

BellSouth Monthly State Summary
Kentucky, April 2004

Bona Fide

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 X* Days | |
| % New Business Requests Processed within 30 days | |

Benchmark/Analogy

| |
|-----|
| 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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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 Director Assistance | |
| % Database Accuracy Director Listings | |
| % Database Accuracy Line Information Database | |
| Percent Loaded by Effective Date | |
| % NYX/IRIS Loaded by EIRG - Regional | |

Benchmark/
 Analog

Party by Design
 Party by Design

85%
 95%
 95%
 100%

| BST Numerator | BST Volume | BST Measure | CLEC Numerator | CLEC Volume | CLEC Measure | Standard Deviation | Standard Error | Zscore | Equity |
|---------------|------------|-------------|----------------|-------------|--------------|--------------------|----------------|--------|-----------------|
| 81.82 | 26 | 3.15 | 81.68 | 26 | 3.14 | | | | Party by Design |
| 0.88 | 26 | 0.03 | 0.88 | 26 | 0.03 | | | | Party by Design |
| 6.65 | 24 | 0.28 | 6.65 | 24 | 0.28 | | | | Party by Design |
| | | | 365 | 365 | 100.00% | | | | YES |
| | | | 831 | 833 | 99.75% | | | | YES |
| | | | 1190 | 1190 | 100.00% | | | | YES |
| | | | 11 | 11 | 100.00% | | | | YES |

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Directory Assistance

Directory Percent Answered Within 1x Seconds
 Speed to Answer Performance/Answered Within 1x Seconds - DA % WITHIN 12 S
 Directory Speed To Answer
 Speed to Answer Performance/Average Speed to Answer - DA

Benchmark/
 Analog
 Party by Design

| BST Numerator | BST Volume | BST Measure | CLEC Numerator | CLEC Volume | CLEC Measure | Standard Deviation | Standard Error | Zscore | Equity |
|------------------|---------------|----------------|-------------------|----------------|-----------------|-----------------------|-------------------|--------|-----------------|
| | | 78.70% | | | 78.70% | | | | Party by Design |
| | | 7.09 | | | | | | | Party by Design |

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E911

| |
|---------------------------|
| E911 Accuracy |
| E911 Accuracy |
| E911 Interval |
| E911 Mean Interval |
| E911 Threshold |
| E911 Threshold |

| |
|-----------------------------|
| Benchmark/ Audit |
| 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 |
|------------------|---------------|----------------|-------------------|----------------|-----------------|-----------------------|-------------------|--------|-----------------|
| | | | 128203 | 128830 | 97.21% | | | | Party by Design |
| | | | 120791 | 2003 | 1.01 | | | | Party by Design |
| | | | 2003 | 2003 | 100.00% | | | | Party by Design |

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Trunk Group Performance
 The Number Of Consecutive Two Hour Periods Where CLEC Blocking Exceeded Benchmark Blocking By More Than 0.5%

Miscellaneous

| Benchmark/ Actuals | BST Numerator | BST Volume | BST Measure | CLEC Numerator | CLEC Volume | CLEC Measure | Standard Deviation | Standard Error | Zscore | Equity |
|-----------------------|------------------|---------------|----------------|-------------------|----------------|-----------------|-----------------------|-------------------|--------|--------|
| | | | | | | 0.00% | | | | YES |

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Operator Services

Operator Percent Answered Within X Seconds
 Speed to Answer Performance/Answered Within X Seconds - Tol % Within 10 S
 Operator Speed To Answer
 Speed to Answer Performance/Average Speed to Answer - Tol

Partly by Design
 Benchmark/
 Analog
 Partly by Design

| EST Numerator | EST Volume | EST Measure | CLEC Numerator | CLEC Volume | CLEC Measure | Standard Deviation | Standard Error | Zscore | Equity |
|------------------|---------------|----------------|-------------------|----------------|-----------------|-----------------------|-------------------|--------|--------------------------------------|
| | | 77.10% | | | 5.9 | | | | Partly by Design Partly by Design |

