulfcoast@dotstar.net; heidi.a.crow@mail.sprint.com;
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kschwart@covad.com; KUchida@northpoint.net; launch-now.notify@cscoe.accenture.com;
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mconquest@itcdeltacom.com; mdominick@Trivergent.com; mer@networkwcs.com;
michael.dekorte@Lightyearcom.com; Michelle.Boger@lightyearcom.com; Micki.Jones@wcom.com;
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rbreckin@telcordia.com; rbuffa@interloop.net; Rdupraw@mpowercom.com; Renee.Clark@espire.net
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sbowling@caprock.com; schula.hobbs@dsl.net; Selange.Roberts@espire.net; shane@eatel.com;
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SLively@Trivergent.com; smason@interloop.net; smoore@Trivergent.com; smurray@rhythms.net;
snole@kpmg.com; srober@kmctelecom.com; ssmith@dset.com; SStapler@itcdeltacom.com;
steve.taff@allegiancetelecom.com; suee@Lightyearcom.com; svc-gate@telcordia.com;
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wolfsbrg@cris.com; Yvette.Brown@espire.net; nperrio@kpmg.com; amanda.hill@wcom.com;
Fred.Brigham@wcom.com; ljohnso@covad.com; tnphone@home.com; cbnaadmin@home.com;
Christine.Schnelle@wcom.com; caren.schaffner@wcom.com

RICH TEXT

Dated: 2/15/01 at 15:52

Subject: SEND CCP: Flow Through Improvement Task Force

Size: 1303 bytes

Creator: Change Control /m6,mail6a

Attention CLECs:

Please see the attached regarding the Flow Through Improvement Task Force.

If you have any questions, please let us know.

Thanks,
Change Control Team .

February 13, 2001

TO: CLECs

FROM: BellSouth Telecommunications

RE: Flow Through Improvement Task Force

The GA PSC has ordered the formation of a joint BellSouth – CLEC Flow Through Improvement Task Force. BellSouth would like to recommend that this Task Force operate as a subcommittee of the Change Control Process (CCP). BellSouth would like to initiate this Task Force at the February 28, 2001 CCP meeting. The objective of this Task Force is to work jointly on efforts which will enhance electronic order flow through, document those enhancements, and develop an implementation schedule. The subcommittee's first progress report is due to the Georgia PSC on April 12, 2001.

Please be prepared in the 2/28 CCP meeting to name your representative on this Flow Through Improvement Task Force. As always, feel free to identify features you believe will improve flow through and submit them as Change Requests. Please plan to submit any flow through improvement features already identified by 2/28 so they can be included with BellSouth's in the March 31 CCP prioritization meeting. Your suggestions and ours will follow the normal CCP procedures.

Transmittal Cover Sheet for Pate Rebuttal Exhibit RMP-40

This sheet transmits the
Florida Public Service Commission Staff Supplemental Interrogatory Item No. 37
which consists of 4 pages.

REQUEST: In the direct testimony of Mr. Bradbury on page 92, there is a discussion about the long interval between the point of ALEC orders falling out and point at which ALEC orders are claimed for handling by an LCSC representative. Please explain.

RESPONSE: Mr. Bradbury is attempting to describe the time interval between when it is determined that an electronically submitted order requires manual handling, and the point when that order is actually claimed by a BellSouth service representative for handling. The target that BellSouth has been using is that orders that fall out should be handled within 48 hours. Therefore, it should be no surprise that Mr. Bradbury's "study" shows average times of 29 to 40 hours. Those figures show that, on average, BellSouth is actually handling these calls more quickly than its targeted interval. The issue that Mr. Bradbury really wants to discuss is whether BellSouth should have a target of less than 48 hours to handle these orders that fall out for manually handling.

As an initial matter, BellSouth would note that this issue is one that really addresses the question of whether AT&T is receiving nondiscriminatory access to BellSouth's systems and whether AT&T has a meaningful opportunity to compete. As such, this issue is properly the subject of the generic performance measures docket that the Florida PSC has established. The issue of whether a target time of 48 hours to handle orders that fall out for manual handling is a question that affects all ALECs. For instance, if AT&T's orders had to be handled in 24 hours, that would simply take resources away from the orders submitted by other ALECs. That is why all of the performance measures issues in this proceeding have been deferred by the parties to the performance measures docket.

Moving beyond that, it should be noted that Mr. Bradbury is addressing a situation that only applies to a very small portion of the orders placed. The following chart provides information relevant to this topic using the two months referenced in Mr. Bradbury's testimony.

RESPONSE: (Cont.)

| Month | Total Mech LSRs | Total Manual Fallout | Percent of Mech LSRs | Total System Fallout (errors) | Percent of Mech LSRs |
|-------|-----------------|----------------------|----------------------|-------------------------------|----------------------|
| May | 236,127 | 19,316 | 8.2% | 25,059 | 10.6% |
| June | 280,567 | 27,010 | 9.6% | 31,913 | 11.4% |

Thus of the electronically submitted LSRs, only a minority required intervention by the LCSC. For the month of May it was a total of 18.8% and for June 21.0%.

So, and again, the real issue is whether the 48-hour target is reasonable or not. BellSouth is clearly, according to Mr. Bradbury's data, not only meeting the target but also exceeding it. The question that Mr. Bradbury wants the Commission to address, outside of the performance measures docket, where this issue ought to be, is whether the 48-hour period should be shorter.

With regard to that issue, BellSouth would make two points. First, the processing of these transactions is resource intensive.

Over the past year the amount of LSR volume has increased dramatically as can be seen by the below table.

| Month | Electronically Submitted LSRs | Manually Submitted LSRs | Total LSR Submissions |
|---------|-------------------------------|-------------------------|-----------------------|
| Nov 99 | 119,035 | 98,805 | 217,840 |
| Dec 99 | 141,357 | 82,093 | 223,450 |
| Jan 00 | 174,336 | 73,152 | 247,488 |
| Feb 00 | 178,745 | 71,815 | 250,560 |
| Mar 00 | 193,079 | 65,989 | 259,068 |
| Apr 00 | 175,396 | 63,315 | 238,711 |
| May 00 | 236,127 | 66,065 | 302,192 |
| Jun 00 | 280,567 | 68,509 | 349,076 |
| Jul 00 | 260,965 | 62,697 | 323,662 |
| Aug 00 | 302,542 | 67,098 | 369,640 |
| Sept 00 | 270,126 | 57,143 | 327,269 |
| Oct 00 | 345,834 | 47,961 | 393,795 |
| Nov 00 | 302,045 | 51,192 | 353,237 |

RESPONSE: (Cont.)

As one can determine, Total LSR Submissions grew by 62% from November 1999 to November 2000. The table also reflects a shift in electronic submissions. The result of this is the remaining manual submissions are typically more complex transactions that can not be submitted electronically. BellSouth has continually added employees to aid in the effort to work manual orders and is in the process of opening a third LCSC, located in Jacksonville, Florida. Nevertheless, it requires a lot of trained people to handle these transactions, and it takes time to get to all of them. Moreover, the fact that the remaining transactions are more complex means that even though they appear to be fewer in number, the fact that they are more complex means they take more time.

Second, BellSouth has not merely accepted the 48-hour target that it has used in the past. BellSouth has measures that demonstrate that it is attempting to shorten the time interval even now. For example, where previously the target was 48-hour turnaround, the benchmarks established as part of the evaluation criteria for 3rd Party Testing in Florida are:

| | |
|-----------------|----------------|
| Reject Interval | 85% < 24 hours |
| FOC Timeliness | 85% < 36 hours |

This raises an additional point. You will note that Mr. Bradbury did not explain how his figures were calculated in his testimony. While his average times ranges from 29 to 40 hours, those numbers could well have been driven by isolated instances where problems prevented more timely responses. No conclusions should be drawn about Mr. Bradbury's calculations without understanding the underlying figures he has used to reach his conclusions.

RESPONSE: (Cont.)

The BellSouth Operations Support Systems (OSS) and supporting manual processes have been designed to meet the Reject and FOC Timeliness intervals based on the above metrics. BellSouth is committed to such and has added additional resources to the LCSC throughout 2000. Thus, BellSouth stands ready to provide the operational processing for manually submitted LSRs plus manual intervention for the minority of transactions that fall out either by design or due to errors. The best venue that will demonstrate these results in response to Mr. Bradbury's allegations will be the 3rd Party Testing that has been ordered and will be managed by this Commission.

RESPONSE PROVIDED BY:

Ron Pate
Director
675 West Peachtree Street
Atlanta, GA 30375

Transmittal Cover Sheet for Pate Rebuttal Exhibit RMP-41

This sheet transmits the
BellSouth/AT&T Flow-Through Correspondence
which consists of 8 pages.

BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

January 31, 2001

Mr. K. C. Timmons
AT&T
1200 Peachtree St. NE
Room 12227 Promenade I
Atlanta, Ga. 30309



Dear K. C.:

This is in response to your January 16, 2001 letter, regarding BellSouth's performance on Firm Order Confirmation (FOC) Timeliness Partially Mechanized CLEC and FOC Timeliness Non-Mechanized CLEC based on the data provided via the Performance Measurement and Analysis Platform (PMAP) system.

According to BellSouth's analysis of its FOC Partially Mechanized performance, a negative sloping trend was found from June 2000 to October 2000; however, the analysis also shows a positive sloping trend from October 2000 through December 2000. Using Attachment 1 from AT&T's January 16, 2001 letter, analysis shows an 88% increase in performance during the most recent three-month period. Although BellSouth did not meet the benchmark of 85% of orders with FOCs within 48 hours through November 2000, the December 2000 data reveals a 95% performance, which exceeds the benchmark in this category.

BellSouth also conducted analysis of its FOC Non-Mechanized performance and although a negative trend was found from June 2000 to November 2000, BellSouth's December 2000 performance exceeds the 85% benchmark with a 98% performance of orders with FOCs within 48 hours. Again using AT&T's data from the January 16, 2001 letter (Attachment 3), the analysis shows an increase in performance during the most recent two-month period.

As a result of the positive results from BellSouth's analysis of its FOC Timeliness Partially Mechanized CLEC and FOC Timeliness Non-Mechanized CLEC based on the data provided via the PMAP system, process improvements are not currently being explored. Further, BellSouth's December 2000 PMAP results indicate that BellSouth surpasses the benchmarks on these two FOC categories.

In reference to BellSouth's performance based on benchmarks determined by the Georgia Public Service Commission (PSC) in Docket No. 7892-U, BellSouth will continue to strive to meet the PSC's guidelines and measurements. No analysis or process improvements will be discussed until the Commission's Order is in effect.

If you have any further questions, please contact me at 770-492-7554.

Sincerely,

A handwritten signature in cursive script that reads "Joy Jamerson". The signature is written in black ink and is positioned above the typed name.

Joy Jamerson
AT&T Account Team

cc: Denise Berger

KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

January 16, 2001

Theresa Harris
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Theresa:

The purpose of this letter is to request that BellSouth perform a root cause analysis on the Firm Order Confirmation (FOC) Timeliness Partially Mech CLEC and FOC Timeliness Non-Mech CLEC data available via the Performance Measurement and Analysis Platform (PMAP) system, as well as request that BellSouth indicate what process improvements will be taken in order to improve these deficient performance measures.

The chart in Attachment 1 shows BellSouth's FOC Partially Mechanized performance from June through November 2000 for the entire Southern Region. AT&T is extremely concerned with this poor performance. Not only is there a negative sloping trend of performance during the six-month period, but also none of the months' data shows BellSouth meeting its benchmark of 85% of orders FOC'd within 48 hours. October PMAP data showed the worst performance; with BellSouth only sending FOC's for 11.8% of the orders within 48 hours. Attachment 2 shows the same performance measure, but looks specifically at Georgia data. Once again, BellSouth did not meet its benchmark for any of the reported months, and performance deteriorated as the six months passed. BellSouth's FOC Timeliness performance hit a low in October when only 5.4% of the Partially Mechanized orders issued in Georgia were FOC'd within 48 hours.

Attachment 3 contains a chart displaying Non-Mechanized FOC Performance for the Southern Region during the same six-month period. Again, the BellSouth-reported data reveals declining performance between June and November. Additionally, during October and November, BellSouth was not able to meet the benchmark of 85% FOC's sent within 48 hours. Attachment 4 displays Georgia specific Non-Mechanized FOC Timeliness data. During November BellSouth FOC'd only 72.7% of the Non-Mechanized orders within 48 hours.

Although Georgia Docket 7892-U has not been published yet, the recommended benchmark in Georgia for Partially Mechanized FOC Timeliness will be 85% on time within 10 hours. The benchmark recommendation for Non-Mechanized FOC Timeliness in Georgia will be 85% within 36 hours. These benchmarks recommended by the Georgia Public Service Commission will be more stringent than the current

BellSouth benchmarks. Therefore, what improvements does BellSouth have in place in order to meet these newly proposed benchmarks? Additionally, why is it taking BellSouth longer to FOC Partially Mechanized orders than Non-Mechanized orders? AT&T expects Partially Mechanized orders to be FOC'd in a shorter amount of time than Non-Mechanized orders.

AT&T is requesting that BellSouth perform a root cause analysis in order to explain why FOC performance deteriorated over the six-month period between June and November 2000. Once this analysis is complete, AT&T is asking that BellSouth report on any process improvement plans that need to be implemented in order to improve FOC performance to meet the necessary benchmarks. It should be noted that the attached charts include data for all Operating Company Numbers (OCN's) reported for AT&T (e.g. 7421, 7680, 7125, etc.) in the Reports section of PMAP between June and November 2000.

Please provide a response to this request no later than close of business Friday, February 2, 2001. Because FOC Timeliness impacts the quality of AT&T's treatment of its end-customers, it is of vital concern that BellSouth improves its performance of FOC Timeliness for Partially Mechanized and Non-Mechanized orders.

Let me know if you have any questions or concerns.

Sincerely,

KC Timmons

Copy to: Denise Berger

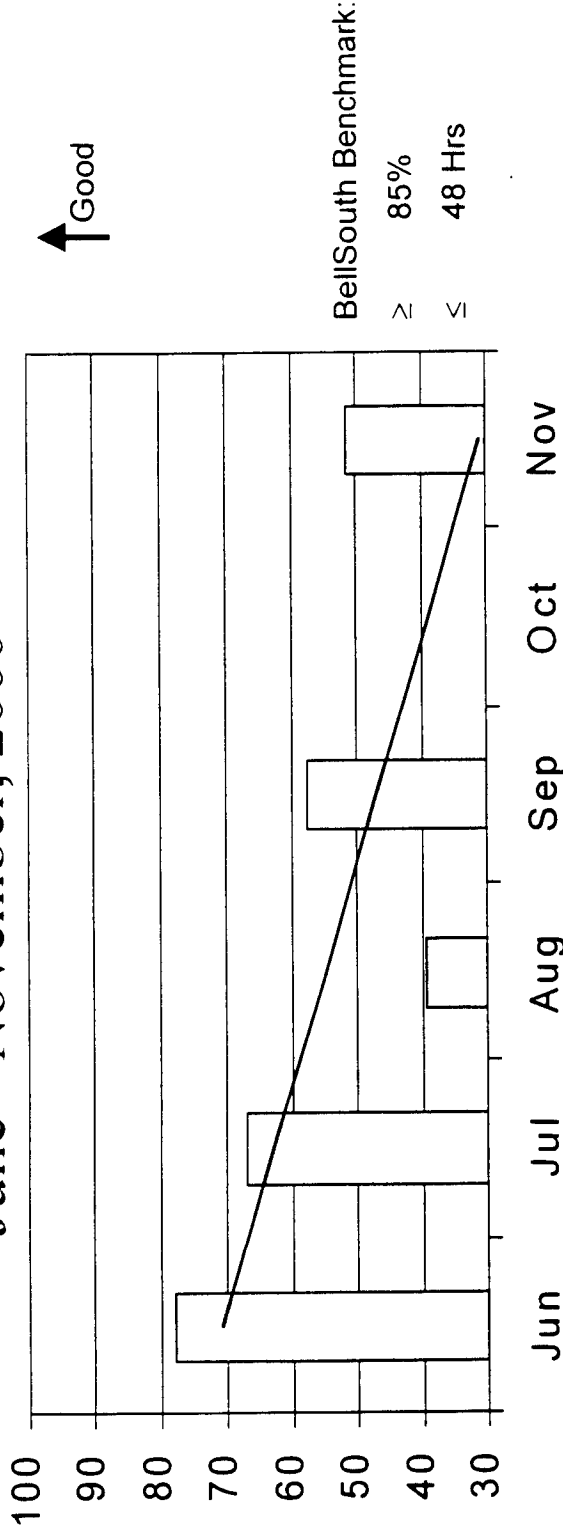
Attachment

ERT#53/01230101.DOC

Local Services' Performance

Attachment 1 – Southern Region

Firm Order Confirmation (FOC) Performance Partially Mechanized June - November, 2000



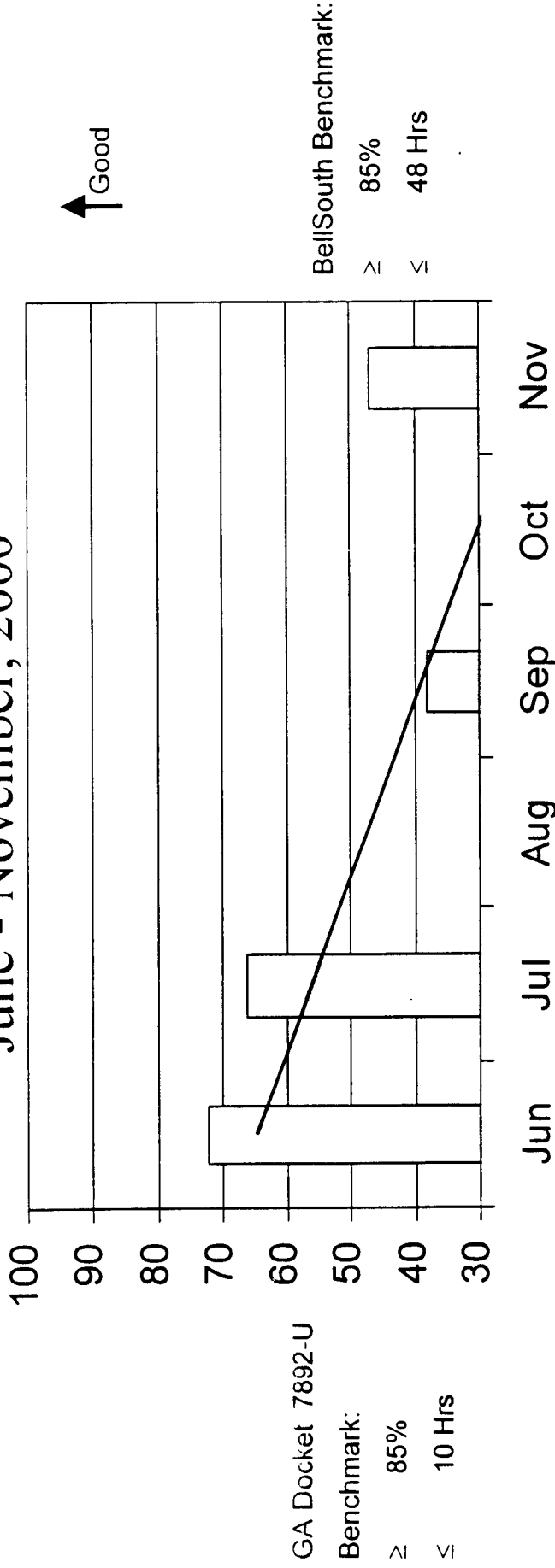
□ Partially Mechanized — Linear (Partially Mechanized)

| Partially Mechanized | June | July | Aug | Sep | Oct | Nov |
|----------------------|------|------|-------|-------|------|-------|
| % FOC'd < 48 Hours | 77.9 | 67.1 | 39.34 | 57.63 | 11.8 | 51.65 |
| Number of Orders | 231 | 219 | 61 | 59 | 169 | 699 |

Local Services' Performance

Attachment 2 - Georgia

Firm Order Confirmation (FOC) Performance Partially Mechanized June - November, 2000



□ Partially Mechanized — Linear (Partially Mechanized)

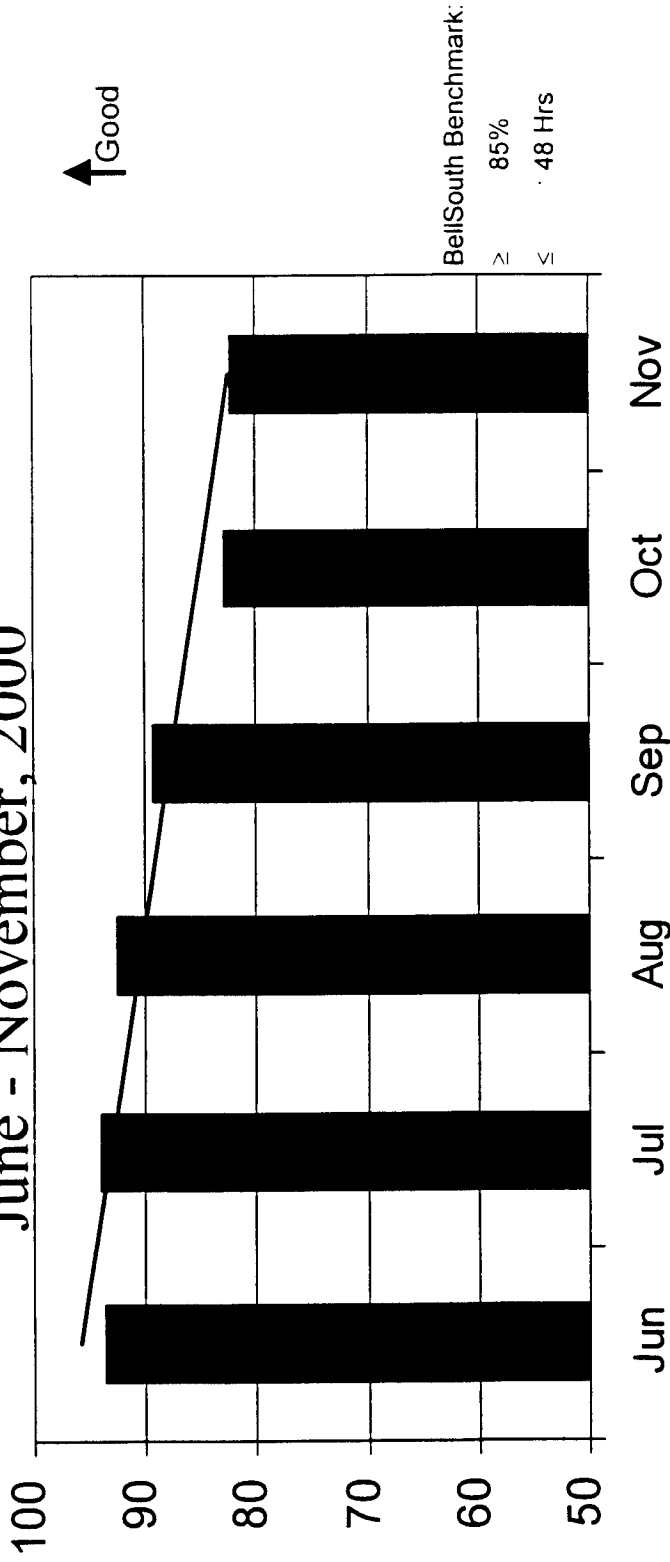
| % FOC'd < 48 Hours | June | July | Aug | Sep | Oct | Nov |
|----------------------|------|------|------|------|-----|------|
| Partially Mechanized | 72.4 | 66.3 | 29.8 | 38.1 | 5.4 | 46.9 |
| Number of Orders | 134 | 193 | 47 | 21 | 130 | 582 |

Local Services' Performance

Attachment 3 – Southern Region

Firm Order Confirmation (FOC) Performance Non-Mechanized

June - November, 2000



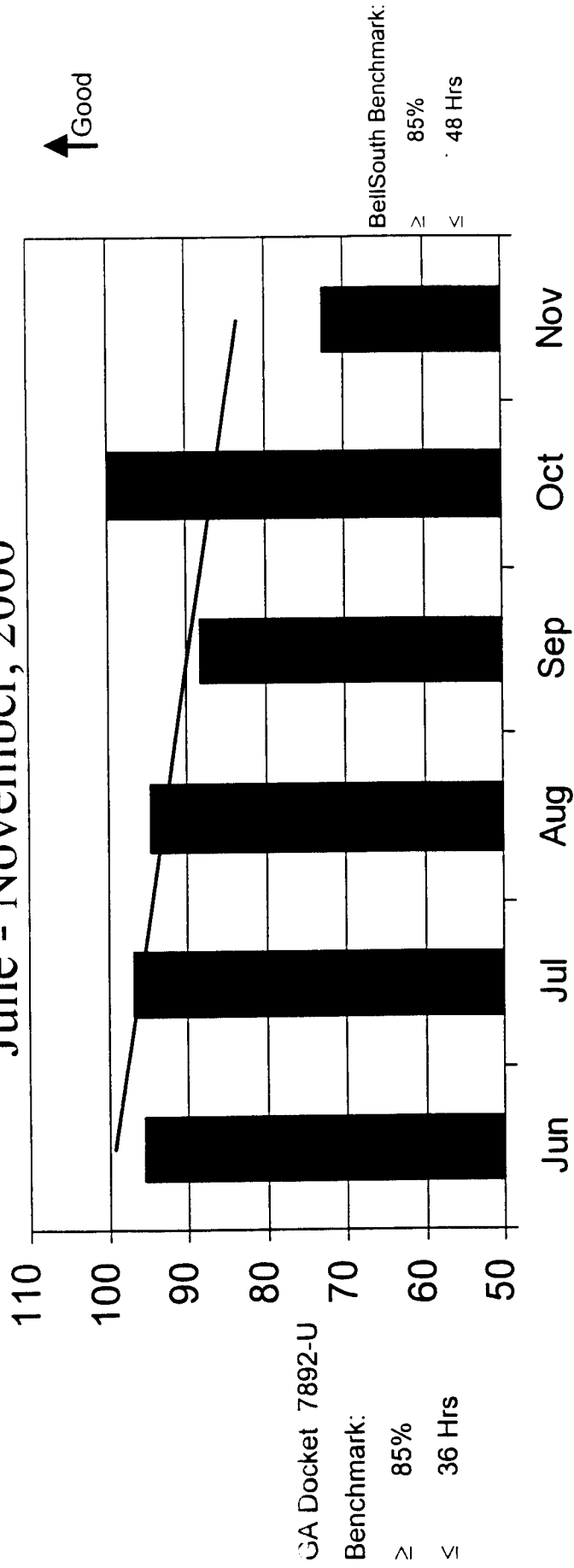
■ Non Mechanized — Linear (Non Mechanized)

| % FOC'd < 48 Hours | June | July | Aug | Sep | Oct | Nov |
|--------------------|------|------|------|------|------|------|
| Non Mechanized | 93.6 | 93.9 | 92.5 | 89.2 | 82.7 | 82.3 |
| Number of Orders | 985 | 946 | 1007 | 1231 | 52 | 62 |

Local Services' Performance

Attachment 4 - Georgia

Firm Order Confirmation (FOC) Performance Non-Mechanized June - November, 2000



■ Non Mechanized — Linear (Non Mechanized)

| | June | July | Aug | Sep | Oct | Nov |
|--------------------|------|------|------|------|-----|------|
| % FOC'd < 48 Hours | 95.4 | 96.8 | 94.6 | 88.3 | 100 | 72.7 |
| Non Mechanized | 388 | 347 | 261 | 299 | 6 | 11 |
| Number of Orders | | | | | | |

Transmittal Cover Sheet for Pate Rebuttal Exhibit RMP-42

This sheet transmits the
Change Request CR0012

which consists of 7 pages.



Change Request Form

Internal Reference # _____ (1) Date Change Request Submitted 4 / 18 / 00 (2) TYPE 5 (CLEC) TYPE 4 (BST) TYPE 3 (INDUSTRY) TYPE 2 (REGULATORY) (3) TYPE 6 (DEFECT) (3A)Company Name AT&T _____ (4)CCM Jill Williamson _____ (5) Phone 404-810-8562 _____ (6)CCM Email Address jrwilliamson@att.com _____ (7) Fax 404-810-8605 _____ (8)

Alternate CCM _____ (9) Alt Phone # _____ (10)

Originator's Name Jill Williamson _____ (11) Phone 404-810-8562 _____ (12)Title of Change TAFI Functionality via ECTA Interface _____ (13)Category Add New Functionality Change Existing (14) Desired Due Date 10/01/00 (15)Originating CCM assessment of impact Major Minor None expected (16)Originating CCM assessment of priority Urgent High Medium Low (17)

| Interfaces Impacted (18) | | | |
|--|--|---|---------------------------------|
| <input type="checkbox"/> Pre-Ordering <input type="checkbox"/> LENS <input type="checkbox"/> TAG <input type="checkbox"/> CSOTS | <input type="checkbox"/> Ordering <input type="checkbox"/> EDI <input type="checkbox"/> LENS <input type="checkbox"/> TAG | <input checked="" type="checkbox"/> Maintenance <input type="checkbox"/> TAFI <input checked="" type="checkbox"/> EC-TA Local | <input type="checkbox"/> Manual |

| Type Of Change - Check one or more, as applicable (19) | | | |
|--|---|---|---------------------------------|
| <input checked="" type="checkbox"/> Software | <input type="checkbox"/> Hardware | <input type="checkbox"/> Industry Standards | <input type="checkbox"/> Defect |
| <input type="checkbox"/> Product & Services | <input type="checkbox"/> New or Revised Edits | <input type="checkbox"/> Process | |
| <input type="checkbox"/> Documentation | <input type="checkbox"/> Regulatory | <input type="checkbox"/> Other | |

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20)

The existing ECTA Interface is designed to allow integration with a CLEC's own trouble reporting/administration system but provides only a limited set of functionality to CLECs and requires human intervention by BellSouth personnel to resolve all troubles. The TAFI system provides a much broader range of functions and allows many trouble reports to be resolved without human intervention by BellSouth personnel, but is human-to-machine in design when used by a CLEC. Thus a CLEC using TAFI must perform dual entry of its customers troubles and trouble resolutions in order to keep its own various customer records up to date.

In April of 1996 AT&T requested that BellSouth make the TAFI functionality available over the ECTA interface which would provide a fully featured and integrated interface reducing costs and improving customer service for both CLECs and BellSouth. The request has been open since then and has been discussed in many regulatory proceedings. BellSouth's representatives have repeatedly stated that such

Attachment A-1

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.



Change Request Form

an interface is both desirable and technically feasible. In discussions before the FCC Staff in December 1998, BellSouth's representative stated that it could provide initial functionality in 13 months and complete functionality in 18 months. In the subsequent 15 months BellSouth has offered no TAFI functionality via the ECTA interface.

AT&T requests all TAFI functionality described in the TAFI User's Guide be provided via the ECTA interface. These functionalities include but are not limited to the following:

- (i) enter a new end user trouble ticket into the BellSouth maintenance system for an AT&T end user;
- (ii) retrieve and track current status on all AT&T end user repair tickets;
- (iii) receive "estimated time to repair" ("ETTR") on a real-time basis;
- (iv) receive timely notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair opportunity;
- (v) retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of materials used, procedures employed, amounts incurred in each subcategory, and total by end user, per event);
- (vi) perform an electronic test at the time of ticket entry and provide test results to AT&T;
- (vii) display products and services that are programmed on a line or port;
- (viii) view pending orders associated with a line, port or circuit;
- (ix) view the LMOS trouble report;
- (x) query and view the current central office translations associated with a line or port;
- (xi) view both abbreviated and extended trouble histories for a line, port or circuit;
- (xii) view customer line record in LMOS; and
- (xiii) add or delete features to a central office line or port.

Known dependencies (21)

Additional Information Yes No (22)

List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

This Section to be completed by BCCM only.

Change Request Log # CR0012 (23) Clarification Yes No (24)

Clarification Request Sent / / (25) Clarification Response Due / / (26)

Status N (27)

Change Request Review Date / / (28) Target Implementation Date / / (29)

Last Modified By BCCM (30) Date Modified 06/29/00_ (31)

Defect Validation Results: (32)

Attachment A-1

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of BellSouth and CLEC Representatives.



Change Request Form

Change Review Meeting Results (33)

Canceled Change Request Duplicate Training Clarification Not Received

Cancellation by BellSouth (34)

Cancellation Acknowledgment CLEC _____ BST _____ Date _____ (35)

Request Appeal Yes No (36)

Appeal Considerations (37)

Agreed Release Date ___/___/___ (38)

CMVC # _____ (39)

DDTS# _____ (40)



Change Request Form

Response to CR0012: TAFI Functionality via ECTA Interface

AT&T Local (the CLEC) initiated production utilization of the BellSouth ECTA interface on March 18, 1998. On April 9, 1998 AT&T Local terminated the use of this interface. Therefore, since AT&T Local is not an active ECTA user, this Change Request is not valid (e.g., only CLECs using the specific OSS interface can request a change in that interface).

AT&T Local has recently expressed some interest in resuming the utilization of ECTA and a technical review meeting is scheduled for May 4, 2000. Should AT&T Local resubmit this request after resuming the use of ECTA, it would not be accepted for the following reasons:

1. By design, TAFI and ECTA are functionally dissimilar systems. Specifically, TAFI is a real-time, artificial intelligence based, interactive man-to-machine interface that guides the user to efficiently processes non-designed telephone number based plain old telephone service (POTS) trouble reports. It was designed by BellSouth to improve customer service by mechanically performing the traditional screening function, and in many cases actually resolving the reported trouble condition, while the customer is still on the line. CLECs have had parity access to TAFI since March 28, 1997. TAFI does not require that a CLEC perform "dual entry" of customer troubles. The CLEC is responsible for determining the best method for maintaining its customer records. In 1999, 37.5% of all CLEC POTS trouble reports were entered by CLEC users into LMOS via TAFI. BellSouth has not received complaints about "dual entry" from any CLECs using TAFI.
2. BellSouth supports various National Standards for the mechanical exchange of information and ECTA is built on the ANSI standards T1.227, T1.228 and T1.262. These standards were defined by the Electronic Communications Implementation Committee (ECIC) for the exchange of maintenance and repair data. This "standard" interface mimics the traditional two-step repair process utilized in BellSouth prior to TAFI (and is still used by many ILECs). Specifically, [step 1] the customer contacts a call receipt center to report their problem and a repair attendant enters the report in the appropriate legacy system. The report is routed by the legacy system to the correct maintenance center where [step 2] a maintenance administrator determines the next course of action. The ANSI standards upon which ECTA is built do not support gathering all of the various data elements listed in this request nor do they support the real time interactive man-to-machine interface necessary to deliver true "TAFI functionality."
3. If AT&T requires additional functionality, ECIC needs to develop the appropriate standard methodology prior to BellSouth's consideration. For example, AT&T (along with other CLECs) requested the ability to run a MLT test on a POTS line (and obtain the results) without generating a trouble report. BellSouth took the lead at ECIC and helped develop ANSI standard T1.262 to provide this functionality. Effective October 28, 1999, the BellSouth ECTA gateway supports this added functionality. Currently at ECIC there is a team evaluating the methodology for delivering trouble history data. Once this becomes a "standard", BellSouth will consider adding it to the system. In other words, the vehicle for adding functionality to ECTA is by obtaining an ECIC standard methodology and not the BellSouth Change Request process. (If CLEC using ECTA wanted to reformat the returned data (i.e., screen out certain AVCs), then the BellSouth Change Request process would be applicable.)
4. The aforementioned ANSI standards prevent BellSouth from providing TAFI functionality via ECTA.

Attachment A-4A

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.



Change Request Form

As previously indicated to AT&T before the FCC Staff in December 1998, upon implementation of a Bona Fide Request (BFR) from AT&T, BellSouth can develop a **non-standard** integrated gateway interface that will provide the various data elements and processing logic that emulate TAFI functionality. This interface would be an enhancement to our TAG API and, if pursued today, it would be delivered via the Corporate Gateway. To date, BellSouth has received no BFR from AT&T requesting this type of interface. The 13 and 18 month timelines referenced by AT&T in this request were based upon AT&T's timely submission of a BFR to BellSouth for a new, non-standard interface. BellSouth has made no assertions about enhancing ECTA to support TAFI functionality.

AT&T's list of TAFI functionalities is individually addressed below:

Note: TAFI today only processes POTS line trouble reports (and port/loop combos are treated as POTS) while ECTA will enter reports for all services (non-designed and designed services).

(i) *enter a new end user trouble ticket into the BellSouth maintenance system for an AT&T end user;*
TAFI and ECTA provide this function today

(ii) *retrieve and track current status on all AT&T end user repair tickets;*
ECTA today proactively returns status change messages to the Manager (AT&T's gateway) every time the status of an existing trouble ticket changes. The TAFI user must request status information manually by generating a subsequent report.

(iii) *receive "estimated time to repair" ("ETTR") on a real-time basis;*
TAFI and ECTA provide this function today.

(iv) *receive timely notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair opportunity;*
AT&T was informed during recent Interconnection Agreement contract negotiations that this item is not a mechanized process and is handled via the OU (Operational Understanding agreement). TAFI has never done this and it is not listed in the TAFI User's Guide.

(v) *retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of materials used, procedures employed, amounts incurred in each subcategory, and total by end user, per event);*
During the initial ECTA JIA negotiations in 1997 AT&T was informed that this capability does not exist in BellSouth. There is no mechanical way to capture this data at the time of ticket closure and BellSouth does not perform this function for its own customers. AT&T has been informed during recent Interconnection Agreement contract negotiations that item is not a mechanized process. TAFI has never done this and it is not listed in the TAFI User's Guide.

(vi) *perform an electronic test at the time of ticket entry and provide test results to AT&T;*
TAFI will perform a MLT test if the trouble reported is a testable trouble (i.e., no dial tone). The results of the test will drive the resolution path for the report. The TAFI user could view the test results but doing so does not alter the processing of the report. ECTA (today) will also run an MLT test on a testable POTS report and will use the results to process the report. The VER code from the MLT test is also provided to the CLEC via an AVC. In addition, the CLEC today can request an MLT test and obtain the full test results without generating a trouble report (i.e., support for T1.262)

(vii) *display products and services that are programmed on a line or port;*

Attachment A-4A



Change Request Form

TAFI will display the Service and Equipment (S&E) section of the CRIS record listing which products and services are provided by BellSouth. ECTA does not. AT&T's system should list what products and services AT&T sold end user customer (and some may have been provided by an alternate provider).

(viii) *view pending orders associated with a line, port or circuit;*

TAFI will display pending service orders associated with a POTS line (or port/loop combination) when a trouble report is generated against the telephone number. The TAFI User's Guide does not state that TAFI will display pending orders for ports or circuits. ECTA does not provide this functionality today.

(ix) *view the LMOS trouble report;*

TAFI does provide a view of the LMOS TR screen but viewing this does not alter processing the report since all of the values are displayed in TAFI. Since the ECTA interface translates the ANSI standard codes into BellSouth codes, it would not be appropriate to display any legacy system information directly via this interface.

(x) *query and view the current central office translations associated with a line or port;*

TAFI will automatically query central office translation if the reported trouble is feature related. If a discrepancy between the switch translations and the CRIS record are found, TAFI will automatically correct the translations to match CRIS data. Querying central office translation is not available on demand. The ability to do this is part of the mechanized screening function is built into TAFI. By current standards, ECTA is limited to just entering the report, modifying an existing report, canceling a report and obtaining status information about the report.

(xi) *view both abbreviated and extended trouble histories for a line, port or circuit;*

TAFI will obtain and display both the DATH and DLETH history data from LMOS for a POTS line. The TAFI User's Guide does not state that TAFI will display trouble history data for ports or circuits. ECTA does not provide this functionality today. This issue is being worked at ECIC.

(xii) *view customer line record in LMOS; and*

TAFI provides the ability to view the LMOS line record (DLR) so that if a field technician were to call a BellSouth repair center for a specific cable and pair assignment, the BellSouth representative could provide this data without referring the technician to some other resource. For parity considerations, everything that a BellSouth user can see, a CLEC user can see in TAFI. However, since it is not part of BellSouth's maintenance process for a BellSouth technician to a CLEC to learn about BellSouth cable and pair assignments, the CLEC has no need for this information.

(xiii) *add or delete features to a central office line or port.*

TAFI will correct central office translation only when associated with a specific trouble report as described in number x. Adding or deleting features can only be done via the service order process. The ability to correct translation data is part of the mechanized screening function built into TAFI. By current standards, ECTA is limited to just entering the report, modifying an existing report, canceling a report and obtaining status information about the report.

In summary, based on the reasons stated above, this request is not accepted by BellSouth. By design, TAFI and ECTA systems are significantly different. ECTA is by definition and requirement a T1M1 standard, which does not support TAFI functionality.

There are several options available to AT&T:

Attachment A-4A

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.



Change Request Form

1. AT&T could work through ECIC to provide a standard methodology to obtain additional data not currently supported and then BellSouth would evaluate implementing the new "standard" in ECTA. As stated in our response, BellSouth took the lead at ECIC for the development of the T1.262 standard (giving CLECs the ability to obtain a MLT test without generating a trouble report).
2. AT&T could submit a BonaFide Request (BFR) asking for a "non-standard" machine-to-machine interface that emulates TAFI functionality. BellSouth would price and bill AT&T for any developments.
3. AT&T could use TAFI for TAFI functionality.