

BellSouth Monthly State Summary
Kentucky, February 2005

Billing

Billing Invoice Accuracy	Benchmark/ Analog
Invoice Accuracy Interconnection	RETAIL
Invoice Accuracy Resale	RETAIL
Invoice Accuracy UNE	RETAIL
Billing Invoice Timeliness	
Invoice Timeliness Interconnection	RETAIL
Invoice Timeliness Resale	RETAIL
Invoice Timeliness UNE	RETAIL
Mean Time to Deliver	
Mean Time to Deliver Usage - Regional	<= 3 Days
Non-Recurring Charge Completeness	
Non-Recur Charge Completeness Interconnection	90%
Non-Recur Charge Completeness Resale	RETAIL
Non-Recur Charge Completeness UNE	90%
Percent Billing Errors Corrected In X Days	
% Billing Errors Corrected In X Days Interconnection	Diagnostic
% Billing Errors Corrected In X Days Resale	Diagnostic
% Billing Errors Corrected In X Days UNE	Diagnostic
Percent Usage Errors Corrected Within X Days	
% Daily Usage Feed Errs Corr In X Bus Days	Diagnostic
% Daily Usage Feed Errs Corr In X Bus Days	Diagnostic
Recurring Charge Completeness	
Recur Charge Completeness Interconnection	90%
Recur Charge Completeness Resale	RETAIL
Recur Charge Completeness UNE	90%
Usage Data Delivery/Accuracy	
Usage Data Delivery/Accuracy	Partly met goal
Usage Data Delivery/Completeness	
Usage Data Delivery/Completeness	88.00%
Usage Data Delivery/Timeliness	
Usage Timeliness	95.00%

BST Number	BST Volume	BST Measure	CLEC Number	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
87387590	88161983	99.12%	296040	617631	47.81%			439.4109	NO
87387590	88161983	99.12%	678785	682788	99.12%			0.0772	YES
87387590	88161983	99.12%	5063743	5095960	99.96%			-188.1946	YES
4	1	4.07	3877	3597	3.83				YES
4	1	3.65	4979	1722	2.89				YES
4	1	3.65	6316	2474	2.55				YES
			1348189881	8457710078	2.09				YES
3411300	4025563	84.74%	28279	30398	98.32%				YES
			64444	64972	99.19%				YES
			233250	238242	98.73%				YES
			179	178	100.00%				Diagnostic
			38	38	100.00%				Diagnostic
			36	36	100.00%				Diagnostic
2411923	2538889	95.00%	1183	1183	100.00%				YES
			48144	53317	92.14%				NO
			219121	221988	98.29%				YES
151	151	100.00%	39230	39230	100.00%				YES
			1078241928	1078285013	100.00%				YES
			107531898	1078285013	98.91%				YES

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Bona Fide

Percent Quota Provided	
% Orders Provided within X Business Days 10 Business Days	
% Orders Provided within X Business Days 30 Business Days	
% Orders Provided within X Business Days 60 Business Days	
Percent Request Processed Within "X" Days	
% New Business Requests Processed within 30 days	

Benchmark/Analogy	90%
	90%
	90%
	90%
	90%

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

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Change Management

Associated Document	Timeliness - Regional	% Documentation Sent On Time	Benchmark/Analogy	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Associated Document Timeliness - Regional	% Documentation Sent On Time	96.00%											
Associated Document Timeliness - Regional	% Documentation Sent On Time - Defects	95.00%											
Change Management Document													
Change Management Document	Regional												
Change Management Notice													
Change Management Notice	Regional												
Interface Outage Notification													
Interface Outage Notification	Regional CLEC Service Order TimeStamp	97.00%		0	0								
Interface Outage Notification	Regional Electronic Communications Trouble Analysis	97.00%		3	3	100.00%							YES
Interface Outage Notification	Regional Electronic Data Interchange	97.00%		2	2	100.00%							YES
Interface Outage Notification	Regional Local Exchange Navigation System	97.00%		0	0								
Interface Outage Notification	Regional Telecommunications Access Gateway	97.00%		2	2	100.00%							YES
Interface Outage Notification	Regional Tools Analysis Facilitation Interface	97.00%		0	0								
Notice Timeliness													
Notice Timeliness	Regional	96.00%		1	1	100.00%							YES
Number Of Defects In Production Releases													
Number Of Defects In Production Releases	Regional Severity 1	0											
Number Of Defects In Production Releases	Regional Severity 2	0											
Number Of Defects In Production Releases	Regional Severity 3	0											
Percent Change Requests Accepted Or Rejected Within 10 Days													
Percent Change Requests Accepted Or Rejected Within 10 Days	Regional	97.00%					4	4	100.00%				YES
Percent Change Requests Rejected													
Percent Change Requests Rejected	Regional												
Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization													
Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization	Regional	96.00%					0	1	0.00%				NO
Percent Software Errors Corrected In X Business Days													
Percent Software Errors Corrected In X Business Days	Regional	96.00%					0	10	0.00%				NO
Percent Software Errors Corrected In X Business Days	Regional	96.00%					0	13	0.00%				NO
Percent Software Errors Corrected In X Business Days	Regional	95.00%					0	4	0.00%				NO
Software Validation													
Software Validation	Regional	95%					1	36%	100.00%	98.64%			YES

**BallSouth Monthly State Summary
Kentucky, February 2005**

Collocation

Arrangement Type	Physical Caped	Physical Capless	Extraordinary	Intermediate	Major	Minor	Simple	Virtual
Average Arrangement Time Physical Caped	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days
Average Arrangement Time Physical Capless	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days	80 Days
Average Arrangement Time Extraordinary								
Average Arrangement Time Intermediate								
Average Arrangement Time Major								
Average Arrangement Time Minor								
Average Arrangement Time Simple								
Average Arrangement Time Virtual								
Average Arrangement Time Virtual Ordinary								
Average Arrangement Time Virtual Minor								
Average Arrangement Time Virtual Major								
Average Arrangement Time Virtual Intermediate								
Average Arrangement Time Virtual Simple								
Average Response Time	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days
Average Response Time Physical Caped	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days
Average Response Time Physical Capless	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days	20 Days
Average Response Time Virtual	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Average Response Time Virtual Ordinary	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Average Response Time Virtual Minor	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Average Response Time Virtual Major	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Average Response Time Virtual Intermediate	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Average Response Time Virtual Simple	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days	10 Days
Percent Missed Due Date Physical Caped	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Physical Capless	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual Ordinary	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual Minor	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual Major	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual Intermediate	5%	5%	5%	5%	5%	5%	5%	5%
Percent Missed Due Date Virtual Simple	5%	5%	5%	5%	5%	5%	5%	5%

BST	Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
99	2	50							YES
36	1	36							YES
10	10	10							YES
36	1	36							YES
0	2	0.00%							YES
0	3	0.00%							YES

**BellSouth Monthly State Summary
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Database Update

Average Database Update Interval	
Average Database Update Interval	Director Assistance
Average Database Update Interval	Director Listings
Average Database Update Interval	Line Information Database
Percent Database Update Accuracy	
% Database Accuracy - Regional Director Assistance	
% Database Accuracy - Regional Director Listings	
% Database Accuracy - Regional Line Information Database	

Benchmark/	
Analogy	
Party by Design	95%
Party by Design	95%
Party by Design	100%

BST	BST	BST	CLEC	CLEC	CLEC	Standard	Standard	Zscore	Equity
Numerator	Volume	Measure	Numerator	Volume	Measure	Deviation	Error		
95.11	22	3.87	84.98	22	3.89				Party by Design
0.75	24	0.03	0.75	24	0.03				Party by Design
13.93	24	0.58	13.94	24	0.58				Party by Design
			338	338	100.00%				YES
			784	789	98.12%				YES
			457	429	98.78%				YES
			25	25	100.00%				YES

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Directory Assistance

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

Benchmark/
 Analog
 Rate by Design
 Rate by Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
					89.00%		4.6		Partly by Design
									Partly by Design

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E911

E911 Accuracy
E911 Interval
E911 Weekend Interval
E911 Timeliness
E911 Timeliness

Benchmark/
 Analog
 Party by Design
 Party by Design
 Party by Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
74971	77023	97.34%							Party by Design
59928	1779	0.5							Party by Design
1779	1779	100.00%							Party by Design

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Maintenance & Repair

Item	Category	Count	Measure	Standard	Equity	
OSS Response Interval (M&R) DL/EH	> 0 - <= 10 Seconds	27299	76.33%	0.01	-8.8021	YES
OSS Response Interval (M&R) DL/R	> 0 - <= 10 Seconds	6662	55.38%	0.01	-9.3787	NO
OSS Response Interval (M&R) DL/R	> 0 - <= 4 Seconds	6282	51.74%	0.01	-9.1081	NO
OSS Response Interval (M&R) LAMS	> 0 - <= 10 Seconds	1710	41.01%	0.01	-9.7787	NO
OSS Response Interval (M&R) LAMS	> 0 - <= 4 Seconds	1205621	99.86%	0	-5.9851	YES
OSS Response Interval (M&R) LAMS/JPD	> 0 - <= 10 Seconds	1207453	99.86%	0	-4.0185	YES
OSS Response Interval (M&R) LAMS/JPD	> 0 - <= 4 Seconds	4793	0.67%	0	-2.0585	YES
OSS Response Interval (M&R) LNF GATEWAY	> 0 - <= 10 Seconds	683585	97.29%	0	-1.31%	YES
OSS Response Interval (M&R) LNF GATEWAY	> 0 - <= 4 Seconds	708108	98.33%	0	-15.4783	NO
OSS Response Interval (M&R) LNF GATEWAY	> 0 - <= 10 Seconds	19	0.03%	0	-21.0365	NO
OSS Response Interval (M&R) LNF GATEWAY	> 0 - <= 4 Seconds	87331	89.97%	0	-0.4494	YES
OSS Response Interval (M&R) MARCH	> 0 - <= 10 Seconds	9257	92.82%	0	0.238	YES
OSS Response Interval (M&R) MARCH	> 0 - <= 4 Seconds	1109	24.84%	0.02	-8.695	YES
OSS Response Interval (M&R) MARCH	> 0 - <= 10 Seconds	1106	54.14%	0.02	-8.695	YES
OSS Response Interval (M&R) MARCH	> 0 - <= 4 Seconds	0	0%	0.02	-4.056	YES
OSS Response Interval (M&R) HW	> 0 - <= 10 Seconds	0	0%	0	0	YES
OSS Response Interval (M&R) HW	> 0 - <= 4 Seconds	0	0%	0	0	YES
OSS Response Interval (M&R) OSCM	> 0 - <= 10 Seconds	11	0.29%	0	-0.5124	YES
OSS Response Interval (M&R) OSCM	> 0 - <= 4 Seconds	980	25.86%	0.03	-0.072	YES
OSS Response Interval (M&R) OSCM	> 0 - <= 10 Seconds	3812	98.71%	0	0.5124	YES
OSS Response Interval (M&R) PREDICTOR	> 0 - <= 10 Seconds	2936	90.69%	0	-26.8414	YES
OSS Response Interval (M&R) PREDICTOR	> 0 - <= 4 Seconds	2874	83.4%	0	-26.8414	YES
OSS Response Interval (M&R) SOCS	> 0 - <= 10 Seconds	168	0.05%	0	1.8601	YES
OSS Response Interval (M&R) SOCS	> 0 - <= 4 Seconds	196399	99.84%	0	-0.2859	YES
OSS Response Interval (M&R) SOCS	> 0 - <= 10 Seconds	196708	99.95%	0	-1.8601	YES

Item	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OSS Response Interval (M&R) DL/EH	27299	35763	76.33%	1827	2194	84.43%		0.01	-8.8021	YES
OSS Response Interval (M&R) DL/R	6662	14554	55.38%	3524	5619	62.72%		0.01	-9.3787	NO
OSS Response Interval (M&R) DL/R	6282	14554	51.74%	230	5619	4.09%		0.01	-9.1081	NO
OSS Response Interval (M&R) LAMS	1710	1209863	41.01%	2095	5819	37.28%		0.01	-9.7787	NO
OSS Response Interval (M&R) LAMS	1205621	1209863	99.86%	199790	198485	0.09%		0	-5.9851	YES
OSS Response Interval (M&R) LAMS/JPD	1207453	1209863	99.86%	198914	198485	99.91%		0	-4.0185	YES
OSS Response Interval (M&R) LAMS/JPD	4793	712901	0.67%	1052	80132	1.31%		0	-2.0585	YES
OSS Response Interval (M&R) LNF GATEWAY	683585	712901	97.29%	7206	80132	96.59%		0	-1.31%	YES
OSS Response Interval (M&R) LNF GATEWAY	708108	712901	98.33%	79060	80132	96.69%		0	-15.4783	NO
OSS Response Interval (M&R) LNF GATEWAY	19	87350	0.03%	3	8068	0.04%		0	-21.0365	NO
OSS Response Interval (M&R) LNF GATEWAY	87331	87350	89.97%	8085	8068	99.96%		0	-0.4494	YES
OSS Response Interval (M&R) MARCH	9257	87350	92.82%	8081	8068	99.91%		0	0.238	YES
OSS Response Interval (M&R) MARCH	1109	4592	24.84%	504	634	53.72%		0.02	-8.695	YES
OSS Response Interval (M&R) MARCH	1106	4592	54.14%	230	634	36.89%		0.02	-8.695	YES
OSS Response Interval (M&R) MARCH	0	0	0%	0	0	0%		0.02	-4.056	YES
OSS Response Interval (M&R) HW	0	0	0%	0	0	0%		0	0	YES
OSS Response Interval (M&R) HW	0	0	0%	0	0	0%		0	0	YES
OSS Response Interval (M&R) OSCM	11	3828	0.29%	1	207	0.48%		0	-0.5124	YES
OSS Response Interval (M&R) OSCM	980	3828	25.86%	54	207	28.09%		0.03	-0.072	YES
OSS Response Interval (M&R) OSCM	3812	3828	98.71%	206	4903	98.52%		0	0.5124	YES
OSS Response Interval (M&R) PREDICTOR	2936	30780	90.69%	3827	4903	78.19%		0	-26.8414	YES
OSS Response Interval (M&R) PREDICTOR	2874	30780	83.4%	862	4903	21.81%		0	-26.8414	YES
OSS Response Interval (M&R) SOCS	168	196708	0.05%	7	2452	0.01%		0	1.8601	YES
OSS Response Interval (M&R) SOCS	196399	196708	99.84%	24474	24599	99.99%		0	-0.2859	YES
OSS Response Interval (M&R) SOCS	196708	196708	99.95%	24502	24599	99.97%		0	-1.8601	YES

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Operator Services

Operator Percent Answered Within "X" Seconds
 Speed to Answer Performance; Answered Within "X" Seconds - Tot % Within 10 S
 Operator Speed To Answer
 Speed to Answer Performance/Average Speed to Answer - Tail

Benchmark/
 Analog
 Party by Design
 Party by Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
					80.97%				Party by Design
					4.9				Party by Design

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Ordering

Acknowledgment Completeness	EDI
Acknowledgment Message Completeness	FAQLENSYXML
Acknowledgment Message Timeliness	100%

Acknowledgment Timeliness	EDI
Acknowledgment Message Timeliness	FAQLENSYXML
Acknowledgment Message Timeliness	100%

95% or 30 Minutes
85% or 30 Minutes

From Order Confirmation Reject Completeness	Benchmark/Analysis
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop Design	97%
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop Non-Design	87%
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Fully Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Fully Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Fully Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Fully Mech) Resale Business	
FOC & Rel Resp Comp (Fully Mech) Resale Centerx	
FOC & Rel Resp Comp (Fully Mech) Resale ISDN	
FOC & Rel Resp Comp (Fully Mech) Resale PBX	
FOC & Rel Resp Comp (Fully Mech) Resale Residence	
FOC & Rel Resp Comp (Fully Mech) Resale Other	
FOC & Rel Resp Comp (Fully Mech) LINE ISDN	
FOC & Rel Resp Comp (Fully Mech) LINE Loop + Port Combinations	
FOC & Rel Resp Comp (Fully Mech) LINE Other Design	
FOC & Rel Resp Comp (Fully Mech) LINE Other Non-Design	
FOC & Rel Resp Comp (Fully Mech) LINE Switch Ports	
FOC & Rel Resp Comp (Fully Mech) LINE KDSL, ADSL, and UCL	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop Design	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop Non-Design	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Non Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Non Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Non Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Non Mech) Resale Business	
FOC & Rel Resp Comp (Non Mech) Resale Centerx	
FOC & Rel Resp Comp (Non Mech) Resale ISDN	
FOC & Rel Resp Comp (Non Mech) Resale PBX	
FOC & Rel Resp Comp (Non Mech) Resale Residence	
FOC & Rel Resp Comp (Non Mech) Resale Other	
FOC & Rel Resp Comp (Non Mech) LINE ISDN	
FOC & Rel Resp Comp (Non Mech) LINE Loop + Port Combinations	
FOC & Rel Resp Comp (Non Mech) LINE Other Design	
FOC & Rel Resp Comp (Non Mech) LINE Other Non-Design	
FOC & Rel Resp Comp (Non Mech) LINE Switch Ports	
FOC & Rel Resp Comp (Non Mech) LINE KDSL, ADSL, and UCL	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop Design	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop Non-Design	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop w/INP - Design	
FOC & Rel Resp Comp (Partial Mech) 2V Analog Loop w/INP - Non-Design	
FOC & Rel Resp Comp (Partial Mech) INP (Standard)	
FOC & Rel Resp Comp (Partial Mech) INP (Standard)	
FOC & Rel Resp Comp (Partial Mech) LINE (Standard)	
FOC & Rel Resp Comp (Partial Mech) LINE (Standard)	
FOC & Rel Resp Comp (Partial Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Partial Mech) Local Interconnection Trunks	
FOC & Rel Resp Comp (Partial Mech) Resale Business	
FOC & Rel Resp Comp (Partial Mech) Resale Centerx	
FOC & Rel Resp Comp (Partial Mech) Resale ISDN	
FOC & Rel Resp Comp (Partial Mech) Resale PBX	
FOC & Rel Resp Comp (Partial Mech) Resale Residence	
FOC & Rel Resp Comp (Partial Mech) Resale Other	
FOC & Rel Resp Comp (Partial Mech) LINE ISDN	
FOC & Rel Resp Comp (Partial Mech) LINE Loop + Port Combinations	
FOC & Rel Resp Comp (Partial Mech) LINE Other Design	
FOC & Rel Resp Comp (Partial Mech) LINE Other Non-Design	
FOC & Rel Resp Comp (Partial Mech) LINE Switch Ports	
FOC & Rel Resp Comp (Partial Mech) LINE KDSL, ADSL, and UCL	

BST Number	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
298235	29143	100.00%	298235	29143	100.00%				YES
29143	29143	100.00%	29143	29143	100.00%				YES
298235	29143	100.00%	298235	29143	100.00%				YES
29143	29143	100.00%	29143	29143	100.00%				YES
6	6	100.00%	6	6	100.00%				YES
16	16	100.00%	16	16	100.00%				YES
1865	1865	100.00%	1865	1865	100.00%				YES
27	27	100.00%	27	27	100.00%				YES
81	81	100.00%	81	81	100.00%				YES
20024	20024	100.00%	20024	20024	100.00%				YES
27	27	100.00%	27	27	100.00%				YES
2197	2197	100.00%	2197	2197	100.00%				YES
28	28	100.00%	28	28	100.00%				YES
20	20	100.00%	20	20	100.00%				YES
6	6	100.00%	6	6	100.00%				YES
58	58	100.00%	58	58	100.00%				YES
27	27	100.00%	27	27	100.00%				YES
39	40	97.50%	39	40	97.50%				YES
6	6	100.00%	6	6	100.00%				YES
4	4	100.00%	4	4	100.00%				YES
3	3	100.00%	3	3	100.00%				YES
22	22	100.00%	22	22	100.00%				YES
38	40	95.00%	38	40	95.00%				NO
3	4	75.00%	3	4	75.00%				NO
3	3	100.00%	3	3	100.00%				YES
25	22	96.98%	25	22	96.98%				NO
29	29	100.00%	29	29	100.00%				YES
147	147	100.00%	147	147	100.00%				YES
16	16	100.00%	16	16	100.00%				YES
4	4	100.00%	4	4	100.00%				YES
109	109	100.00%	109	109	100.00%				YES
353	354	99.72%	353	354	99.72%				YES
778	779	99.87%	778	779	99.87%				YES
45	45	100.00%	45	45	100.00%				YES
6	6	100.00%	6	6	100.00%				YES
7	7	100.00%	7	7	100.00%				YES
3646	3646	99.92%	3646	3646	99.92%				YES
31	31	100.00%	31	31	100.00%				YES
1807	1807	100.00%	1807	1807	100.00%				YES

BelSouth Monthly State Summary
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Ordering

Ordering	Benchmark/Analysis	Volume	Measure	Value	Measure	Value	Standard Deviation	Standard Error	Zscore	Equity
Percent Rejected Service Request (Fully Mech) 2W/Analog Loop Non-Design	Diagnostic	0	0.00%	6	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) 2W/Analog Loop w/INP - Design	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) 2W/Analog Loop w/INP - Non-Design	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) 2W/Analog Loop w/INP - Design	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) 2W/Analog Loop w/INP - Non-Design	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) INP (Standalone)	Diagnostic	28	4.97%	563	4.97%					Diagnostic
Percent Rejected Service Request (Fully Mech) Local Interconnection Trunks	Diagnostic	28	4.97%	563	4.97%					Diagnostic
Percent Rejected Service Request (Fully Mech) Local Transport (Unbundled Interface Transport)	Diagnostic	1	1.33%	75	1.33%					Diagnostic
Percent Rejected Service Request (Fully Mech) Resale Business	Diagnostic	5	0.25%	1885	0.25%					Diagnostic
Percent Rejected Service Request (Fully Mech) Resale PBX	Diagnostic	0	0.00%	1	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) Resale ISDN	Diagnostic	0	0.00%	27	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) Resale DS1	Diagnostic	0	0.00%	61	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) Resale DS3	Diagnostic	208	1.04%	20024	1.04%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Other	Diagnostic	0	0.00%	27	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Digital Loop >= DS1	Diagnostic	0	0.00%	2197	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - EELS	Diagnostic	0	0.00%	28	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - ESN	Diagnostic	0	0.00%	27	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Line Sharing	Diagnostic	0	0.00%	61	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Other Combinations	Diagnostic	0	0.00%	208	1.04%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Other Design	Diagnostic	0	0.00%	27	0.00%					Diagnostic
Percent Rejected Service Request (Fully Mech) UNE - Switch Points	Diagnostic	0	0.00%	2197	0.00%					Diagnostic
Percent Rejected Service Request (Non Mech) 2W/Analog Loop Non-Design	Diagnostic	12	80.00%	20	80.00%					Diagnostic
Percent Rejected Service Request (Non Mech) 2W/Analog Loop w/INP - Non-Design	Diagnostic	0	0.00%	6	0.00%					Diagnostic
Percent Rejected Service Request (Non Mech) 2W/Analog Loop w/INP - Design	Diagnostic	13	22.41%	59	22.41%					Diagnostic
Percent Rejected Service Request (Non Mech) 2W/Analog Loop w/INP - Non-Design	Diagnostic	0	0.00%	27	0.00%					Diagnostic
Percent Rejected Service Request (Non Mech) Local Interconnection Trunks	Diagnostic	26	65.00%	40	65.00%					Diagnostic
Percent Rejected Service Request (Non Mech) Resale Business	Diagnostic	5	63.33%	6	63.33%					Diagnostic
Percent Rejected Service Request (Non Mech) Resale PBX	Diagnostic	1	25.00%	4	25.00%					Diagnostic
Percent Rejected Service Request (Non Mech) Resale ISDN	Diagnostic	3	100.00%	3	100.00%					Diagnostic
Percent Rejected Service Request (Non Mech) Resale DS1	Diagnostic	10	45.45%	22	45.45%					Diagnostic
Percent Rejected Service Request (Non Mech) Resale DS3	Diagnostic	14	35.00%	40	35.00%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - EELS	Diagnostic	0	0.00%	4	0.00%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - ESN	Diagnostic	0	0.00%	3	33.33%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - Line Sharing	Diagnostic	1	44.40%	232	44.40%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE Loop * Port Combinations	Diagnostic	103	24.14%	29	24.14%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - Other Design	Diagnostic	7	16.33%	147	16.33%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - Switch Points	Diagnostic	24	16.33%	147	16.33%					Diagnostic
Percent Rejected Service Request (Non Mech) UNE - Other (HDS, ADSL, and UCL)	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) 2W/Analog Loop Non-Design	Diagnostic	1	25.00%	4	25.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) 2W/Analog Loop w/INP - Design	Diagnostic	68	18.21%	354	18.21%					Diagnostic
Percent Rejected Service Request (Partial Mech) 2W/Analog Loop w/INP - Non-Design	Diagnostic	0	0.00%	109	46.78%					Diagnostic
Percent Rejected Service Request (Partial Mech) Local Interconnection Trunks	Diagnostic	51	46.78%	109	46.78%					Diagnostic

Ordering	Benchmark/Analysis	Volume	Measure	Value	Measure	Value	Standard Deviation	Standard Error	Zscore	Equity
Percent Rejected Service Request (Partial Mech) Resale Business	Diagnostic	0	0.00%	6	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Resale PBX	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Resale ISDN	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Resale DS1	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Resale DS3	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - EELS	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - ESN	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - Line Sharing	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE Loop * Port Combinations	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - Other Design	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - Switch Points	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) UNE - Other (HDS, ADSL, and UCL)	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Local Interconnection Trunks	Diagnostic	0	0.00%	16	0.00%					Diagnostic
Percent Rejected Service Request (Partial Mech) Local Transport (Unbundled Interface Transport)	Diagnostic	0	0.00%	16	0.00%					Diagnostic

Beltsouth Monthly State Summary Kentucky, February 2005

Ordering

Percent Reject Service Request (Partial Mech) Resale ISDN	Benchmark/ Analysis	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Percent Reject Service Request (Partial Mech) Resale ISDN										
Percent Reject Service Request (Partial Mech) Resale PBX										
Percent Reject Service Request (Partial Mech) UNE Resale										
Percent Reject Service Request (Partial Mech) UNE Combo - Other										
Percent Reject Service Request (Partial Mech) UNE Digital Loop < DS1										
Percent Reject Service Request (Partial Mech) UNE Digital Loop >= DS1										
Percent Reject Service Request (Partial Mech) UNE EEL4										
Percent Reject Service Request (Partial Mech) UNE ISDN										
Percent Reject Service Request (Partial Mech) UNE Line Sharing										
Percent Reject Service Request (Partial Mech) UNE Loop & Port Combinations										
Percent Reject Service Request (Partial Mech) UNE Loop & Port Combinations										
Percent Reject Service Request (Partial Mech) UNE Other - Non-Design										
Percent Reject Service Request (Partial Mech) UNE Other - Non-Design										
Percent Reject Service Request (Partial Mech) UNE Switch Ports										
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)										
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)										

Percent Reject Service Request (Partial Mech) Resale ISDN	Diagnostic	371	779	47.63%	371	779	47.63%			Diagnostic
Percent Reject Service Request (Partial Mech) Resale PBX	Diagnostic	16	45	35.56%	16	45	35.56%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Resale	Diagnostic	4	71	68.87%	4	71	68.87%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Combo - Other	Diagnostic	2001	3649	54.84%	2001	3649	54.84%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Digital Loop < DS1	Diagnostic	18	31	58.05%	18	31	58.05%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Digital Loop >= DS1	Diagnostic	1594	1807	88.21%	1594	1807	88.21%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE EEL4	Diagnostic	6	8	75.00%	6	8	75.00%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE ISDN	Diagnostic	44	79	61.01%	44	79	61.01%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Line Sharing	Diagnostic	19	31	61.29%	19	31	61.29%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Loop & Port Combinations	Diagnostic	1594	1807	88.21%	1594	1807	88.21%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Loop & Port Combinations	Diagnostic	1594	1807	88.21%	1594	1807	88.21%			Diagnostic
Percent Reject Service Request (Partial Mech) UNE Other - Non-Design	Diagnostic	11	11	100.00%	11	11	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE Other - Non-Design	Diagnostic	11	11	100.00%	11	11	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE Switch Ports	Diagnostic	25	26	96.15%	25	26	96.15%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	4	5	80.00%	4	5	80.00%			NO
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	1	1	100.00%	1	1	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	3	3	100.00%	3	3	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	10	10	100.00%	10	10	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	14	14	100.00%	14	14	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	1	1	100.00%	1	1	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	105	106	99.06%	105	106	99.06%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	6	6	100.00%	6	6	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	23	23	100.00%	23	23	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	1	1	100.00%	1	1	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	49	67	73.13%	49	67	73.13%			NO
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	51	51	100.00%	51	51	100.00%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	359	369	97.29%	359	369	97.29%			YES
Percent Reject Service Request (Partial Mech) UNE XDSL (HDSL, ADSL, and UCL)	Diagnostic	15	16	93.75%	15	16	93.75%			YES

BellSouth Monthly State Summary
Kentucky, February 2005

Ordering

Speed Interval (Partial Month) UNE ISDN
Speed Interval (Partial Month) UNE Line Sharing
Speed Interval (Partial Month) UNE Loop 2 Port Combinations
Speed Interval (Partial Month) UNE Other Design
Speed Interval (Partial Month) UNE Switch Ports
Speed Interval (Partial Month) UNE ADSL (HDSL, ADSL, and UCL)

90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours

95 % Returned < 4 Business Days

Fixed Fee / Bus Service Center

BST Number	BST Volume	BST Measure	CLEC Num 4	CLEC Vol 4	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
			42	43	97.67%				YES
			1959	2010	97.46%				YES
			18	18	100.00%				YES
			1582	1591	99.43%				YES
			4	4	100.00%				YES
			13	13	100.00%				YES
611659167	4659256	131.28	909632	25913	95.2				YES

BellSouth Monthly State Summary Kentucky, February 2005

Provisioning

Item	Description	Quantity	Unit Price	Total Value	Material %	Installation %	Transport %	Service %	Other %	Net Cost
% Jeopardy (Mech)	Resale Design	40	306	13,07%						
% Jeopardy (Mech)	Resale ISDN	8	89	8.99%						
% Jeopardy (Mech)	Resale PBX	1	42	2.38%						
% Jeopardy (Mech)	Resale Residence	210	65339	0.23%						
% Jeopardy (Mech)	UNE Combos - Other	410	63539	0.23%						
% Jeopardy (Mech)	UNE Digital Loop < DS1	230	7319	3.96%						
% Jeopardy (Mech)	UNE Digital Loop >= DS1	27	147	18.37%						
% Jeopardy (Mech)	UNE ISDN	3	45	6.67%						
% Jeopardy (Mech)	UNE Line Sharing	296	7231	3.96%						
% Jeopardy (Mech)	UNE Loop Port Contributions	401	91304	0.24%						
% Jeopardy (Mech)	UNE Other Non-Design	40	306	13.07%						
% Jeopardy (Mech)	UNE XDSL (HDSL, ADSL, and UCL)	401	91304	0.44%						
% Jeopardy (Mech)	UNE Switch Ports	396	90952	0.44%						
% Jeopardy (Non Mech)	Local Interconnection Trunks									
% Jeopardy (Non Mech)	Local Transport (Unbundled Interoffice Transport)									
% Jeopardy (Non Mech)	Resale Business									
% Jeopardy (Non Mech)	Resale Design									
% Jeopardy (Non Mech)	Resale ISDN									
% Jeopardy (Non Mech)	Resale PBX									
% Jeopardy (Non Mech)	Resale Residence									
% Jeopardy (Non Mech)	UNE Other Non-Design									
% Jeopardy (Non Mech)	UNE Loop + Port Contributions									
% Jeopardy (Non Mech)	UNE Line Sharing									
% Jeopardy (Non Mech)	UNE Switch Ports									
% Jeopardy (Non Mech)	UNE XDSL (HDSL, ADSL, and UCL)									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop Non-Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop Non-Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Non-Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Non-Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Design									
% Jeopardy within 48 Hours (Mech)	2W Analog Loop w/NP - Non-Design									
% Jeopardy within 48 Hours (Mech)	UNE Digital Loop < DS1									
% Jeopardy within 48 Hours (Mech)	UNE Digital Loop >= DS1									
% Jeopardy within 48 Hours (Mech)	UNE ISDN									
% Jeopardy within 48 Hours (Mech)	UNE Line Sharing									
% Jeopardy within 48 Hours (Mech)	UNE Loop + Port Contributions									
% Jeopardy within 48 Hours (Mech)	UNE Other Non-Design									
% Jeopardy within 48 Hours (Mech)	UNE Switch Ports									
% Jeopardy within 48 Hours (Mech)	UNE XDSL (HDSL, ADSL, and UCL)									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop Non-Design									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop Non-Design									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop w/NP - Design									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop w/NP - Non-Design									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop w/NP - Design									
% Jeopardy within 48 Hours (Non Mech)	2W Analog Loop w/NP - Non-Design									
% Jeopardy within 48 Hours (Non Mech)	UNE Digital Loop < DS1									
% Jeopardy within 48 Hours (Non Mech)	UNE Digital Loop >= DS1									
% Jeopardy within 48 Hours (Non Mech)	UNE ISDN									
% Jeopardy within 48 Hours (Non Mech)	UNE Line Sharing									
% Jeopardy within 48 Hours (Non Mech)	UNE Loop + Port Contributions									
% Jeopardy within 48 Hours (Non Mech)	UNE Other Non-Design									
% Jeopardy within 48 Hours (Non Mech)	UNE Switch Ports									
% Jeopardy within 48 Hours (Non Mech)	UNE XDSL (HDSL, ADSL, and UCL)									
% Jeopardy within 48 Hours (Non Mech)	Local Interconnection Trunks									
% Jeopardy within 48 Hours (Non Mech)	Local Transport (Unbundled Interoffice Transport)									
% Jeopardy within 48 Hours (Non Mech)	Resale Business									
% Jeopardy within 48 Hours (Non Mech)	Resale Design									
% Jeopardy within 48 Hours (Non Mech)	Resale ISDN									
% Jeopardy within 48 Hours (Non Mech)	Resale PBX									
% Jeopardy within 48 Hours (Non Mech)	Resale Residence									
% Jeopardy within 48 Hours (Non Mech)	UNE Other Non-Design									
% Jeopardy within 48 Hours (Non Mech)	UNE Loop + Port Contributions									
% Jeopardy within 48 Hours (Non Mech)	UNE Line Sharing									
% Jeopardy within 48 Hours (Non Mech)	UNE Switch Ports									
% Jeopardy within 48 Hours (Non Mech)	UNE XDSL (HDSL, ADSL, and UCL)									

Item	Quantity	Unit Price	Total Value	Material %	Installation %	Transport %	Service %	Other %	Net Cost
% Jeopardy (Mech)	17	1998	0.89%						
% Jeopardy (Mech)	11	16	68.75%						
% Jeopardy (Mech)	2	19	9.47%						
% Jeopardy (Mech)	13	12	22.22%						
% Jeopardy (Mech)	9	9	1.75%						
% Jeopardy (Mech)	57	17921	0.39%						
% Jeopardy (Mech)	66	1927	0.39%						
% Jeopardy (Mech)	0	7	0.00%						
% Jeopardy (Mech)	0	19	0.00%						
% Jeopardy (Mech)	0	7	0.00%						
% Jeopardy (Mech)	0	13	0.00%						
% Jeopardy (Mech)	0	1	0.00%						
% Jeopardy (Mech)	0	6	0.00%						
% Jeopardy (Mech)	0	8	0.00%						
% Jeopardy (Mech)	0	13	0.00%						
% Jeopardy (Mech)	9	77.75%	0.00%						
% Jeopardy (Mech)	5	62.50%	0.00%						
% Jeopardy (Mech)	24	0.00%	0.00%						
% Jeopardy (Mech)	3	0.00%	0.00%						
% Jeopardy (Mech)	147	0.00%	0.00%						
% Jeopardy (Mech)	7	14.25%	0.00%						
% Jeopardy (Mech)	2	0.00%	0.00%						
% Jeopardy (Mech)	0	8	0.00%						

Item	Quantity	Unit Price	Total Value	Material %	Installation %	Transport %	Service %	Other %	Net Cost	Standard Deviation	Standard Error	Zscore	Equity
% Jeopardy (Mech)	11	11	100.00%										YES
% Jeopardy (Mech)	11	11	100.00%										YES
% Jeopardy (Mech)	2	2	100.00%										YES
% Jeopardy (Mech)	13	13	100.00%										YES
% Jeopardy (Mech)	2	2	100.00%										YES
% Jeopardy (Mech)	1	1	100.00%										YES
% Jeopardy (Mech)	51	52	98.08%										YES

BellSouth Monthly State Summary
Kentucky, February 2005

Provisioning

Category	% Prov.	Trouble w/ 30 Days UVE	Time Sharing	Dispatch	< 10 Circuits
ADSL Provided to Retail	0.00%	0	0	0	0.00%
ADSL Provided to Retail	2.17%	46	2	66	3.03%
ADSL Provided to Retail	5.61%	9532	86	710	11.93%
ADSL Provided to Retail	11.19%	248	2	2	0.00%
ADSL Provided to Retail	7.14%	1566	353	653	5.83%
Retail Resistance and Business	0.00%	7	0	3	0.00%
Retail Resistance and Business	3.93%	2470	296	1200	2.46%
Retail Resistance and Business	0.00%	4	0	1	0.00%
Retail Resistance and Business	4.32%	99837	649	1892	3.59%
Retail Resistance and Business	0.00%	11	0	4	0.00%
Retail Design	4.93%	207	0	0	0.00%
Retail Design	0.00%	23	0	0	0.00%
Retail Design	0.00%	6	0	0	0.00%
Retail Design	11.19%	5532	0	16	0.00%
Retail Resistance and Business	7.14%	28	0	13	0.00%
Retail Resistance and Business	4.32%	99837	0	13	0.00%
Retail Resistance and Business	0.00%	11	0	0	0.00%
Retail Resistance and Business	11.30%	5408	1	9	11.11%
Retail Resistance and Business	0.00%	21	0	0	0.00%
Retail Resistance and Business	9.52%	99205	0	13	0.00%
Retail Resistance and Business	4.93%	2	0	0	0.00%
Retail Resistance and Business	0.00%	2	0	0	0.00%
Retail Resistance and Business	2.93%	29	0	28	0.00%
Retail Resistance and Business	4.93%	96	0	0	0.00%
Retail Resistance and Business	5.61%	5538	0	3	0.00%

Percent Troubles within 'X' Days

% Prov. Trouble w/ 7 Days Design (SL2) Dispatch
 % Prov. Trouble w/ 7 Days Design (SL2) Non-Dispatch
 % Prov. Trouble w/ 7 Days Non-Design (SL1) Non-Dispatch

Recovery Time

COC Avg Recovery Time Intern Number Portability (NPT) - Loop
 COC Avg Recovery Time Local Number Portability (LNP) - Loop

Category	Diagnostic	Duplicate
Service Order Accuracy	96.00%	
Service Order Accuracy	95.00%	
Service Order Accuracy	95.00%	

Category	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
ADSL Provided to Retail	135	2917	4.63%	0	4	0.00%			0.4403	YES
ADSL Provided to Retail	316	9538	2.17%	2	66	3.03%			0.9046	YES
ADSL Provided to Retail	619	5532	11.19%	86	710	11.93%			-0.6728	YES
ADSL Provided to Retail	2	28	7.14%	2	2	0.00%			0.3799	YES
ADSL Provided to Retail	1946	31679	5.79%	353	653	5.83%			-0.1297	YES
ADSL Provided to Retail	0	7	0.00%	0	3	0.00%			6.3144	YES
ADSL Provided to Retail	2470	67969	3.93%	296	1200	2.46%			4.4393	YES
ADSL Provided to Retail	0	4	0.00%	0	1	0.00%			0.0175	YES
ADSL Provided to Retail	4316	99837	4.32%	649	1892	3.59%			1.1901	YES
ADSL Provided to Retail	10	11	0.00%	0	4	0.00%			0.422	YES
ADSL Provided to Retail	0	207	4.93%	0	0	0.00%				
ADSL Provided to Retail	0	23	0.00%	0	0	0.00%				
ADSL Provided to Retail	0	6	0.00%	0	0	0.00%				
ADSL Provided to Retail	619	5532	11.19%	0	16	0.00%			1.4178	YES
ADSL Provided to Retail	2	28	7.14%	0	13	0.00%			0.7864	YES
ADSL Provided to Retail	4316	99837	4.32%	0	13	0.00%			0.0175	YES
ADSL Provided to Retail	0	11	0.00%	0	0	0.00%			0.0175	YES
ADSL Provided to Retail	611	5408	11.30%	1	9	11.11%			0.7866	YES
ADSL Provided to Retail	2	21	9.52%	0	0	0.00%			0.7866	YES
ADSL Provided to Retail	4308	99205	4.93%	0	13	0.00%			0.7866	YES
ADSL Provided to Retail	0	2	0.00%	0	0	0.00%			1.1901	YES
ADSL Provided to Retail	19	29	2.93%	0	28	0.00%			1.1901	YES
ADSL Provided to Retail	96	96	4.93%	0	0	0.00%			0.422	YES
ADSL Provided to Retail	316	5538	5.61%	0	3	0.00%			0.422	YES

Category	Diagnostic	Duplicate
Service Order Accuracy	96.00%	
Service Order Accuracy	95.00%	
Service Order Accuracy	95.00%	

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Special Access - M & R

	Benchmark/ Rating	BST Number	BST Volume	BST Measure	CLEC Number	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Customer Trouble Report Rate - Failure Rate											
Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DS0 + DS1)	<= 10%	13	614	1.59%	481	18366	2.62%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCN)	<= 10%	0	38	1.20%	6	1325	0.43%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS0	Diagnostic	4	711	4.02%	152	4113	2.69%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1 (Non-Optical)	Diagnostic	0	0	1.27%	0	1321	0.46%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical)	Diagnostic	16	910	0.05%	422	18353	0.11%				Diagnostic
Customer Trouble Report Rate - Failure Rate Below DS3 (DS0 + DS1)	Diagnostic	3	47	1.65%	5	1393	0.36%				Diagnostic
Customer Trouble Report Rate - Failure Rate DS3 and Above (DS3 + OCN)	Diagnostic	2	85	2.35%	108	3702	0.92%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS0	Diagnostic	14	865	1.59%	314	14651	2.14%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS1 (Non-Optical)	Diagnostic	3	46	6.92%	4	1288	0.31%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCN)	Diagnostic	0	1	0.00%	1	105	0.85%				Diagnostic
Maintenance Average Duration (Mean Time to Restore)											
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Below DS3 (DS0 + DS1)	Diagnostic	0.45	2	0.23	190.6	128	1.49				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) DS3 and Above (DS3 + OCN)	Diagnostic	0.62	2	0.31	0.33	1	0.33				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS0	Diagnostic	0	0	0	45.1	31	1.45				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS1	Diagnostic	0.45	2	0.23	145.5	97	1.5				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS3	Diagnostic	0.62	2	0.31	0.33	1	0.33				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS0 + DS1	Diagnostic	0	0	0.00%	0	0	0				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS1 + DS3	Diagnostic	0	0	0.00%	0	4.0	0.40%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS0 + DS1 + DS3	Diagnostic	0	3	0.00%	0	5	0.30%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0	Diagnostic	0	0	0.00%	0	188	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1	Diagnostic	0	2	0.00%	0	314	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3	Diagnostic	0	14	0.00%	0	108	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0 + DS1	Diagnostic	0	3	0.00%	0	4	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1 + DS3	Diagnostic	0	16	0.00%	0	1	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0 + DS1 + DS3	Diagnostic	0	3	0.00%	0	1	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0 + DS1 + DS3 + OCN	Diagnostic	36.92	16	2.31	1242.7	422	2.94				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS0)	Diagnostic	3.65	2	1.28	6.97	5	1.33				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS1)	Diagnostic	5.75	2	2.88	328.77	108	3.04				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS3)	Diagnostic	31.17	14	2.33	813.93	314	1.17				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS0 + DS1)	Diagnostic	3.65	2	1.28	6.97	5	1.33				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS1 + DS3)	Diagnostic	31.17	14	2.33	813.93	314	1.17				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (Special Access DS0 + DS1 + DS3)	Diagnostic	0	0	0	2.2	4	2.2				Diagnostic
Percent Repeat Troubles											
Percent Repeat Troubles Below DS3 (DS0 + DS1)	<= 6%	3	18	18.75%	79	422	18.72%				Diagnostic
Percent Repeat Troubles DS3 and Above (DS3 + OCN)	<= 3%	2	3	60.00%	0	5	4.00%				Diagnostic
Percent Repeat Troubles Special Access DS0	Diagnostic	0	4	21.43%	63	314	20.06%				Diagnostic
Percent Repeat Troubles Special Access DS1 (Non-Optical)	Diagnostic	2	3	66.67%	0	4	0.00%				Diagnostic
Percent Repeat Troubles Special Access DS3 (Optical OCN)	Diagnostic	0	0	0.00%	0	1	0.00%				Diagnostic

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Special Access - Ordering

FOC Receipt Past Due (With Open Query / Reject) Special Access DS0
FOC Receipt Past Due (With Open Query / Reject) Special Access DS1
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Non-Optical)
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Optical OCN)
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS0
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS1
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Optical OCN)
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Optical OCN)

Diagnostic	>= 3%
Diagnostic	<= 2%
Diagnostic	<= 2%
Diagnostic	<= 2%
Diagnostic	<= 2%

BST	BST	BST	CLEC	CLEC	CLEC	Standard	Standard	Zscore	Equity
Volume	Measure	Numerator	Volume	Measure	Deviation	Error			
3	41	7.32%	18	71	25.35%				Diagnostic
4	103	3.89%	156	497	31.39%				Diagnostic
1	9	11.11%	7	25	28.00%				Diagnostic
2	28	7.14%	1	1	100.00%				Diagnostic
2	392	1.75%							Diagnostic
13	30	43.33%							Diagnostic
0	1	0.00%							Diagnostic

Offered Versus Requested Due Date Special Access DS0
Offered Versus Requested Due Date Special Access DS1
Offered Versus Requested Due Date Special Access DS3 (Non-Optical)
Offered Versus Requested Due Date Special Access DS3 (Optical OCN)

Diagnostic	>= 3%
Diagnostic	<= 2%
Diagnostic	<= 2%
Diagnostic	<= 2%
Diagnostic	<= 2%

BST	BST	BST	CLEC	CLEC	CLEC	Standard	Standard	Zscore	Equity
Volume	Measure	Numerator	Volume	Measure	Deviation	Error			
63	67	64.03%							Diagnostic
41	17	89.11%							Diagnostic
17	17	100.00%							Diagnostic

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Special Access - Provisioning

Diagnostic	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Interval - Requested Special Access D53 (Optical OCN)	174	13	13.38	4640	369	12.57				Diagnostic
Average Interval - Installed D53 and Above (DS3 * OCN)	0	0	0	128	10	12.8				Diagnostic
Average Interval - Installed Special Access D50	0	0	0	313	31	10.1				Diagnostic
Average Interval - Installed Special Access D51	174	13	13.38	4327	338	12.53				Diagnostic
Average Interval - Installed Special Access D53 (Non-Optical)	0	0	0	101	9	10.6				Diagnostic
Average Interval - Installed Special Access D53 (Optical OCN)	0	0	0	426	36	11.54				Diagnostic
Average Interval - Offered Below D53 (DS0 * DS1)	160	13	12.31	3547	31	10.03				Diagnostic
Average Interval - Offered D53 and Above (DS3 * OCN)	0	0	0	311	31	10.6				Diagnostic
Average Interval - Offered Special Access D50	160	13	12.31	3947	338	11.58				Diagnostic
Average Interval - Offered Special Access D51	0	0	0	80	8	10				Diagnostic
Average Interval - Offered Special Access D53 (Non-Optical)	0	0	0	26	2	13				Diagnostic
Average Interval - Offered Special Access D53 (Optical OCN)	160	13	12.31	4208	369	11.41				Diagnostic
Average Interval - Requested Below D53 (DS0 * DS1)	0	0	0	93	10	9.46				Diagnostic
Average Interval - Requested D53 and Above (DS3 * OCN)	180	13	12.31	3294	31	10.78				Diagnostic
Average Interval - Requested Special Access D50	0	0	0	3915	338	13.38				Diagnostic
Average Interval - Requested Special Access D51	0	0	0	26	2	13				Diagnostic
Average Interval - Requested Special Access D53 (Non-Optical)	0	0	0	26	2	13				Diagnostic
Average Interval - Requested Special Access D53 (Optical OCN)	0	0	0	26	2	13				Diagnostic

Diagnostic	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Days Late - Average Days Late Due To BST Facilities Below D53 (DS0 + DS1)	0	0	0	128	10	12.8				Diagnostic
Days Late - Average Days Late Due To BST Facilities D53 and Above (DS3 * OCN)	0	0	0	313	31	10.1				Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access D50	0	0	0	4327	338	12.53				Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access D51	0	0	0	101	9	10.6				Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access D53 (Non-Optical)	0	0	0	426	36	11.54				Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access D53 (Optical OCN)	0	0	0	3547	31	10.03				Diagnostic
Days Late Below D53 (DS0 + DS1)	0	0	0	311	31	10.6				Diagnostic
Days Late D53 and Above (DS3 * OCN)	0	0	0	3947	338	11.58				Diagnostic
Days Late Special Access D50	0	0	0	80	8	10				Diagnostic
Days Late Special Access D51	0	0	0	26	2	13				Diagnostic
Days Late Special Access D53 (Non-Optical)	0	0	0	26	2	13				Diagnostic
Days Late Special Access D53 (Optical OCN)	0	0	0	26	2	13				Diagnostic

Diagnostic	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
On-line Performance - FOC Due Date (With CNRI) Below D53 (DS0 + DS1)	7	13	53.85%	350	369	94.85%				Diagnostic
On-line Performance FOC Due Date (With CNRI) D53 and Above (DS3 * OCN)	0	0	0	10	10	100.00%				Diagnostic
On-line Performance FOC Due Date (With CNRI) Special Access D50	0	0	0	29	31	93.55%				Diagnostic
On-line Performance FOC Due Date (With CNRI) Special Access D51	7	13	53.85%	321	338	94.97%				Diagnostic
On-line Performance FOC Due Date (With CNRI) Special Access D53 (Non-Optical)	0	0	0	9	9	100.00%				Diagnostic
On-line Performance FOC Due Date (With CNRI) Special Access D53 (Optical OCN)	0	0	0	290	369	78.86%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) Below D53 (DS0 + DS1)	6	13	46.15%	5	10	50.00%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) D53 and Above (DS3 * OCN)	0	0	0	261	31	83.85%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) Special Access D50	0	0	0	281	338	77.22%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) Special Access D51	0	0	0	1	2	50.00%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) Special Access D53 (Non-Optical)	0	0	0	1	2	50.00%				Diagnostic
On-line Performance FOC Due Date (Without CNRI) Special Access D53 (Optical OCN)	0	0	0	1	2	50.00%				Diagnostic

Diagnostic	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Past Due Circuits - % Cancellations Below D53 (DS0 + DS1)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - % Cancellations D53 and Above (DS3 * OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - % Cancellations Special Access D50	0	0	0	0	0	0				Diagnostic
Past Due Circuits - % Cancellations Special Access D51	0	0	0	0	0	0				Diagnostic
Past Due Circuits - % Cancellations Special Access D53 (Optical OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - % Cancellations Below D53 (DS0 + DS1)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities Below D53 (DS0 + OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities D53 and Above (DS3 * OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities Special Access D50	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities Special Access D51	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities Special Access D53 (Non-Optical)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Facilities Special Access D53 (Optical OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons Below D53 (DS0 + DS1)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons D53 and Above (DS3 * OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons Special Access D50	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons Special Access D51	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons Special Access D53 (Non-Optical)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - BST Reasons Special Access D53 (Optical OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons Below D53 (DS0 + DS1)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons D53 and Above (DS3 * OCN)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons Special Access D50	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons Special Access D51	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons Special Access D53 (Non-Optical)	0	0	0	0	0	0				Diagnostic
Past Due Circuits - KC Reasons Special Access D53 (Optical OCN)	0	0	0	0	0	0				Diagnostic

Diagnostic	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) Below D53 (DS0 + DS1)	0	7	0.00%	6	233	2.12%				Diagnostic
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) D53 and Above (DS3 * OCN)	0	0	0	0	16	0.00%				Diagnostic
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) Special Access D50	0	0	0	2	25	8.00%				Diagnostic
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) Special Access D51	0	7	0.00%	4	258	1.55%				Diagnostic
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) Special Access D53 (Optical OCN)	0	0	0	0	15	0.00%				Diagnostic
Percent Provisioning Troubles (New Installation) Troubles Report (Rate) Special Access D53 (Non-Optical)	0	0	0	0	1	0.00%				Diagnostic

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Trunk Group Performance

Trunk Group Performance Agg.
 Trunk Group Performance Trunk Group Performance Agg.

Benchmark/
 Analog 0

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