

Bellsouth Monthly State Summary
Kentucky, January 2005

Billing Invoice Accuracy
Invoice Accuracy Interconnection
Invoice Accuracy Resale
Invoice Accuracy UNE
Billing Invoice Timeliness
Invoice Timeliness Interconnection - CABS
Invoice Timeliness Resale - CHRIS
Invoice Timeliness UNE - CHRIS
Mean Time to Deliver - Usage - Regional
Non-Recurring Charge Completeness
Non-Recur Charge Completeness Interconnection
Non-Recur Charge Completeness Resale
Non-Recur Charge Completeness UNE
Percent Billing Errors Corrected in "X" Days
% Billing Errors Corrected in X Days Interconnection
% Billing Errors Corrected in X Days Resale
% Billing Errors Corrected in X Days UNE
Percent Usage Errors Corrected Within "X" Days
% Daily Usage Feed Errs Corr In X Bus Days - Pack
% Daily Usage Feed Errs Corr In X Bus Days
Recurring Charge Completeness
Recur Charge Completeness Interconnection
Recur Charge Completeness Resale
Recur Charge Completeness UNE
Usage Data Delivery Accuracy
Usage Data Delivery Accuracy
Usage Data Delivery Completeness
Usage Completeness
Usage Data Delivery Timeliness
Usage Timeliness

Billing

Benchmark/
Analog

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
86992156	87786218	99.09%	605367	606516	99.81%			-59.0077	YES
86992156	87786218	99.09%	539778	646577	99.95%			12.2669	NO
86992156	87786218	99.09%	5016206	5017837	99.97%			-200.942	YES
4	1	4.95	39749	6902	3.71				YES
4	1	3.81	5933	1746	3.73				YES
4	1	3.81	7404	2524	2.93				YES
			1574208302	7275971232	2.16				YES
3942877	4353730	90.96%	41110	50554	81.32%				NO
			57584	59075	99.16%				YES
			194643	250339	77.75%				NO
			24	24	100.00%				Diagnostic
			33	33	100.00%				Diagnostic
			16	16	100.00%				Diagnostic
2422411	2511568	96.45%	2239	2250	99.52%				YES
			43942	44028	99.81%				YES
			178171	177768	99.74%				YES
154	154	100.00%	41744	41744	100.00%				YES
			1212541833	1212661872	99.99%				YES
			121326110	1212661872	98.89%				YES

**BellSouth Monthly State Summary
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Bona Fide

Benchmark/
Analog

Percent Quote Provided
% Quotes Provided within X Business Days 10 Business Days
% Quotes Provided within X Business Days 30 Business Days
% Quotes Provided within X Business Days 60 Business Days
Percent Request Processed Within "Y" Days
% New Business Requests Processed within 30 days

90%
90%
90%
90%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity

**BellSouth Monthly State Summary
Kentucky, January 2005**

Collocation

Benchmark/
Analog

Arrangement Time	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Arrangement Time Physical Cabled										
Average Arrangement Time Physical Capless										
Average Arrangement Time Physical Capless Extraordinary										
Average Arrangement Time Physical Intermediate Augment										
Average Arrangement Time Physical Major Augment										
Average Arrangement Time Physical Minor Augment										
Average Arrangement Time Physical Simple Augment										
Average Arrangement Time Virtual Extraordinary										
Average Arrangement Time Virtual Intermediate Augment										
Average Arrangement Time Virtual Major Augment										
Average Arrangement Time Virtual Minor Augment										
Average Arrangement Time Virtual Other Augment										
Average Arrangement Time Virtual Simple Augment										
Average Response Time										
Average Response Time Physical Cabled										
Average Response Time Physical Capless										
Average Response Time Virtual										
Percent Missed Due Date										
Percent Missed Due Dates Physical										
Percent Missed Due Dates Physical Augment										
Percent Missed Due Dates Virtual										
Percent Missed Due Dates Virtual Augment										

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
90 Days										
90 Days										
90 Days										
90 Days										
90 Days										
45 Days										
20 Days										
75 Days										
60 Days										
75 Days										
15 Days										
30 Days										
20 Days										
20 Days										
20 Days										
10 Days										
5%										
5%										
5%										

**BellSouth Monthly State Summary
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Average Database Update Interval	
Average Database Update Interval Directory Assistance	
Average Database Update Interval Directory Listings	
Average Database Update Interval Line Information Database	
Percent Database Update Accuracy	
% Database Accuracy - Regional Directory Assistance	
% Database Accuracy - Regional Directory Listings	
% Database Accuracy - Regional Line Information Database	
Percent Loaded by Effective Date	
% NXXLRNs Loaded by LERG - Regional	

Database Update

Benchmark/ Analog
Party by Design
Party by Design
Party by Design
98%
98%
98%
100%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
78.04	26	3	77.04	26	3				Party by Design
0.94	26	0.03	0.84	26	0.03				Party by Design
21.33	26	0.82	21.34	26	0.82				Party by Design
			389	397	97.98%				YES
			796	796	100.00%				YES
			1008	1016	98.21%				YES
			24	26	92.31%				NO

**BellSouth Monthly State Summary
Kentucky, January 2005**

Directory Percent Answered Within "X" Seconds
Speed to Answer Performance/Answered Within "X" Seconds - DA % WITHIN 12 SE

Directory Speed To Answer
Speed to Answer Performance/Average Speed to Answer - DA

Directory Assistance

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
Partly by Design						69.80%				Partly by Design
Partly by Design						4.4				Partly by Design

BellSouth Monthly State Summary
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E911 Accuracy
E911 Interval
E911 Mean Interval
E911 Timeliness
E911 Timeliness

E911

Benchmark/ Analog
Partly by Design
Partly by Design
Partly by Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
			137032	138415	98.29%				Partly by Design
			259555	2210	1.96				Partly by Design
			2210	2210	100.00%				Partly by Design

BellSouth Monthly State Summary
Kentucky, January 2005

Maintenance & Repair

Benchmark/Analogy	RST Numerator	RST Volume	RST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
OSS Response Interval (MAR) DLTH	32077	41828	76.65%	3067	3658	82.94%		0.01	-8.8146	YES
OSS Response Interval (MAR) DLR	9755	18496	52.74%	3766	6032	62.43%		0.01	-13.0638	NO
OSS Response Interval (MAR) DLR	899	18496	5.35%	306	6032	5.00%		0	0	YES
OSS Response Interval (MAR) DLR	8741	18496	47.26%	2766	6032	37.57%		0.01	13.0936	NO
OSS Response Interval (MAR) LMOCS	1859	1397559	0.13%	179	221471	0.09%		0	6.0529	YES
OSS Response Interval (MAR) LMOCS	1394361	1397559	98.77%	221102	221471	98.83%		0	-5.6931	YES
OSS Response Interval (MAR) LMO SUPD	6029	822234	7.32%	2782	37471	18.64%		0	15.9874	NO
OSS Response Interval (MAR) LMO SUPD	80344	822234	97.34%	84816	87661	95.42%		0	-15.9874	NO
OSS Response Interval (MAR) LNP GATEWAY	877305	822234	99.40%	96931	87661	98.83%		0	20.87	NO
OSS Response Interval (MAR) LNP GATEWAY	48	79465	0.06%	4	9452	0.04%		0	0.7004	YES
OSS Response Interval (MAR) LNP GATEWAY	7847	79465	98.94%	9448	9452	99.96%		0	-0.7004	YES
OSS Response Interval (MAR) LNP GATEWAY	78347	79465	98.85%	9440	9452	99.87%		0	-0.5553	YES
OSS Response Interval (MAR) MARCH	4194	5394	77.57%	448	715	62.66%		0.02	8.9812	YES
OSS Response Interval (MAR) MARCH	1210	5394	22.43%	267	715	37.34%		0.02	-8.9812	YES
OSS Response Interval (MAR) MARCH	1210	5394	22.43%	267	715	37.34%		0.02	-8.9812	YES
OSS Response Interval (MAR) NIW	13941	15402	89.85%	2751	2355	67.52%		0.01	16.0987	YES
OSS Response Interval (MAR) NIW	13046	15402	84.70%	2199	2355	67.52%		0.01	-16.7876	YES
OSS Response Interval (MAR) OSFCM	4	4399	0.09%	0	223	0.00%		0	0.4395	YES
OSS Response Interval (MAR) OSFCM	1207	4399	27.44%	57	223	25.56%		0.03	0.813	YES
OSS Response Interval (MAR) OSFCM	4395	4399	98.91%	223	223	100.00%		0	-0.4395	YES
OSS Response Interval (MAR) PREDICTOR	32975	36384	90.63%	3890	4912	76.96%		0	26.2783	YES
OSS Response Interval (MAR) PREDICTOR	3409	36384	9.37%	1032	4912	21.01%		0	-26.2783	YES
OSS Response Interval (MAR) PREDICTOR	3409	36384	9.37%	1032	4912	21.01%		0	-26.2783	YES
OSS Response Interval (MAR) SOCS	159	22088	0.07%	16	28624	0.06%		0	0.4418	YES
OSS Response Interval (MAR) SOCS	22188	22088	99.97%	2854	28624	98.77%		0	-0.3503	YES
OSS Response Interval (MAR) SOCS	22188	22088	99.97%	2854	28624	98.77%		0	-0.4418	YES

Benchmark/Analogy	RST Numerator	RST Volume	RST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
> 0 - <= 10 Seconds	32077	41828	76.65%	3067	3658	82.94%		0.01	-8.8146	YES
> 10 Seconds	9755	18496	52.74%	3766	6032	62.43%		0.01	-13.0638	NO
> 0 - <= 4 Seconds	899	18496	5.35%	306	6032	5.00%		0	0	YES
> 0 - <= 8 Seconds	8741	18496	47.26%	2766	6032	37.57%		0.01	13.0936	NO
> 10 Seconds	1859	1397559	0.13%	179	221471	0.09%		0	6.0529	YES
> 0 - <= 4 Seconds	1394361	1397559	98.77%	221102	221471	98.83%		0	-5.6931	YES
> 0 - <= 8 Seconds	6029	822234	7.32%	2782	37471	18.64%		0	15.9874	NO
> 0 - <= 10 Seconds	80344	822234	97.34%	84816	87661	95.42%		0	-15.9874	NO
> 0 - <= 4 Seconds	877305	822234	99.40%	96931	87661	98.83%		0	20.87	NO
> 10 Seconds	48	79465	0.06%	4	9452	0.04%		0	0.7004	YES
> 0 - <= 10 Seconds	7847	79465	98.94%	9448	9452	99.96%		0	-0.7004	YES
> 0 - <= 4 Seconds	78347	79465	98.85%	9440	9452	99.87%		0	-0.5553	YES
> 10 Seconds	4194	5394	77.57%	448	715	62.66%		0.02	8.9812	YES
> 0 - <= 4 Seconds	1210	5394	22.43%	267	715	37.34%		0.02	-8.9812	YES
> 0 - <= 8 Seconds	1210	5394	22.43%	267	715	37.34%		0.02	-8.9812	YES
> 10 Seconds	13941	15402	89.85%	2751	2355	67.52%		0.01	16.0987	YES
> 0 - <= 4 Seconds	13046	15402	84.70%	2199	2355	67.52%		0.01	-16.7876	YES
> 10 Seconds	4	4399	0.09%	0	223	0.00%		0	0.4395	YES
> 0 - <= 4 Seconds	1207	4399	27.44%	57	223	25.56%		0.03	0.813	YES
> 0 - <= 10 Seconds	4395	4399	98.91%	223	223	100.00%		0	-0.4395	YES
> 10 Seconds	32975	36384	90.63%	3890	4912	76.96%		0	26.2783	YES
> 0 - <= 4 Seconds	3409	36384	9.37%	1032	4912	21.01%		0	-26.2783	YES
> 0 - <= 8 Seconds	3409	36384	9.37%	1032	4912	21.01%		0	-26.2783	YES
> 10 Seconds	159	22088	0.07%	16	28624	0.06%		0	0.4418	YES
> 0 - <= 4 Seconds	22188	22088	99.97%	2854	28624	98.77%		0	-0.3503	YES
> 0 - <= 10 Seconds	22188	22088	99.97%	2854	28624	98.77%		0	-0.4418	YES

**BellSouth Monthly State Summary
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Operator Services

Benchmark/
Analog

Parity by Design

Parity by Design

Operator Percent Answered Within 'X' Seconds
Speed to Answer Performance/Answered Within 'X' Seconds - Toll % WITHIN 10 S

Operator Speed To Answer

Speed to Answer Performance/Average Speed to Answer - Toll

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
					79.30%				Parity by Design
					5.3				Parity by Design

**BellSouth Monthly State Summary
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Ordering

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
93% <= 3 Hours	7	100.00%	7	7	100.00%				YES
93% <= 3 Hours	14	100.00%	14	14	100.00%				YES
93% <= 3 Hours	508	100.00%	508	508	100.00%				YES
93% <= 3 Hours	85	100.00%	85	85	100.00%				YES
93% <= 3 Hours	2332	99.81%	2332	2334	99.81%				YES
93% <= 3 Hours	14	100.00%	14	14	100.00%				YES
93% <= 3 Hours	87	95.60%	87	91	95.60%				YES
93% <= 3 Hours	21420	99.84%	21420	21455	99.84%				YES
93% <= 3 Hours	47	100.00%	47	47	100.00%				YES
93% <= 3 Hours	2712	99.95%	2712	2713	99.95%				YES
93% <= 3 Hours	21	100.00%	21	21	100.00%				YES
93% <= 3 Hours	3	100.00%	3	3	100.00%				YES
93% <= 3 Hours	5	100.00%	5	5	100.00%				YES
93% <= 3 Hours	2	100.00%	2	2	100.00%				YES
93% <= 3 Hours	23	95.63%	23	24	95.63%				YES
93% <= 10 Days	35	100.00%	35	35	100.00%				YES
93% <= 24 Hours	20	95.24%	20	21	95.24%				YES
93% <= 24 Hours	1	100.00%	1	1	100.00%				YES
93% <= 24 Hours	5	83.33%	5	6	83.33%				NO
93% <= 24 Hours	7	100.00%	7	7	100.00%				YES
93% <= 24 Hours	20	100.00%	20	20	100.00%				YES
93% <= 24 Hours	20	100.00%	20	20	100.00%				YES
93% <= 24 Hours	2	100.00%	2	2	100.00%				NO
93% <= 24 Hours	129	100.00%	129	129	100.00%				YES
93% <= 24 Hours	12	92.31%	12	13	92.31%				NO
93% <= 24 Hours	192	98.97%	192	194	98.97%				YES
93% <= 24 Hours	26	100.00%	26	26	100.00%				YES
93% <= 7 Hours	1	100.00%	1	1	100.00%				YES
90% <= 7 Hours	243	98.38%	243	247	98.38%				YES
90% <= 7 Hours	63	96.92%	63	65	96.92%				YES
90% <= 7 Hours	422	93.96%	422	449	93.96%				YES
90% <= 7 Hours	28	100.00%	28	28	100.00%				YES
90% <= 7 Hours	4	100.00%	4	4	100.00%				YES
90% <= 7 Hours	1968	97.76%	1968	2013	97.76%				YES
90% <= 7 Hours	8	100.00%	8	8	100.00%				YES
90% <= 7 Hours	239	97.15%	239	246	97.15%				YES
90% <= 7 Hours	4	80.00%	4	5	80.00%				NO
Diagnostic	52958	89.71%	52958	58518	89.71%				Diagnostic
Diagnostic	6531	89.31%	6531	9567	89.31%				Diagnostic

**BellSouth Monthly State Summary
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Reject Interval (Partial Mesh) LINE (SIN)
Reject Interval (Partial Mesh) LINE (Line Sharing)
Reject Interval (Partial Mesh) LINE (Port Combinations)
Reject Interval (Partial Mesh) LINE (Other Design)
Reject Interval (Partial Mesh) LINE (Other Non-Design)
Reject Interval (Partial Mesh) LINE (Switch Ports)
Reject Interval (Partial Mesh) LINE (DSL, HDSL, ADSL, and UCL)

Service Inquiry Firm Order Confirmation
Service Inquiry w/ LSR FOC LINE (DSL, ADSL, HDSL, UCL)
Service Inquiry w/ LSR FOC LINE (TDE)
Service Inquiry w/ LSR FOC Unbonded Interoffice Transport

Speed of Answer
Speed of Answer in Ordering Center LOCAL CARRIER SERVICE CENTER

Ordering

Benchmark/ Analog
90 % <= 7 Hours
90 % <= 7 Hours
90 % <= 7 Hours
90 % <= 7 Hours
90 % <= 7 Hours

85 % Returned <= 4 Business Days

Retard Rate / Bus Service Center

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
57	59	96.81%	2265	2307	98.18%				YES
8	9	88.89%	931	932	99.89%				NO
4	5	80.00%							NO

13	13	100.00%							YES
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713510178	5524258	123.16	1020823	29306	34.83				YES
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BellSouth Monthly State Summary
Kentucky, January 2005

Pre-Ordering

Benchmark/
Analog

Average Response Time & Response Interval	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OSS Response Interval (Pre-Ordering) ATLAS.DID + 2 Secs RNS EDI	1801028	66290	2.59	171744	9119	7.27				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.DID + 2 Secs RNS TAG	1801028	66290	2.59	171744	9119	7.27				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.DID + 2 Secs ROS EDI	744500	306926	3.4	69290	9119	7.27				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.DID + 2 Secs ROS TAG	744500	306926	3.4	69290	9119	7.27				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.MLH RNS EDI	1771335	6770981	2.62	93927	24898	0.6				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.MLH RNS TAG	2691456	768485	3.33	80627	24898	3.65				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.MLH ROS EDI	11781987	4107280	2.86	1323577	768485	1.73				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS.MLH ROS TAG	11781987	4107280	2.86	1323577	768485	1.73				Diagnostic
OSS Response Interval (Pre-Ordering) COFF.USOC - OASISBIG + 2 Secs RNS EDI	4394535	1711736	2.57	1436039	262602	5.47				Diagnostic
OSS Response Interval (Pre-Ordering) COFF.USOC - OASISBIG + 2 Secs RNS TAG	4394535	1711736	2.57	1436039	262602	5.47				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP.DDI + 2 Secs RNS EDI	3053457	1227387	2.49	219034	273785	0.8				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP.DDI + 2 Secs RNS TAG	3053457	1227387	2.49	219034	273785	0.8				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP.DDI + 2 Secs ROS EDI	674596	306932	2.2	17353	25830	0.67				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP.DDI + 2 Secs ROS TAG	674596	306932	2.2	17353	25830	0.67				Diagnostic
OSS Response Interval (Pre-Ordering) OASIS.PC RNS EDI	593931	2562829	0.22							Diagnostic
OSS Response Interval (Pre-Ordering) OASIS.PC RNS TAG	593931	2562829	0.22							Diagnostic
OSS Response Interval (Pre-Ordering) OASISBIG RNS EDI	435472	2870884	0.15							Diagnostic
OSS Response Interval (Pre-Ordering) OASISBIG RNS TAG	435472	2870884	0.15							Diagnostic
OSS Response Interval (Pre-Ordering) OASISBIG + 2 Secs RNS EDI	1771335	6770981	2.62	33576	56439	0.59				Diagnostic
OSS Response Interval (Pre-Ordering) OASISBIG + 2 Secs RNS TAG	1771335	6770981	2.62	33576	56439	0.59				Diagnostic
OSS Response Interval (Pre-Ordering) PSMS.ORB - OASISBIG + 2 Secs RNS EDI	2661456	768485	3.33	205562	3629	56.64				Diagnostic
OSS Response Interval (Pre-Ordering) PSMS.ORB - OASISBIG + 2 Secs RNS TAG	2661456	768485	3.33	205562	3629	56.64				Diagnostic
OSS Response Interval (Pre-Ordering) PSMS.ORB - OASISBIG + 2 Secs ROS EDI	9154709	3644410	2.51	651683	614808	1.06				Diagnostic
OSS Response Interval (Pre-Ordering) PSMS.ORB - OASISBIG + 2 Secs ROS TAG	9154709	3644410	2.51	651683	614808	1.06				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY ADDR + 2 Secs RNS EDI	3465541	892418	3.49	189989	187156	2.5				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY ADDR + 2 Secs RNS TAG	3465541	892418	3.49	189989	187156	2.5				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY ADDR + 2 Secs ROS EDI	4923800	2158554	2.28	482997	419703	1.15				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY ADDR + 2 Secs ROS TAG	4923800	2158554	2.28	482997	419703	1.15				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY IN + 2 Secs RNS EDI	31492	11724	2.63	2742413	166196	16.5				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY IN + 2 Secs RNS TAG	31492	11724	2.63	2742413	166196	16.5				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY IN + 2 Secs ROS EDI	31492	11724	2.63	2742413	166196	16.5				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG.BY IN + 2 Secs ROS TAG	31492	11724	2.63	2742413	166196	16.5				Diagnostic

Electronic Loop Makeup	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OSS Interface Availability (Pre-Ordering) ATLAS.COFFI BST & CLEC	2852	2855	99.89%	2852	2855	99.89%				YES
OSS Interface Availability (Pre-Ordering) BOORIS BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) BOORIS BST & CLEC	99.99%									YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) EDI CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) EDI CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) LESO3 CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) PSIMS CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC	99.99%									YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) TAG CLEC	100.00%									YES
OSS Interface Availability (Pre-Ordering) TAG CLEC	100.00%									YES

Manual Loop Makeup	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OSS Interface Availability (Pre-Ordering) ATLAS.COFFI BST & CLEC	3	3	100.00%	3	3	100.00%				YES
OSS Interface Availability (Pre-Ordering) BOORIS BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) BOORIS BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) EDI CLEC										YES
OSS Interface Availability (Pre-Ordering) EDI CLEC										YES
OSS Interface Availability (Pre-Ordering) LESO3 CLEC										YES
OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC										YES
OSS Interface Availability (Pre-Ordering) PSIMS CLEC										YES
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) SOGS BST & CLEC										YES
OSS Interface Availability (Pre-Ordering) TAG CLEC										YES
OSS Interface Availability (Pre-Ordering) TAG CLEC										YES

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Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	19157	8933	2.29	114	130	0.88	21.91		0.781	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	119	32	3.71				6.36			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	51	30	1.74				5.73			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	6035	257	23.48				188.41			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	565	31	1.8				36.35			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	764	105	7.27				29.24			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	194	57	3.41				13.66			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	134110	96994	1.38	1728	2125	0.81	17.62		1.4781	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	15	2	2.16				3.98		0.4822	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	3035	578	3.48				14.29			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	178	51	3.48				4.25			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	48052	31896	1.51	24	1	23.68	23.72		-0.9347	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	512	165	34.15				48.61		0.5185	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	54377	8942	6.29	0	13	0.02	43.6		0.6144	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	448	65	6.89				24.11			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	683	127	5.38	0	19	0.02	26.76		0.0245	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	1	5	0.24				0.21		-0.0685	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	688	199	3.45	24	5	3.96	12.9		0.8573	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	159	55	2.85				7.07			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	54186	8553	6.33	33	64	0.52	43.82		1.0575	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	30	46	0.66				4.12		0.2536	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	54186	8553	6.33	19	8	2.4	43.82			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	30	46	0.66				4.12			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	30166	5531	5.45	1215	664	1.83	25.23		3.0699	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	18	28	0.64				2.77		0.5065	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	42780	19179	1.34	2740	6037	0.45	16.59		3.5144	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	8021	67867	0.19	7815	11830	0.66	17.48		2.9341	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	123101	98746	1.23	10555	17867	0.59	34.08		4.5302	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	6035	257	23.48				188.41			
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	558	31	1.8				36.35			
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	134	39	3.43				18		-0.1487	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	152142	104824	1.45	2	10	0.17	23.6		0.2245	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	159	55	2.85				7.07		0.8573	YES
Avg Cmp Notice Invl Mech Resale Business >= 10 Circuits	54166	8553	6.33	0	8	0.02	43.82		0.4075	YES
Avg Cmp Notice Invl Mech Resale Business < 10 Circuits	30	46	0.66				4.12			

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Benchmark/Analog	BST Measure	BST Volume	BST Numerator	CLEC Volume	CLEC Numerator	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
% Jeopardy within 48 Hours (Non Mech) Resale Residence						50.00%				Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Combs - Other						58.33%				Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Digital Loop < DS1						72.73%				Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Digital Loop >= DS1										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line ISDN										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Loop + Port Combinations										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Other Design										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Other Non-Design										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line Switch Based Orders										Diagnostic
% Jeopardy within 48 Hours (Non Mech) Line xDSL (HDSL, ADSL, and UCL)										Diagnostic
Jeopardy Interval (Mech) 2W Analog Loop Design										
Jeopardy Interval (Mech) 2W Analog Loop Non-Design										
Jeopardy Interval (Mech) 2W Analog Loop w/NP - Design										
Jeopardy Interval (Mech) 2W Analog Loop w/NP - Non-Design										
Jeopardy Interval (Mech) 2W Analog Loop w/ NP - Design										
Jeopardy Interval (Mech) 2W Analog Loop w/ NP - Non-Design										
Jeopardy Interval (Mech) NIP (Standalone)										
Jeopardy Interval (Mech) Local Interconnection										
Jeopardy Interval (Mech) Local Transport (Unbundled Interoffice Transport)										
Jeopardy Interval (Mech) Resale Business										
Jeopardy Interval (Mech) Resale Centrex										
Jeopardy Interval (Mech) Resale ISDN										
Jeopardy Interval (Mech) Resale PBX										
Jeopardy Interval (Mech) Resale Residence										
Jeopardy Interval (Mech) Line Combs - Other										
Jeopardy Interval (Mech) Line Digital Loop < DS1										
Jeopardy Interval (Mech) Line Digital Loop >= DS1										
Jeopardy Interval (Mech) Line ISDN										
Jeopardy Interval (Mech) Line Line Sharing										
Jeopardy Interval (Mech) Line Loop + Port Combinations										
Jeopardy Interval (Mech) Line Other Design										
Jeopardy Interval (Mech) Line Other Non-Design										
Jeopardy Interval (Mech) Line Switch Ports										
Jeopardy Interval (Mech) Line xDSL (HDSL, ADSL, and UCL)										
Jeopardy Interval (Non Mech) 2W Analog Loop Design										
Jeopardy Interval (Non Mech) 2W Analog Loop Non-Design										
Jeopardy Interval (Non Mech) 2W Analog Loop w/NP - Design										
Jeopardy Interval (Non Mech) 2W Analog Loop w/NP - Non-Design										
Jeopardy Interval (Non Mech) 2W Analog Loop w/ NP - Design										
Jeopardy Interval (Non Mech) 2W Analog Loop w/ NP - Non-Design										
Jeopardy Interval (Non Mech) NIP (Standalone)										
Jeopardy Interval (Non Mech) Local Interconnection										
Jeopardy Interval (Non Mech) Local Transport (Unbundled Interoffice Transport)										
Jeopardy Interval (Non Mech) Resale Business										
Jeopardy Interval (Non Mech) Resale Centrex										
Jeopardy Interval (Non Mech) Resale ISDN										
Jeopardy Interval (Non Mech) Resale PBX										
Jeopardy Interval (Non Mech) Resale Residence										
Jeopardy Interval (Non Mech) Line Combs - Other										
Jeopardy Interval (Non Mech) Line Digital Loop < DS1										
Jeopardy Interval (Non Mech) Line Digital Loop >= DS1										
Jeopardy Interval (Non Mech) Line ISDN										
Jeopardy Interval (Non Mech) Line Line Sharing										
Jeopardy Interval (Non Mech) Line Loop + Port Combinations										
Jeopardy Interval (Non Mech) Line Other Design										
Jeopardy Interval (Non Mech) Line Other Non-Design										
Jeopardy Interval (Non Mech) Line Switch Ports										
Jeopardy Interval (Non Mech) Line xDSL (HDSL, ADSL, and UCL)										

Benchmark/Analog	BST Measure	BST Volume	BST Numerator	CLEC Volume	CLEC Numerator	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
% LNP Apply Trigger										
LNP Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order										
LNP Disconnect Timeliness Non Trigger										
LNP Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution										
LNP Percent Out of Service - SMS										
LNP Percent Out of Service Less Than 60 Minutes LNP										
Order Completion Interval										
OCI 2W Analog Loop Design Dispatch < 10 Circuits										
OCI 2W Analog Loop Design Dispatch < 10 Circuits										
OCI 2W Analog Loop Design Non-Dispatch < 10 Circuits										
OCI 2W Analog Loop Design Non-Dispatch >= 10 Circuits										
OCI 2W Analog Loop Non-Design Dispatch < 10 Circuits										
OCI 2W Analog Loop Non-Design Dispatch >= 10 Circuits										
OCI 2W Analog Loop Non-Design Non-Dispatch < 10 Circuits										
OCI 2W Analog Loop Non-Design Non-Dispatch >= 10 Circuits										

Benchmark/Analog	BST Measure	BST Volume	BST Numerator	CLEC Volume	CLEC Numerator	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
31105.33		4564	7.13				6.72			
104		17	6.12				4.53			
175100		91716	1.89				2.2			
26741.33		4364	6.13				6.72			
87		17	5.12				4.53			
39579.87		23975	1.65				4.11			
96.50%			461	462		99.75%				YES
95.00%			65	65		100.00%				YES
96.50%			1433	1435		99.95%				YES
Retail Residence and Business (POTS) - One Day										
Retail Residence and Business (POTS) - One Day										
Retail Residence and Business (POTS) - One Day										
Retail Residence and Business (POTS) - One Day										
Retail Residence and Business (POTS) Excluding Switch-Based Orders										
Retail Residence and Business (POTS) Excluding Switch-Based Orders										
Retail Residence and Business (POTS) Excluding Switch-Based Orders										
Retail Residence and Business (POTS) Excluding Switch-Based Orders										

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Benchmark/Analogy	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
% Missed Installation Appointments Local Transport (Unbundled Interface Transport) Dispatch	78	1717	4.54%	1	23	4.35%			0.0132	YES
% Missed Installation Appointments Local Transport (Unbundled Interface Transport) Non-DI	1	22	4.55%	0	125	0.00%				YES
% Missed Installation Appointments Local Transport (Unbundled Interface Transport) Non-DI	2	6881	0.00%	0	125	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	2	197	0.00%	1	2	50.00%			-3.1758	NO
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	9	0.00%	0	0	0.00%				
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	233	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	3	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	14	207	6.76%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	23	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	50	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	8	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	2	60	3.33%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	46	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	4	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	3	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	3	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	54	0.00%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	72	3815	20.24%	13	127	10.24%			1.0743	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	2	6	33.33%	1	2034	0.05%			-0.0502	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	6	93156	0.01%	1	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	884	5109	0.00%	1	19	5.28%			0.1736	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	3	51	5.88%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	5	1896	0.02%	0	1	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	180	2973	6.05%	1	16	6.25%			-0.0115	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	7	5670	0.12%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	6	75	8.00%	1	49	2.04%			0.2254	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	52	0.00%	0	5	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	4	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	6	199	3.02%	1	19	5.28%			-0.1887	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	2	44	4.55%	1	6	16.67%			-0.6719	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	13	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	174	2917	5.97%	3	4	75.00%			-5.0109	NO
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	7	5636	0.12%	0	66	0.00%			0.0335	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	174	2917	5.97%	0	15	0.00%			0.2512	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	7	5636	0.12%	0	13	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	850	5532	15.37%	95	710	13.38%			0.5815	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	5	31879	0.02%	4	6653	0.02%			-0.0715	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	7	0.00%	0	3	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	1	67668	0.00%	0	12009	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	6	99837	0.01%	4	18062	0.02%			-0.0375	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	14	207	6.76%	0	4	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	23	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	0	50	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	650	5532	15.37%	1	16	6.25%			0.3571	YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	6	99837	0.01%	0	13	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	648	5409	15.65%	0	9	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	3	21	14.29%	0	13	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	2	0.00%	0	2	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	2	44	4.55%	1	6	16.67%			-0.6719	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	0	13	0.00%	0	0	0.00%				YES
% Missed Installation Appointments Resale Business Dispatch < 10 Circuits	174	2917	5.97%	1	28	3.67%			0.2232	YES
% Missed Installation Appointments Resale Business Dispatch >= 10 Circuits	1	46	2.17%	0	0	0.00%				YES

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Percent Provisioning Troubles	Benchmark/ AOLSI Provided to Retail	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity YES
% Missed Installation Appts UNE XDSL (HDSL, ADSL, and UCL) Non-Dispatch < 10	AOLSI Provided to Retail	7	5636	0.12%	0	3	0.00%				
% Missed Installation Appts UNE XDSL (HDSL, ADSL, and UCL) Non-Dispatch >= 10	AOLSI Provided to Retail	603	5055	11.93%	0	3	0.00%			0.8373	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop Design Dispatch < 10 Circuits	Retail Residence and Business Dispatch	6	35	17.14%							
% Prov. Trouble w/ 30 Days ZW Analog Loop Design Dispatch >= 10 Circuits	Retail Residence and Business Dispatch	5	5055	11.93%							
% Prov. Trouble w/ 30 Days ZW Analog Loop Design Non-Dispatch < 10 Circuits	Retail Residence and Business Dispatch	6	35	17.14%							
% Prov. Trouble w/ 30 Days ZW Analog Loop Design Non-Dispatch >= 10 Circuits	Retail Residence and Business Dispatch	589	4973	11.84%	0	3	0.00%			0.6347	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop Non-Design Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	5	21	23.81%							
% Prov. Trouble w/ 30 Days ZW Analog Loop Non-Design Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	1910	31210	6.12%	0	6	0.00%			0.6253	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop Non-Design Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	603	5055	11.93%							
% Prov. Trouble w/ 30 Days ZW Analog Loop Non-Design Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	6	35	17.14%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Design Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	603	5055	11.93%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Design Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	5	4973	11.84%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Non-Design Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	1810	31210	6.12%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	6	35	17.14%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Non-Design Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	603	5055	11.93%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/NP - Non-Design Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	5	4973	11.84%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	4282	95020	4.51%	0	624	0.00%			5.4088	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	2	174	1.15%	0	1	0.00%				
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	0	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	0	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	177	1414	12.52%	2	18	11.11%			0.1782	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	5	28	17.86%	4	112	3.57%			1.1522	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	385	6184	6.23%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	2	12	16.67%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	14	66	16.25%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	11	227	4.85%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	2	6	33.33%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	14	268	5.22%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	1	28	3.57%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	65	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	6	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	4	50	8.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	53	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	5	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	1	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	1	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	428	3641	11.70%	5	110	4.55%			2.3001	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	1	7	14.29%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	3808	89095	4.39%	99	1819	5.44%			-2.1776	NO
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	617	5223	11.99%	4	23	17.39%			-0.8571	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	1915	3184	5.70%	0	2	0.00%			0.3605	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	2	15	13.33%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	147	2706	5.43%	0	14	0.00%			0.8945	YES
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	5	64	7.81%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	274	4719	5.81%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	4	91	4.40%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	2	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	41	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	4	50	8.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	2	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch < 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	53	0.00%							
% Prov. Trouble w/ 30 Days ZW Analog Loop w/ISDN Non-Dispatch >= 10 Circuits	Retail Residence and Business (POTS) Excluding Switch - Based Orders	0	7	0.00%							

**BellSouth Monthly State Summary
Kentucky, January 2005**

Provisioning

Benchmark/

- ADSL Provided to Retail
- ADSL Provided to Retail
- ADSL Provided to Retail
- Retail Residence and Business
- Retail Residence and Business
- Retail Residence and Business
- Retail Residence and Business
- Retail Residence and Business
- Retail Design
- Retail Design
- Retail Design
- Retail Residence and Business
- Retail Residence and Business
- Retail Residence and Business
- Retail Residence and Business (POTS)
- Retail Residence and Business (POTS)
- Retail Residence and Business (POTS)
- ADSL Provided to Retail
- ADSL Provided to Retail

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
4	245	8.51%	0	7	0.00%			0.6342	YES
274	4684	5.85%	2	41	4.88%			0.284	YES
603	5055	11.93%	74	604	12.25%			-0.2314	YES
6	35	17.14%	0	1	0.00%			0.4485	YES
1915	31332	6.11%	333	5955	5.95%			1.5356	YES
2	11	18.18%	0	0	0.00%				
2378	63917	3.72%	278	10769	2.59%			5.7696	YES
4293	96379	0.00%	0	0	0.00%			4.9008	YES
2	12	16.67%	811	16724	3.65%				
14	268	5.22%							
1	28	3.57%							
0	65	0.00%							
603	5055	11.93%	0	9	0.00%			1.1031	YES
6	35	17.14%	0	1	0.00%				
4783	95779	4.51%	0	13	0.00%			0.7831	YES
569	4073	16.97%							
5	21	23.81%							
4282	85020	4.51%	0	3	0.00%			0.3763	YES
143	2625	5.45%	1	15	6.67%			-0.2074	YES
4	47	8.51%							
274	4684	5.85%							

Percent Troubles within 'X' Days

- Hdl Cmts %Prov. Trbl w/ 7 Days Design (SL2) Dispatch
- Hdl Cmts %Prov. Trbl w/ 7 Days Design (SL2) Non-Dispatch
- Hdl Cmts %Prov. Trbl w/ 7 Days Non-Design (SL1) Dispatch
- Hdl Cmts %Prov. Trbl w/ 7 Days Non-Design (SL1) Non-Dispatch

Recovery Time

- CCC Avg Recovery Time Interm Number Portability (NIP) - Loop
- CCC Avg Recovery Time Local Number Portability (LNP) - Loop

Service Order Accuracy

- Service Order Accuracy Resale
- Service Order Accuracy LINE-P
- Service Order Accuracy LINE

		<= 5 %							
		<= 5 %							
		<= 5 %							
		Diagnostic							
		95.00%							
		95.00%							
		95.00%							
		97.76%	5751	5668	97.76%				YES
		97.76%	23977	23951	97.76%				YES
		96.82%	5568	5745	96.82%				YES

Bellsouth Monthly State Summary
Kentucky, January 2005

Special Access - M & R

Benchmark/
Analogy

Customer Trouble Report Rate - Failure Rate

Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DSO + DS1)
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCn)
Customer Trouble Report Rate - Failure Rate Annualized Special Access DSO
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Non-Optical)
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical)
Customer Trouble Report Rate - Failure Rate Below DS3 (DSO + DS1)
Customer Trouble Report Rate - Failure Rate DS3 and Above (DS3 + OCn)
Customer Trouble Report Rate - Failure Rate Special Access DSO
Customer Trouble Report Rate - Failure Rate Special Access DS1
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Non-Optical)
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCn)

Maintenance Average Duration (Mean Time to Restore)

Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) Below DS3 (DSO + DS1)
Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) DS3 and Above (DS3 + OCn)
Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) Special Access DSO
Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) Special Access DS1
Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) Special Access DS3 (Non-Optical)
Maintenance Average Duration (Mean Time to Restore) (FOK: TOK) Special Access DS3 (Optical)
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Below DS3 (DSO + DS1)
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) DS3 and Above (DS3 + OCn)
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DSO
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Non-Optical)
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Optical OCn)

Percent Repeat Troubles

Percent Repeat Troubles Below DS3 (DSO + DS1)
Percent Repeat Troubles DS3 and Above (DS3 + OCn)
Percent Repeat Troubles Special Access DSO
Percent Repeat Troubles Special Access DS1
Percent Repeat Troubles Special Access DS3 (Non-Optical)
Percent Repeat Troubles Special Access DS3 (Optical OCn)

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
13	604	1.59%	484	18367	2.64%				Diagnostic
0	39	0.80%	6	1321	0.44%				Diagnostic
0	102	4.11%	144	4138	3.49%				Diagnostic
0	39	0.81%	340	14229	2.39%				Diagnostic
0	0	0.00%	0	117	0.47%				Diagnostic
0	0	0.00%	0	103	0.41%				Diagnostic
13	960	1.35%	481	18402	2.61%				Diagnostic
4	47	0.00%	1	1391	0.07%				Diagnostic
0	85	4.71%	117	3740	3.13%				Diagnostic
0	675	1.03%	364	14662	2.48%				Diagnostic
0	46	0.00%	0	1287	0.00%				Diagnostic
0	1	0.00%	1	104	0.95%				Diagnostic

0.42	4	0.1	164.25	125	1.31				Diagnostic
0	0	0	0	0	0				Diagnostic
0.07	1	0.07	40.7	30	1.36				Diagnostic
0.35	3	0.12	123.55	95	1.3				Diagnostic
0	0	0	0	0	0				Diagnostic
0	13	0.05%	3	481	0.62%				Diagnostic
0	4	0.00%	0	117	0.00%				Diagnostic
0	9	0.00%	3	364	0.82%				Diagnostic
0	0	0.00%	0	1	0.00%				Diagnostic
25.15	13	1.93	1697.38	481	3.53				Diagnostic
0	0	0	0.07	1	0.07				Diagnostic
8.47	4	2.12	356.3	117	3.05				Diagnostic
18.98	9	1.85	1341.08	364	3.68				Diagnostic
0	0	0	0.07	1	0.07				Diagnostic

3	13	23.08%	118	481	24.53%				Diagnostic
0	0	0.00%	0	1	0.00%				Diagnostic
0	0	0.00%	28	117	23.93%				Diagnostic
3	9	33.33%	80	364	21.73%				Diagnostic
0	0	0.00%	0	1	0.00%				Diagnostic

**BellSouth Monthly State Summary
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Special Access - Ordering

Benchmark/
Analog

FOC Receipt Past Due	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
FOC Receipt Past Due (With Open Query / Reject) Special Access DS0	0	7		0	7	0.00%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS1	5	116		5	116	4.31%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Non-Optical)	2	15		2	15	13.33%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Optical OCN)	3	3		3	3	33.33%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS0	1	1		1	1	6.25%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS1	1	26		1	26	0.25%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Non-Optical)	0	16		0	16	0.00%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Optical OCN)	0	2		0	2	0.00%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt)										
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS0	4	38	>= 98% within 2 Business Days	4	38	10.53%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS1	17	342	>= 98% within 2 Business Days	17	342	5.86%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Non-Optical)	22	41	>= 98% within 5 Business Days	22	41	53.66%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Optical OCN)	3	4	>= 98% within 5 Business Days	3	4	75.00%				Diagnostic
Offered Versus Requested Due Date										
Offered Versus Requested Due Date Special Access DS0	24	29		24	29	82.76%				Diagnostic
Offered Versus Requested Due Date Special Access DS1	215	323		215	323	97.82%				Diagnostic
Offered Versus Requested Due Date Special Access DS3 (Non-Optical)	24	24		24	24	100.00%				Diagnostic
Offered Versus Requested Due Date Special Access DS3 (Optical OCN)	1	1		1	1	100.00%				Diagnostic

FOC Receipt Past Due	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic	0	7		0	7	0.00%				Diagnostic
Diagnostic	5	116		5	116	4.31%				Diagnostic
Diagnostic	2	15		2	15	13.33%				Diagnostic
Diagnostic	3	3		3	3	33.33%				Diagnostic
<= 2%	1	1		1	1	6.25%				Diagnostic
<= 2%	1	26		1	26	0.25%				Diagnostic
<= 2%	0	16		0	16	0.00%				Diagnostic
<= 2%	0	2		0	2	0.00%				Diagnostic
>= 98% within 2 Business Days	4	38		4	38	10.53%				Diagnostic
>= 98% within 2 Business Days	17	342		17	342	5.86%				Diagnostic
>= 98% within 5 Business Days	22	41		22	41	53.66%				Diagnostic
>= 98% within 5 Business Days	3	4		3	4	75.00%				Diagnostic
Diagnostic	24	29		24	29	82.76%				Diagnostic
Diagnostic	215	323		215	323	97.82%				Diagnostic
Diagnostic	24	24		24	24	100.00%				Diagnostic
Diagnostic	1	1		1	1	100.00%				Diagnostic

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Trunk Group Performance Agg
Trunk Group Performance Trunk Group Performance Agg

Trunk Group Performance

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
0						0				YES