

BellSouth Monthly State Summary **Kentucky, August 2003**

Resale - Ordering		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/KY (%)	Diagnostic		15.24%	4,042				Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic		24.39%	164				Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)	Diagnostic							Diagnostic
A.1.1.4	O-7	PBX/KY (%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/KY (%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/KY (%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/KY (%)	Diagnostic		31.29%	486				Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic		45.05%	111				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/KY (%)	Diagnostic							Diagnostic
A.1.2.5	O-7	Centrex/KY (%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/KY (%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non Mechanized										
A.1.3.1	O-7	Residence/KY (%)	Diagnostic		38.24%	34				Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic		66.67%	18				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic		15.38%	13				Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic		33.33%	3				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic		100.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic		66.67%	6				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr		99.35%	616				YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr		100.00%	40				YES
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr							
Reject Interval - 10 hours - Partially Mechanized										
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs		92.11%	152				YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs		92.31%	52				YES
A.1.7.3	O-8	Design (Specials)/KY (%)	>= 85% w in 10 hrs							
A.1.7.4	O-8	PBX/KY (%)	>= 85% w in 10 hrs							
A.1.7.5	O-8	Centrex/KY (%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/KY (%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/KY (%)	>= 85% w in 24 hrs		100.00%	13				YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs		100.00%	12				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs		100.00%	2				YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs		100.00%	1				YES
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs		100.00%	2				YES
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs		80.00%	5				NO
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs		99.91%	3,423				YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs		100.00%	123				YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs							
FOC Timeliness - 10 hours - Partially Mechanized										
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs		82.24%	361				YES

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A.1.12.2	O-9	Business/KY (%)
A.1.12.3	O-9	Design (Specials)/KY (%)
A.1.12.4	O-9	PBX/KY (%)
A.1.12.5	O-9	Centrex/KY (%)
A.1.12.6	O-9	ISDN/KY (%)

>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs

FOC Timeliness - Non-Mechanized

A.1.13.1	O-9	Residence/KY (%)
A.1.13.2	O-9	Business/KY (%)
A.1.13.3	O-9	Design (Specials)/KY (%)
A.1.13.4	O-9	PBX/KY (%)
A.1.13.5	O-9	Centrex/KY (%)
A.1.13.6	O-9	ISDN/KY (%)

>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs

FOC & Reject Response Completeness - Mechanized

A.1.14.1.1	O-11	Residence/ED/KY (%)
A.1.14.1.2	O-11	Residence/TAG/KY (%)
A.1.14.2.1	O-11	Business/ED/KY (%)
A.1.14.2.2	O-11	Business/TAG/KY (%)
A.1.14.3.1	O-11	Design (Specials)/ED/KY (%)
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.14.4.1	O-11	PBX/ED/KY (%)
A.1.14.4.2	O-11	PBX/TAG/KY (%)
A.1.14.5.1	O-11	Centrex/ED/KY (%)
A.1.14.5.2	O-11	Centrex/TAG/KY (%)
A.1.14.6.1	O-11	ISDN/ED/KY (%)
A.1.14.6.2	O-11	ISDN/TAG/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1.1	O-11	Residence/ED/KY (%)
A.1.15.1.2	O-11	Residence/TAG/KY (%)
A.1.15.2.1	O-11	Business/ED/KY (%)
A.1.15.2.2	O-11	Business/TAG/KY (%)
A.1.15.3.1	O-11	Design (Specials)/ED/KY (%)
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.15.4.1	O-11	PBX/ED/KY (%)
A.1.15.4.2	O-11	PBX/TAG/KY (%)
A.1.15.5.1	O-11	Centrex/ED/KY (%)
A.1.15.5.2	O-11	Centrex/TAG/KY (%)
A.1.15.6.1	O-11	ISDN/ED/KY (%)
A.1.15.6.2	O-11	ISDN/TAG/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

FOC & Reject Response Completeness - Non-Mechanized

A.1.16.1	O-11	Residence/KY (%)
A.1.16.2	O-11	Business/KY (%)
A.1.16.3	O-11	Design (Specials)/KY (%)
A.1.16.4	O-11	PBX/KY (%)
A.1.16.5	O-11	Centrex/KY (%)
A.1.16.6	O-11	ISDN/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1.1	O-11	Residence/ED/KY (%)
A.1.17.1.2	O-11	Residence/TAG/KY (%)
A.1.17.2.1	O-11	Business/ED/KY (%)
A.1.17.2.2	O-11	Business/TAG/KY (%)
A.1.17.3.1	O-11	Design (Specials)/ED/KY (%)
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.17.4.1	O-11	PBX/ED/KY (%)
A.1.17.4.2	O-11	PBX/TAG/KY (%)
A.1.17.5.1	O-11	Centrex/ED/KY (%)
A.1.17.5.2	O-11	Centrex/TAG/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

Benchmark/
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

	98.57%	70			YES

	100.00%	21			YES
	100.00%	6			YES
	100.00%	11			YES
	100.00%	2			YES
	100.00%	4			YES

	100.00%	65			YES
	99.95%	3,977			YES
	100.00%	1			YES
	99.38%	163			YES

	100.00%	7			YES
	99.58%	479			YES
	100.00%	111			YES

	94.12%	34			NO
	100.00%	18			YES
	100.00%	13			YES
	100.00%	3			YES
	100.00%	1			YES
	100.00%	6			YES

	100.00%	65			YES
	99.90%	3,975			YES
	100.00%	1			YES
	98.38%	162			YES

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A.1.17.6.1	O-11	ISDN/EDI/KY (%)	
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	

Benchmark
Analog
Res

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

A.1.18.1.1	O-11	Residence/EDI/KY (%)	
A.1.18.1.2	O-11	Residence/TAG/KY (%)	
A.1.18.2.1	O-11	Business/EDI/KY (%)	
A.1.18.2.2	O-11	Business/TAG/KY (%)	
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	
A.1.18.3.2	O-11	Design (Specials)/TAG/KY (%)	
A.1.18.4.1	O-11	PBX/EDI/KY (%)	
A.1.18.4.2	O-11	PBX/TAG/KY (%)	
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		86.71%	7				NO
		92.66%	477				NO
		89.19%	111				NO

A.1.19.1	O-11	Residence/KY (%)	
A.1.19.2	O-11	Business/KY (%)	
A.1.19.3	O-11	Design (Specials)/KY (%)	
A.1.19.4	O-11	PBX/KY (%)	
A.1.19.5	O-11	Centrex/KY (%)	
A.1.19.6	O-11	ISDN/KY (%)	

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		93.75%	32				NO
		94.44%	18				NO
		100.00%	13				YES
		66.67%	3				NO
		100.00%	1				YES
		100.00%	6				YES

Resale - Provisioning

Order Completion Interval

A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY (days)	
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY (days)	
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY (days)	
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY (days)	
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	

Hold Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	

Res
Res
Res
Res
Res
Res

22.71	97	0.00	0	50.197			YES
39.00	1	0.00	0				YES
8.79	19	2.00	1	11.458	11.76570	0.5775	YES
0.00	0						
0.00	0						
0.00	0						

6.30	4,134	5.36	114	5.346	0.50759	1.8465	YES
0.88	105,036	0.54	2,427	0.920	0.01868	18.0569	YES
5.56	9			2.068			
4.59	1,262	2.25	12	5.982	1.73499	1.3478	YES
1.48	7,374	0.85	117	2.218	0.20669	3.0749	YES
32.90	10			87.970			
16.96	265			15.989			
9.56	94	8.50	2	13.194	9.42831	0.1121	YES
13.64	36			9.100			
14.50	2			3.536			
17.48	7			15.738			
2.96	18	3.00	1	3.347	3.43852	-0.0108	YES
18.50	2			13.435			
21.33	3			17.673			
2.63	109			1.482			
1.54	255			1.976			
2.10	10			0.738			
4.00	1			0.000			
12.67	38			9.784			
1.16	233	3.00	2	1.077	0.76483	-2.4111	NO
4.33	3			0.577			

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)
A.2.2.3.1.1	P-1	Design (Specials)<10 circuits/Facility/KY (days)
A.2.2.3.1.2	P-1	Design (Specials)<10 circuits/Equipment/KY (days)
A.2.2.3.1.3	P-1	Design (Specials)<10 circuits/Other/KY (days)
A.2.2.3.2.1	P-1	Design (Specials)>=10 circuits/Facility/KY (days)
A.2.2.3.2.2	P-1	Design (Specials)>=10 circuits/Equipment/KY (days)
A.2.2.3.2.3	P-1	Design (Specials)>=10 circuits/Other/KY (days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/KY (%)
A.2.4.2	P-2	Business/KY (%)
A.2.4.3	P-2	Design (Specials)/KY (%)
A.2.4.4	P-2	PBX/KY (%)
A.2.4.5	P-2	Centrex/KY (%)
A.2.4.6	P-2	ISDN/KY (%)

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/KY (%)
A.2.5.2	P-2	Business/KY (%)
A.2.5.3	P-2	Design (Specials)/KY (%)
A.2.5.4	P-2	PBX/KY (%)
A.2.5.5	P-2	Centrex/KY (%)
A.2.5.6	P-2	ISDN/KY (%)

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/KY (hours)
A.2.7.2	P-2	Business/KY (hours)
A.2.7.3	P-2	Design (Specials)/KY (hours)
A.2.7.4	P-2	PBX/KY (hours)
A.2.7.5	P-2	Centrex/KY (hours)
A.2.7.6	P-2	ISDN/KY (hours)

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/KY (hours)
A.2.8.2	P-2	Business/KY (hours)
A.2.8.3	P-2	Design (Specials)/KY (hours)
A.2.8.4	P-2	PBX/KY (hours)
A.2.8.5	P-2	Centrex/KY (hours)

Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Bus	29.07	0.00	0	37.041			YES
Bus	0.00	0.00	0				YES
Bus	2.00	1	0	0.000			YES
Bus	0.00	0					
Bus	0.00	0					
Bus	0.00	0					
Design	13.50	0.00	0	6.455			YES
Design	0.00	0	0				YES
Design	3.00	1	0	0.000			YES
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
PBX	0.00	0.00	0				YES
PBX	0.00	0	0				YES
PBX	7.00	0.00	0	0.000			YES
PBX	0.00	1	0				
PBX	0.00	0					
PBX	0.00	0					
PBX	0.00	0					
Centrex	0.00	0	0				
Centrex	0.00	0					
Centrex	0.00	0					
Centrex	0.00	0					
Centrex	0.00	0					
ISDN	0.00	0	0				YES
ISDN	0.00	0	0				YES
ISDN	0.00	0	0				YES
ISDN	0.00	0	0				YES
ISDN	0.00	0					
ISDN	0.00	0					
ISDN	0.00	0					

Res	0.34%	118,138	0.31%	2,558	0.00117	0.2575	YES
Bus	1.32%	9,045	0.65%	155	0.00923	0.7284	YES
Design	11.56%	570					
PBX	6.52%	46					
Centrex	1.02%	394					
ISDN	3.03%	297					

Diagnostic	0.00%	238					Diagnostic
Diagnostic	0.00%	10					Diagnostic
Diagnostic	0.00%	8					Diagnostic
Diagnostic	0.00%	1					Diagnostic
Diagnostic	0.00%	3					Diagnostic

>= 48 hrs	209.52	8					YES
>= 48 hrs	48.28	1					YES
>= 48 hrs							
>= 48 hrs							
>= 48 hrs							

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic

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A.2.8.6	P-2	ISDN/KY (hours)
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% Jeopardy Notice >= 48 hours - Mechanized		
A.2.9.1	P-2	Residence/KY (%)
A.2.9.2	P-2	Business/KY (%)
A.2.9.3	P-2	Design (Specials)/KY (%)
A.2.9.4	P-2	PBX/KY (%)
A.2.9.5	P-2	Centrex/KY (%)
A.2.9.6	P-2	ISDN/KY (%)

% Jeopardy Notice >= 48 hours - Non-Mechanized		
A.2.10.1	P-2	Residence/KY (%)
A.2.10.2	P-2	Business/KY (%)
A.2.10.3	P-2	Design (Specials)/KY (%)
A.2.10.4	P-2	PBX/KY (%)
A.2.10.5	P-2	Centrex/KY (%)
A.2.10.6	P-2	ISDN/KY (%)

% Missed Installation Appointments		
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.2.1	P-3	Business/<10 circuits/Dispatch/KY (%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.3.1.1	P-3	Design (Specials)<10 circuits/Dispatch/KY (%)
A.2.11.3.1.2	P-3	Design (Specials)<10 circuits/Non-Dispatch/KY (%)
A.2.11.3.2.1	P-3	Design (Specials)>=10 circuits/Dispatch/KY (%)
A.2.11.3.2.2	P-3	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)

% Provisioning Troubles within 30 days		
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.3.1.1	P-9	Design (Specials)<10 circuits/Dispatch/KY (%)
A.2.12.3.1.2	P-9	Design (Specials)<10 circuits/Non-Dispatch/KY (%)
A.2.12.3.2.1	P-9	Design (Specials)>=10 circuits/Dispatch/KY (%)
A.2.12.3.2.2	P-9	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)

Benchmark/
Analog
Diagnostic

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

		100.00%	8				YES
		100.00%	1				YES

							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

14.37%	5,179	6.25%	128		0.03138	2.5861	YES
0.02%	113,153	0.04%	2,668		0.00029	-0.5286	YES
0.00%	15						
5.05%	1,525	0.00%	16		0.05503	0.9176	YES
0.11%	7,475	0.00%	149		0.00271	0.3956	YES
6.25%	16						
4.51%	421						
4.50%	111	0.00%	6		0.08693	0.5182	YES
0.00%	65						
0.00%	3						
0.00%	15						
0.00%	18	0.00%	1				YES
0.00%	5						
0.00%	3						
0.79%	127						
0.00%	257						
0.00%	10						
0.00%	1						
0.00%	62						
0.84%	237	0.00%	2		0.06495	0.1299	YES
0.00%	3						

11.64%	5,024	9.60%	125		0.02904	0.7038	YES
4.88%	112,040	4.53%	2,979		0.00392	0.3861	YES
3.85%	26	0.00%	1		0.19697	0.1963	YES
11.02%	1,352	22.22%	9		0.10473	-1.0596	YES
5.87%	6,742	7.41%	216		0.01625	-0.9437	YES
4.35%	23						
5.76%	382						
0.00%	82	100.00%	1				NO
0.00%	56						
0.00%	1						
7.69%	13						
0.00%	19	12.50%	8				NO
0.00%	1						
0.00%	6	0.00%	1				YES

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A.2.12.5.1.1	P-9	Centrex<10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex<10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex>=10 circuits/Dispatch/KY (%)
A.2.12.5.2.2	P-9	Centrex>=10 circuits/Non-Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN<10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN<10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN>=10 circuits/Dispatch/KY (%)
A.2.12.6.2.2	P-9	ISDN>=10 circuits/Non-Dispatch/KY (%)

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence<10 circuits/Dispatch/KY (hours)
A.2.14.1.1.2	P-5	Residence<10 circuits/Non-Dispatch/KY (hours)
A.2.14.1.2.1	P-5	Residence>=10 circuits/Dispatch/KY (hours)
A.2.14.1.2.2	P-5	Residence>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.2.1.1	P-5	Business<10 circuits/Dispatch/KY (hours)
A.2.14.2.1.2	P-5	Business<10 circuits/Non-Dispatch/KY (hours)
A.2.14.2.2.1	P-5	Business>=10 circuits/Dispatch/KY (hours)
A.2.14.2.2.2	P-5	Business>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
A.2.14.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
A.2.14.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.14.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.4.1.1	P-5	PBX<10 circuits/Dispatch/KY (hours)
A.2.14.4.1.2	P-5	PBX<10 circuits/Non-Dispatch/KY (hours)
A.2.14.4.2.1	P-5	PBX>=10 circuits/Dispatch/KY (hours)
A.2.14.4.2.2	P-5	PBX>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.5.1.1	P-5	Centrex<10 circuits/Dispatch/KY (hours)
A.2.14.5.1.2	P-5	Centrex<10 circuits/Non-Dispatch/KY (hours)
A.2.14.5.2.1	P-5	Centrex>=10 circuits/Dispatch/KY (hours)
A.2.14.5.2.2	P-5	Centrex>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.6.1.1	P-5	ISDN<10 circuits/Dispatch/KY (hours)
A.2.14.6.1.2	P-5	ISDN<10 circuits/Non-Dispatch/KY (hours)
A.2.14.6.2.1	P-5	ISDN>=10 circuits/Dispatch/KY (hours)
A.2.14.6.2.2	P-5	ISDN>=10 circuits/Non-Dispatch/KY (hours)

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence<10 circuits/Dispatch/KY (hours)
A.2.15.1.1.2	P-5	Residence<10 circuits/Non-Dispatch/KY (hours)
A.2.15.1.2.1	P-5	Residence>=10 circuits/Dispatch/KY (hours)
A.2.15.1.2.2	P-5	Residence>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.1.1	P-5	Business<10 circuits/Dispatch/KY (hours)
A.2.15.2.1.2	P-5	Business<10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.2.1	P-5	Business>=10 circuits/Dispatch/KY (hours)
A.2.15.2.2.2	P-5	Business>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
A.2.15.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.15.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.1.1	P-5	PBX<10 circuits/Dispatch/KY (hours)
A.2.15.4.1.2	P-5	PBX<10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.2.1	P-5	PBX>=10 circuits/Dispatch/KY (hours)
A.2.15.4.2.2	P-5	PBX>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.1.1	P-5	Centrex<10 circuits/Dispatch/KY (hours)
A.2.15.5.1.2	P-5	Centrex<10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.2.1	P-5	Centrex>=10 circuits/Dispatch/KY (hours)
A.2.15.5.2.2	P-5	Centrex>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.1.1	P-5	ISDN<10 circuits/Dispatch/KY (hours)
A.2.15.6.1.2	P-5	ISDN<10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.2.1	P-5	ISDN>=10 circuits/Dispatch/KY (hours)
A.2.15.6.2.2	P-5	ISDN>=10 circuits/Non-Dispatch/KY (hours)

**Benchmark/
Analog**

Centrex	6.32%
Centrex	3.29%
Centrex	0.00%
Centrex	0.00%
ISDN	4.41%
ISDN	1.89%
ISDN	0.00%

Res	3.69	5,179	0.02	120	20.698	1.91034	1.9246	YES
Res	0.76	113,148	0.42	2,438	7.769	0.15903	2.1567	YES
Res	0.02	15			0.000			
Bus	2.99	1,525	0.02	14	15.394	4.13316	0.7183	YES
Bus	1.34	7,465	0.37	141	11.698	0.99444	0.9756	YES
Bus	1.25	16			4.698			
Design	33.05	421			534.971			
Design	4.52	111			22.968			
Design	30.66	65			76.244			
Design	4.61	3			7.948			
PBX	47.70	15			69.896			
PBX	3.12	18			6.412			
PBX	8.71	5			12.055			
PBX	2.33	3			4.003			
Centrex	6.11	127			26.550			
Centrex	5.60	257			23.369			
Centrex	0.02	10			0.000			
Centrex	0.15	1			0.000			
ISDN	28.59	62			62.872			
ISDN	5.46	237			44.935			
ISDN	0.40	3			0.050			

Diagnostic	6.92	8						Diagnostic
Diagnostic	10.12	229						Diagnostic
Diagnostic								Diagnostic
Diagnostic	20.01	2						Diagnostic
Diagnostic	8.85	8						Diagnostic
Diagnostic								Diagnostic
Diagnostic	35.60	6						Diagnostic
Diagnostic								Diagnostic
Diagnostic	81.07	1						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	15.33	2						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
6.32%	95	0.00%	1		0.17870	0.1839	YES
3.29%	213						
0.00%	12						
0.00%	3						
4.41%	68						
1.89%	53	0.00%	1		0.13734	0.1374	YES
0.00%	5						

3.69	5,179	0.02	120	20.698	1.91034	1.9246	YES
0.76	113,148	0.42	2,438	7.769	0.15903	2.1567	YES
0.02	15			0.000			
2.99	1,525	0.02	14	15.394	4.13316	0.7183	YES
1.34	7,465	0.37	141	11.698	0.99444	0.9756	YES
1.25	16			4.698			
				534.971			
	421			22.968			
	111			76.244			
	65			7.948			
4.61	3			69.896			
47.70	15			6.412			
3.12	18			12.055			
8.71	5			4.003			
2.33	3			26.550			
6.11	127			23.369			
5.60	257			0.000			
0.02	10			0.000			
0.15	1			62.872			
28.59	62			44.935			
5.46	237						
0.40	3			0.050			

	6.92	8					Diagnostic
	10.12	229					Diagnostic
							Diagnostic
	20.01	2					Diagnostic
	8.85	8					Diagnostic
							Diagnostic
	35.60	6					Diagnostic
							Diagnostic
	81.07	1					Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
	15.33	2					Diagnostic
							Diagnostic
							Diagnostic

Equity

[illegible][illegible]

Diagnostic	4.06	5	Diagnostic
Diagnostic	1.43	5	Diagnostic
Diagnostic			Diagnostic
Diagnostic	8.89	1	Diagnostic
Diagnostic	0.62	3	Diagnostic
Diagnostic			Diagnostic

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A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)
A.2.19.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)
A.2.19.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)
A.2.19.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)
A.2.19.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)
A.2.19.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)
A.2.19.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)
A.2.19.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)
A.2.19.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)
A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)
A.2.19.5.2.1	P-10	Centrex>=10 circuits/Dispatch/KY (days)
A.2.19.5.2.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)
A.2.19.6.2.1	P-10	ISDN>=10 circuits/Dispatch/KY (days)
A.2.19.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)

Total Service Order Cycle Time (offered) - Mechanized

A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)
A.2.21.1.2.1	P-10	Residence>=10 circuits/Dispatch/KY (days)
A.2.21.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/KY (days)
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)
A.2.21.2.2.1	P-10	Business>=10 circuits/Dispatch/KY (days)
A.2.21.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)
A.2.21.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)
A.2.21.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)
A.2.21.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)
A.2.21.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)
A.2.21.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)
A.2.21.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)
A.2.21.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)
A.2.21.5.2.1	P-10	Centrex>=10 circuits/Dispatch/KY (days)
A.2.21.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)
A.2.21.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)
A.2.21.6.2.1	P-10	ISDN>=10 circuits/Dispatch/KY (days)
A.2.21.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)

Total Service Order Cycle Time (offered) - Partially Mechanized

A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)
A.2.22.1.2.1	P-10	Residence>=10 circuits/Dispatch/KY (days)
A.2.22.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/KY (days)
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)
A.2.22.2.2.1	P-10	Business>=10 circuits/Dispatch/KY (days)
A.2.22.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)
A.2.22.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)
A.2.22.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)
A.2.22.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)
A.2.22.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)
A.2.22.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)
A.2.22.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)
A.2.22.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)

**Benchmark/
Analog**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
							Diagnostic
							Diagnostic
		9.35	2				Diagnostic
							Diagnostic
							Diagnostic
		4.43	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		3.95	1				Diagnostic
							Diagnostic
							Diagnostic

		5.17	97				Diagnostic
		0.63	1,645				Diagnostic
							Diagnostic
		2.00	7				Diagnostic
		0.68	51				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

		7.41	7				Diagnostic
		0.96	240				Diagnostic
							Diagnostic
		1.66	3				Diagnostic
		0.98	37				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

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A 2 22 4 2 2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 22 5 1 1	P-10	Centrex<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 22 5 1 2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 22 5 2 1	P-10	Centrex>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 22 5 2 2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 22 6 1 1	P-10	ISDN<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 22 6 1 2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 22 6 2 1	P-10	ISDN>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 22 6 2 2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)	Diagnostic

Total Service Order Cycle Time (Offered) - Non-Mechanized

A 2 23 1 1 1	P-10	Residence<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 1 1 2	P-10	Residence<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 1 2 1	P-10	Residence>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 1 2 2	P-10	Residence>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 2 1 1	P-10	Business<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 2 1 2	P-10	Business<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 2 2 1	P-10	Business>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 2 2 2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 3 1 1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 3 1 2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 3 2 1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 3 2 2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 4 1 1	P-10	PBX<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 4 1 2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 4 2 1	P-10	PBX>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 4 2 2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 5 1 1	P-10	Centrex<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 5 1 2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 5 2 1	P-10	Centrex>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 5 2 2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 6 1 1	P-10	ISDN<10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 6 1 2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)	Diagnostic
A 2 23 6 2 1	P-10	ISDN>=10 circuits/Dispatch/KY (days)	Diagnostic
A 2 23 6 2 2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)	Diagnostic

% Completions w/o Notice or < 24 hours

A 2 24 1 1	P-6	Residence/Dispatch/KY (%)	Diagnostic
A 2 24 1 2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic
A 2 24 2 1	P-6	Business/Dispatch/KY (%)	Diagnostic
A 2 24 2 2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic
A 2 24 3 1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic
A 2 24 3 2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic
A 2 24 4 1	P-6	PBX/Dispatch/KY (%)	Diagnostic
A 2 24 4 2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic
A 2 24 5 1	P-6	Centrex/Dispatch/KY (%)	Diagnostic
A 2 24 5 2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic
A 2 24 6 1	P-6	ISDN/Dispatch/KY (%)	Diagnostic
A 2 24 6 2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic

Service Order Accuracy

A 2 25 1 1 1	P-11	Residence<10 circuits/Dispatch/KY (%)	>= 95%
A 2 25 1 1 2	P-11	Residence<10 circuits/Non-Dispatch/KY (%)	>= 95%
A 2 25 1 2 1	P-11	Residence>=10 circuits/Dispatch/KY (%)	>= 95%
A 2 25 1 2 2	P-11	Residence>=10 circuits/Non-Dispatch/KY (%)	>= 95%
A 2 25 2 1 1	P-11	Business<10 circuits/Dispatch/KY (%)	>= 95%
A 2 25 2 1 2	P-11	Business<10 circuits/Non-Dispatch/KY (%)	>= 95%
A 2 25 2 2 1	P-11	Business>=10 circuits/Dispatch/KY (%)	>= 95%
A 2 25 2 2 2	P-11	Business>=10 circuits/Non-Dispatch/KY (%)	>= 95%
A 2 25 3 1 1	P-11	Design (Specials)<10 circuits/Dispatch/KY (%)	>= 95%

Benchmark/
Analogy

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

		4.06	5				Diagnostic
		1.43	5				Diagnostic
							Diagnostic
							Diagnostic
		0.62	3				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		9.35	2				Diagnostic
							Diagnostic
							Diagnostic
		4.43	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		3.95	1				Diagnostic
							Diagnostic
							Diagnostic

		2.36%	127				Diagnostic
		3.00%	2 665				Diagnostic
		0.00%	15				Diagnostic
		7.48%	147				Diagnostic
							Diagnostic
		0.00%	5				Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		50.00%	2				Diagnostic

		98.80%	250				YES
		98.60%	400				YES
		100.00%	8				YES
							NO
		93.57%	140				YES
		96.88%	160				YES
		100.00%	4				NO
							NO
		84.00%	25				NO

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A.2.25.3.1.2	P-11	Design (Specials)<10 circuits/Non-Dispatch/KY (%)
A.2.25.3.2.1	P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)
A.2.25.3.2.2	P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)

>= 95%
 >= 95%
 >= 95%

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)

Benchmark/
 Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		91.07%	56				NO
		16.67%	6				NO
		87.50%	8				NO

15.39%	23,293	9.21%	380		0.01866	3.3098	YES
1.89%	8,431	2.63%	38		0.02212	-0.3372	YES
14.48%	2,859	7.58%	66		0.04381	1.5760	YES
2.40%	1,167	0.00%	6		0.06263	0.3831	YES
3.01%	599	0.00%	7		0.06490	0.4630	YES
0.18%	567	0.00%	17		0.01033	0.1708	YES
6.41%	78	0.00%	6		0.10377	0.6177	YES
4.08%	49	0.00%	0				YES
12.50%	168	100.00%	1		0.33170	-2.6379	NO
1.20%	83	0.00%	1		0.10976	0.1098	YES
9.43%	53	0.00%	6		0.12590	0.7493	YES
5.00%	40	0.00%	0				YES

3.19%	729,389	3.64%	10,453		0.00176	-2.5099	NO
1.16%	729,389	0.36%	10,453		0.00106	7.4816	YES
1.47%	196,136	1.81%	3,650		0.00202	-1.5760	NO
0.60%	196,136	0.16%	3,650		0.00129	3.3566	YES
0.54%	110,199	0.68%	1,036		0.00230	-0.5741	YES
0.51%	110,199	1.64%	1,036		0.00224	-5.0308	NO
0.24%	31,970	0.85%	710		0.00187	-3.2072	NO
0.15%	31,970	0.00%	710		0.00149	1.0318	YES
0.31%	54,959	0.44%	228		0.00367	-0.3622	YES
0.15%	54,959	0.44%	228		0.00258	-1.1151	YES
0.71%	7,426	4.58%	131		0.00745	-5.1927	NO
0.54%	7,426	0.00%	131		0.00647	0.8327	YES

36.35	23,293	27.34	380	60.344	3.12073	3.8489	YES
22.49	8,431	11.43	38	42.803	6.95812	1.5897	YES
13.42	2,859	16.53	66	26.415	3.28881	-0.9446	YES
3.57	1,167	2.13	6	10.972	4.49083	0.3199	YES
3.95	599	3.16	7	6.261	2.38023	1.1731	YES
1.91	567	0.85	17	3.833	0.94342	1.1228	YES
7.79	78	6.98	6	7.688	3.25726	0.2516	YES
4.97	49	0.00	0	11.902			YES
14.15	168	8.37	1	16.559	16.60816	0.3480	YES
2.22	83	0.02	1	4.085	4.11002	0.5352	YES
8.74	53	6.25	6	8.660	3.73037	0.6671	YES
5.39	40	0.00	0	15.809			YES

20.77%	23,293	12.11%	380		0.02098	4.1303	YES
19.55%	8,431	10.53%	38		0.06448	1.3961	YES
13.85%	2,859	13.64%	66		0.04301	0.0499	YES
12.08%	1,167	0.00%	6		0.13340	0.9057	YES
26.54%	599	42.86%	7		0.16787	-0.9718	YES
23.46%	567	17.65%	17		0.10430	0.5570	YES
19.23%	78	0.00%	6		0.16697	1.1518	YES
12.24%	49	0.00%	0				YES
13.69%	168	0.00%	1		0.34477	0.3971	YES
8.43%	83	0.00%	1		0.27966	0.3017	YES
15.09%	53	0.00%	6		0.15420	0.9789	YES

BellSouth Monthly State Summary
Kentucky, August 2003

A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
					20.00%	40	0.00%	0				YES
Out of Service > 24 hours												
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res		19.22%	15,840	13.00%	300		0.02296	2.7075	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res		8.43%	2,444	6.67%	15		0.07195	0.2449	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus		9.22%	1,747	11.76%	34		0.05009	-0.5089	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus		2.94%	477	0.00%	1		0.16896	0.1737	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design		3.01%	599	0.00%	7		0.06490	0.4630	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design		0.18%	567	0.00%	17		0.07033	0.1708	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX		7.25%	69	0.00%	6		0.11035	0.6567	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX		4.55%	44	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex		8.18%	110	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex		0.00%	30	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN		9.43%	53	0.00%	6		0.12590	0.7493	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN		5.00%	40	0.00%	0				YES

Retail - Billing

Invoice Accuracy												
A.4.1	B-1	KY (%)	BST - State		99.09%	\$97,632,023	99.70%	\$863,679		0.00010	-59,1949	YES
Mean Time to Deliver Invoices - CRIS												
A.4.2	B-2	Region (business days)	BST - Region		3.14	1	3.18	1.928				NO

Equity

[illegible][illegible][illegible]

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

[illegible][illegible][illegible][illegible]

**Benchmark/
Analog**

[illegible][illegible]

= 85% w in 10 hrs

[illegible]

YES
YES
YES
YES
NO
YES
YES
YES
NO
YES
YES
YES
NO
NO
YES
NO
NO

= 85% w in 36 hr

[illegible][illegible]

>= 95%

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

YES

Benchmark/

[illegible][illegible]

Benchmark

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%		100.00%		59				YES
>= 95%		100.00%		307				YES
>= 95%		100.00%		6				YES

>= 95%					YES
>= 95%					YES
>= 95%		98.87%	265		YES
>= 95%		100.00%	26		YES
>= 95%		100.00%	10		YES
>= 95%					
>= 95%		100.00%	9		YES
>= 95%		75.00%	4		NO
>= 95%		100.00%	17		YES
>= 95%					
>= 95%					
>= 95%					
>= 95%					
>= 95%					
>= 95%					
>= 95%		96.30%	27		YES
>= 95%		99.00%	301		YES
>= 95%		100.00%	14		YES
>= 95%		92.90%	155		NO

[illegible]

Zscore	Equity
1.00	0.00
0.99	0.00
0.98	0.00
0.97	0.00
0.96	0.00
0.95	0.00
0.94	0.00
0.93	0.00
0.92	0.00
0.91	0.00
0.90	0.00
0.89	0.00
0.88	0.00
0.87	0.00
0.86	0.00
0.85	0.00
0.84	0.00
0.83	0.00
0.82	0.00
0.81	0.00
0.80	0.00
0.79	0.00
0.78	0.00
0.77	0.00
0.76	0.00
0.75	0.00
0.74	0.00
0.73	0.00
0.72	0.00
0.71	0.00
0.70	0.00
0.69	0.00
0.68	0.00
0.67	0.00
0.66	0.00
0.65	0.00
0.64	0.00
0.63	0.00
0.62	0.00
0.61	0.00
0.60	0.00
0.59	0.00
0.58	0.00
0.57	0.00
0.56	0.00
0.55	0.00
0.54	0.00
0.53	0.00
0.52	0.00
0.51	0.00
0.50	0.00
0.49	0.00
0.48	0.00
0.47	0.00
0.46	0.00
0.45	0.00
0.44	0.00
0.43	0.00
0.42	0.00
0.41	0.00
0.40	0.00
0.39	0.00
0.38	0.00
0.37	0.00
0.36	0.00
0.35	0.00
0.34	0.00
0.33	0.00
0.32	0.00
0.31	0.00
0.30	0.00
0.29	0.00
0.28	0.00
0.27	0.00
0.26	0.00
0.25	0.00
0.24	0.00
0.23	0.00
0.22	0.00
0.21	0.00
0.20	0.00
0.19	0.00
0.18	0.00
0.17	0.00
0.16	0.00
0.15	0.00
0.14	0.00
0.13	0.00
0.12	0.00
0.11	0.00
0.10	0.00
0.09	0.00
0.08	0.00
0.07	0.00
0.06	0.00
0.05	0.00
0.04	0.00
0.03	0.00
0.02	0.00
0.01	0.00
0.00	0.00
-0.01	0.00
-0.02	0.00
-0.03	0.00
-0.04	0.00
-0.05	0.00
-0.06	0.00
-0.07	0.00
-0.08	0.00
-0.09	0.00
-0.10	0.00
-0.11	0.00
-0.12	0.00
-0.13	0.00
-0.14	0.00
-0.15	0.00
-0.16	0.00
-0.17	0.00
-0.18	0.00
-0.19	0.00
-0.20	0.00
-0.21	0.00
-0.22	0.00
-0.23	0.00
-0.24	0.00
-0.25	0.00
-0.26	0.00
-0.27	0.00
-0.28	0.00
-0.29	0.00
-0.30	0.00
-0.31	0.00
-0.32	0.00
-0.33	0.00
-0.34	0.00
-0.35	0.00
-0.36	0.00
-0.37	0.00
-0.38	0.00
-0.39	0.00
-0.40	0.00
-0.41	0.00
-0.42	0.00
-0.43	0.00
-0.44	0.00
-0.45	0.00
-0.46	0.00
-0.47	0.00
-0.48	0.00
-0.49	0.00
-0.5	

[illegible]

1

>=95%					YES
>=95%	98.09%	262			YES
>=95%	96.15%	26			YES
>=95%	100.00%	10			YES
>=95%					
>=95%	100.00%	9			YES
>=95%	100.00%	3			YES
>=95%	94.12%	17			NO
>=95%					
>=95%					
>=95%					
>=95%					
>=95%					
>=95%					
>=95%					
>=95%	92.31%	26			NO
>=95%	96.86%	296			YES
>=95%	100.00%	14			YES
>=95%	97.92%	144			YES

1

5.90	5.396			5.548		
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**BellSouth Monthly State Summary
Kentucky, August 2003**

B2.1.1.12	P-4	Switch Ports<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	BST	BST	CLEC	CLEC	Standard	Standard	Zscore	Equity
B2.1.1.21	P-4	Switch Ports>=10 circuits/Dispatch/KY (days)	R&B (POTS)	Measure	Volume	Measure	Volume	Deviation	Error		
B2.1.1.22	P-4	Switch Ports>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)					63.781			
B2.1.2.1	P-4	Local Interface Transport<10 circuits/Dispatch/KY (days)	DS1/DS3	13.80	157			8.087			
B2.1.2.12	P-4	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)	DS1/DS3	16.50	2			3.536			
B2.1.2.21	P-4	Local Interface Transport>=10 circuits/Dispatch/KY (days)	DS1/DS3								
B2.1.2.22	P-4	Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B2.1.3.1	P-4	Loop + Port Combinations<10 circuits/Dispatch/KY (days)	R&B	5.83	5,510	4.95	368	5.515	0.29693	2.9583	YES
B2.1.3.12	P-4	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	R&B	0.92	112,910	0.48	12,251	1.069	0.01017	43.9759	YES
B2.1.3.13	P-4	Loop + Port Combinations<10 circuits/Switch Based Orders/KY (days)	R&B	0.60	80,749	0.34	11,258	0.469	0.00471	55.3785	YES
B2.1.3.14	P-4	Loop + Port Combinations<10 circuits/Dispatch In/KY (days)	R&B	1.73	32,161	2.03	993	1.593	0.05131	-5.8392	NO
B2.1.3.2	P-4	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	R&B	13.79	29	6.00	1	51.864	52.75072	0.1477	YES
B2.1.3.22	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)	R&B	4.25	4	3.80	5	0.500	0.33541	1.3416	YES
B2.1.3.23	P-4	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (days)	R&B	4.00	2			0.000			
B2.1.3.24	P-4	Loop + Port Combinations>=10 circuits/Dispatch In/KY (days)	R&B	4.50	2	3.80	5	0.707	0.59161	1.1852	YES
B2.1.4.1	P-4	Combo Other<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	6.38	5,805	11.00	23	6.820	1.42493	-3.2421	NO
B2.1.4.14	P-4	Combo Other>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	6.38	5,805			6.820			
B2.1.4.2	P-4	Combo Other>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	13.85	67			34.475			
B2.1.4.24	P-4	UNE ISDN<6 circuits/Dispatch/KY (days)	ISDN - Brl	12.45	29	9.80	10	8.326	3.05342	0.8673	YES
B2.1.6.3	P-4	UNE ISDN<6 circuits/Non-Dispatch/KY (days)	ISDN - Brl	2.18	17			3.557			
B2.1.6.32	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - Brl								
B2.1.6.4	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - Brl								
B2.1.6.42	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - Brl								
B2.1.6.5	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - Brl								
B2.1.6.52	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - Brl								
B2.1.7.3	P-4	Line Sharnig<6 circuits/Dispatch/KY (days)	ADSL to Retail	3.83	1,186			4.480			
B2.1.7.32	P-4	Line Sharnig<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	2.73	1,838	2.36	87	2.231	0.24475	1.5370	YES
B2.1.7.4	P-4	Line Sharnig/6-13 circuits/Dispatch/KY (days)	ADSL to Retail	4.75	4			2.630			
B2.1.7.42	P-4	Line Sharnig/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B2.1.7.5	P-4	Line Sharnig/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B2.1.7.51	P-4	Line Sharnig/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B2.1.7.52	P-4	Line Sharnig/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B2.1.8.1	P-4	2W Analog Loop Design<10 circuits/Dispatch/KY (days)	R&B - Disp	10.00	1			0.000			
B2.1.8.12	P-4	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.83	5,510	4.50	4	5.515	2.75850	0.4820	YES
B2.1.8.2	P-4	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)	R&B - Disp	5.83	5,510			5.515			
B2.1.8.22	P-4	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	13.79	29			51.864			
B2.1.9.1	P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	13.79	29	3.50	8	51.864	1.96308	1.2212	YES
B2.1.9.14	P-4	2W Analog Loop Non-Design<10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	5.90	5,396			5.548	0.79517	-2.2201	NO
B2.1.9.2	P-4	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	1.73	31,846	3.50	4	1.590			
B2.1.9.24	P-4	2W Analog Loop Non-Design>=10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	19.95	19			63.781			
B2.1.10.1	P-4	2W Analog Loop w/1NP Design<10 circuits/Dispatch/KY (days)	R&B - Disp	5.83	5,510			5.515			
B2.1.10.12	P-4	2W Analog Loop w/1NP Design<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.83	5,510			5.515			
B2.1.10.2	P-4	2W Analog Loop w/1NP Design>=10 circuits/Dispatch/KY (days)	R&B - Disp	13.79	29			51.864			
B2.1.10.22	P-4	2W Analog Loop w/1NP Design>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	13.79	29			51.864			
B2.1.11.1	P-4	2W Analog Loop w/1NP Non-Design<10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	5.90	5,396			5.548			
B2.1.11.14	P-4	2W Analog Loop w/1NP Non-Design<10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	1.73	31,846			1.590			
B2.1.11.2	P-4	2W Analog Loop w/1NP Non-Design>=10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	19.95	19			63.781			
B2.1.11.24	P-4	2W Analog Loop w/1NP Non-Design>=10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	5.83	5,510			5.515			
B2.1.12.1	P-4	2W Analog Loop w/1NP Design<10 circuits/Dispatch/KY (days)	R&B - Disp	5.83	5,510			5.515			
B2.1.12.12	P-4	2W Analog Loop w/1NP Design<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.83	5,510			5.515			
B2.1.12.2	P-4	2W Analog Loop w/1NP Design>=10 circuits/Dispatch/KY (days)	R&B - Disp	13.79	29			51.864			
B2.1.12.22	P-4	2W Analog Loop w/1NP Design>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	13.79	29			51.864			
B2.1.13.1	P-4	2W Analog Loop w/1NP Non-Design<10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	5.90	5,396			5.548			
B2.1.13.14	P-4	2W Analog Loop w/1NP Non-Design<10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	1.73	31,846			1.590			
B2.1.13.2	P-4	2W Analog Loop w/1NP Non-Design>=10 circuits/Dispatch/KY (days)	R&B (POTS) exci SB or	19.95	19			63.781			
B2.1.13.24	P-4	2W Analog Loop w/1NP Non-Design>=10 circuits/Dispatch In/KY (days)	R&B (POTS) exci SB or	5.83	5,510			5.515			
B2.1.14.1	P-4	Other Design<10 circuits/Dispatch/KY (days)	Design	16.67	295			15.378			
B2.1.14.12	P-4	Other Design<10 circuits/Non-Dispatch/KY (days)	Design	9.30	100			12.885			
B2.1.14.2	P-4	Other Design>=10 circuits/Dispatch/KY (days)	Design	13.89	38			9.188			
B2.1.14.22	P-4	Other Design>=10 circuits/Non-Dispatch/KY (days)	Design	18.60	5			13.164			

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B.2.1.15.1.1	P-4	Other Non-Design<10 circuits/Dispatch/KY (days)
B.2.1.15.1.2	P-4	Other Non-Design<10 circuits/Non-Dispatch/KY (days)
B.2.1.15.2.1	P-4	Other Non-Design>=10 circuits/Dispatch/KY (days)
B.2.1.15.2.2	P-4	Other Non-Design>=10 circuits/Non-Dispatch/KY (days)
B.2.1.16.1.1	P-4	INP (Standalone)<10 circuits/Dispatch/KY (days)
B.2.1.16.1.2	P-4	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)
B.2.1.16.2.1	P-4	INP (Standalone)>=10 circuits/Dispatch/KY (days)
B.2.1.16.2.2	P-4	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)
B.2.1.17.1.1	P-4	INP (Standalone)<10 circuits/Dispatch/KY (days)
B.2.1.17.1.2	P-4	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)
B.2.1.17.2.1	P-4	INP (Standalone)>=10 circuits/Dispatch/KY (days)
B.2.1.17.2.2	P-4	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)
B.2.1.18.1.1	P-4	Digital Loop < DS1<10 circuits/Dispatch/KY (days)
B.2.1.18.1.2	P-4	Digital Loop < DS1<10 circuits/Non-Dispatch/KY (days)
B.2.1.18.2.1	P-4	Digital Loop < DS1>=10 circuits/Dispatch/KY (days)
B.2.1.18.2.2	P-4	Digital Loop < DS1>=10 circuits/Non-Dispatch/KY (days)
B.2.1.19.1.1	P-4	Digital Loop >= DS1<10 circuits/Dispatch/KY (days)
B.2.1.19.1.2	P-4	Digital Loop >= DS1<10 circuits/Non-Dispatch/KY (days)
B.2.1.19.2.1	P-4	Digital Loop >= DS1>=10 circuits/Dispatch/KY (days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1>=10 circuits/Non-Dispatch/KY (days)

B.2.2.1	P-4	Order Completion Interval within X days
B.2.2.2	P-4	Order Completion Interval within X days

B.2.3.1.1.1	P-1	Switch Ports<10 circuits/Facility/KY (days)
B.2.3.1.1.2	P-1	Switch Ports<10 circuits/Equipment/KY (days)
B.2.3.1.1.3	P-1	Switch Ports<10 circuits/Other/KY (days)
B.2.3.1.2.1	P-1	Switch Ports>=10 circuits/Facility/KY (days)
B.2.3.1.2.2	P-1	Switch Ports>=10 circuits/Equipment/KY (days)
B.2.3.1.2.3	P-1	Switch Ports>=10 circuits/Other/KY (days)
B.2.3.2.1.1	P-1	Local Interface Transport<10 circuits/Facility/KY (days)
B.2.3.2.1.2	P-1	Local Interface Transport<10 circuits/Equipment/KY (days)
B.2.3.2.1.3	P-1	Local Interface Transport<10 circuits/Other/KY (days)
B.2.3.2.2.1	P-1	Local Interface Transport>=10 circuits/Facility/KY (days)
B.2.3.2.2.2	P-1	Local Interface Transport>=10 circuits/Equipment/KY (days)
B.2.3.2.2.3	P-1	Local Interface Transport>=10 circuits/Other/KY (days)
B.2.3.3.1.1	P-1	Local Interface Transport<10 circuits/Facility/KY (days)
B.2.3.3.1.2	P-1	Local Interface Transport<10 circuits/Equipment/KY (days)
B.2.3.3.1.3	P-1	Local Interface Transport<10 circuits/Other/KY (days)
B.2.3.3.2.1	P-1	Local Interface Transport>=10 circuits/Facility/KY (days)
B.2.3.3.2.2	P-1	Local Interface Transport>=10 circuits/Equipment/KY (days)
B.2.3.3.2.3	P-1	Local Interface Transport>=10 circuits/Other/KY (days)
B.2.3.4.1.1	P-1	Combo Other<10 circuits/Facility/KY (days)
B.2.3.4.1.2	P-1	Combo Other<10 circuits/Equipment/KY (days)
B.2.3.4.1.3	P-1	Combo Other<10 circuits/Other/KY (days)
B.2.3.4.2.1	P-1	Combo Other>=10 circuits/Facility/KY (days)
B.2.3.4.2.2	P-1	Combo Other>=10 circuits/Equipment/KY (days)
B.2.3.4.2.3	P-1	Combo Other>=10 circuits/Other/KY (days)
B.2.3.5.1.1	P-1	ADSL (ADSL, HDSL, and UCL)<10 circuits/Facility/KY (days)
B.2.3.5.1.2	P-1	ADSL (ADSL, HDSL, and UCL)<10 circuits/Equipment/KY (days)
B.2.3.5.1.3	P-1	ADSL (ADSL, HDSL, and UCL)<10 circuits/Other/KY (days)
B.2.3.5.2.1	P-1	ADSL (ADSL, HDSL, and UCL)>=10 circuits/Facility/KY (days)
B.2.3.5.2.2	P-1	ADSL (ADSL, HDSL, and UCL)>=10 circuits/Equipment/KY (days)
B.2.3.5.2.3	P-1	ADSL (ADSL, HDSL, and UCL)>=10 circuits/Other/KY (days)
B.2.3.6.1.1	P-1	ISDN (ISDN<10 circuits/Facility/KY (days)
B.2.3.6.1.2	P-1	ISDN (ISDN<10 circuits/Equipment/KY (days)
B.2.3.6.1.3	P-1	ISDN (ISDN<10 circuits/Other/KY (days)
B.2.3.6.2.1	P-1	ISDN (ISDN>=10 circuits/Facility/KY (days)

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	5.83	5,510			6,515			
R&B	0.92	112,910			1,069			
R&B	13.79	29			51,864			
R&B	4.25	4			0,500			
R&B (POTS)	5.90	5,396			5,548			
R&B (POTS)	0.92	112,410			1,065			
R&B (POTS)	19.95	19			63,781			
R&B (POTS)	5.90	5,396			5,548			
R&B (POTS)	0.92	112,410	0.58	1,253	1,065	0.03027	11,1478	YES
R&B (POTS)	19.95	19			63,781			
Digital Loop < DS1	4.19	1,242	9.25	12	4,905	1,42278	-3,5543	NO
Digital Loop < DS1	2.73	1,898	6.00	1	2,306	2,30684	-1,4184	YES
Digital Loop < DS1	17.64	14			9,621			
Digital Loop < DS1	13.00	3			3,606			
Digital Loop >= DS1	13.45	58	6.20	5	13,748	6,40785	1,1321	YES
Digital Loop >= DS1	2.88	274			6,900			
Digital Loop >= DS1	4.33	3			0,577			

14 days	8.00	1		YES
7 days	5.00	1		YES

R&B (POTS)	23.56	112	20.43	7	48,549	18,91454	0,1657	YES
R&B (POTS)	39.00	1	0.00	0	0,000			YES
R&B (POTS)	8.45	20	0.00	0	10,975			YES
R&B (POTS)	0.00	0						YES
R&B (POTS)	0.00	0						YES
R&B (POTS)	0.00	0						YES
DS1/DS3 - Interface	0.00	0						YES
DS1/DS3 - Interface	0.00	0						YES
DS1/DS3 - Interface	0.00	0						YES
DS1/DS3 - Interface	0.00	0						YES
R&B	23.56	112	20.43	7	48,549	18,91454	0,1657	YES
R&B	39.00	1	0.00	0	0,000			YES
R&B	8.38	21	0.00	0	10,975			YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B&D - Disp	23.22	116	0.00	0	47,744			YES
R&B&D - Disp	39.00	1	0.00	0	0,000			YES
R&B&D - Disp	8.14	22	0.00	0	10,772			YES
R&B&D - Disp	0.00	0						YES
R&B&D - Disp	0.00	0						YES
R&B&D - Disp	0.00	0						YES
ADSL - to Retail	13.64	11	0.00	0	9,124			YES
ADSL - to Retail	0.00	0	0.00	0				YES
ADSL - to Retail	0.00	0	0.00	0				YES
ADSL - to Retail	0.00	0						YES
ADSL - to Retail	0.00	0						YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES

Benchmark/

[illegible]

Benchmark

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Benchmark/

Diagnostic
Diagnostic
Diagnostic

[illegible][illegible][illegible]

Equity

[illegible][illegible]

	YES
	YES
	YES
	YES
	YES

Benchmark/

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

12.25%	6,704					
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B.2.18.11.2	P-3	Switch Ports<10 circuits/Non-Dispatch/KY (%)
B.2.18.12.1	P-3	Switch Ports>=10 circuits/Dispatch/KY (%)
B.2.18.12.2	P-3	Switch Ports>=10 circuits/Non-Dispatch/KY (%)
B.2.18.21.1	P-3	Local Interface Transport<10 circuits/Dispatch/KY (%)
B.2.18.21.2	P-3	Local Interface Transport<10 circuits/Non-Dispatch/KY (%)
B.2.18.22.1	P-3	Local Interface Transport>=10 circuits/Dispatch/KY (%)
B.2.18.22.2	P-3	Local Interface Transport>=10 circuits/Non-Dispatch/KY (%)
B.2.18.31.1	P-3	Loop + Port Combinations<10 circuits/Dispatch/KY (%)
B.2.18.31.2	P-3	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (%)
B.2.18.31.3	P-3	Loop + Port Combinations<10 circuits/Switch Based Orders/KY (%)
B.2.18.31.4	P-3	Loop + Port Combinations<10 circuits/Dispatch InKY (%)
B.2.18.32.1	P-3	Loop + Port Combinations>=10 circuits/Dispatch/KY (%)
B.2.18.32.2	P-3	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (%)
B.2.18.32.3	P-3	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%)
B.2.18.32.4	P-3	Loop + Port Combinations>=10 circuits/Dispatch InKY (%)
B.2.18.41.1	P-3	Combo Other<10 circuits/Dispatch/KY (%)
B.2.18.41.4	P-3	Combo Other<10 circuits/Dispatch InKY (%)
B.2.18.42.1	P-3	Combo Other>=10 circuits/Dispatch/KY (%)
B.2.18.42.4	P-3	Combo Other>=10 circuits/Dispatch InKY (%)
B.2.18.51.1	P-3	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (%)
B.2.18.51.2	P-3	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (%)
B.2.18.52.1	P-3	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (%)
B.2.18.52.2	P-3	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (%)
B.2.18.61.1	P-3	UNE ISDN<10 circuits/Dispatch/KY (%)
B.2.18.61.2	P-3	UNE ISDN<10 circuits/Dispatch InKY (%)
B.2.18.62.1	P-3	UNE ISDN>=10 circuits/Non-Dispatch/KY (%)
B.2.18.62.2	P-3	UNE ISDN>=10 circuits/Dispatch/KY (%)
B.2.18.71.1	P-3	Line Shaming<10 circuits/Non-Dispatch/KY (%)
B.2.18.71.2	P-3	Line Shaming<10 circuits/Dispatch/KY (%)
B.2.18.72.1	P-3	Line Shaming>=10 circuits/Non-Dispatch/KY (%)
B.2.18.72.2	P-3	Line Shaming>=10 circuits/Dispatch/KY (%)
B.2.18.81.1	P-3	2W Analog Loop Design<10 circuits/Dispatch/KY (%)
B.2.18.81.2	P-3	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (%)
B.2.18.82.1	P-3	2W Analog Loop Design>=10 circuits/Dispatch/KY (%)
B.2.18.82.2	P-3	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)
B.2.18.91.1	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)
B.2.18.91.4	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch InKY (%)
B.2.18.92.1	P-3	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (%)
B.2.18.10.1.1	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch InKY (%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)
B.2.18.11.1	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)
B.2.18.11.4	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)
B.2.18.12.1	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)
B.2.18.12.1.1	P-3	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)
B.2.18.12.1.2	P-3	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)
B.2.18.12.2.1	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)
B.2.18.13.1	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)
B.2.18.13.1.4	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)
B.2.18.13.2.4	P-3	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)
B.2.18.14.1.2	P-3	Other Design<10 circuits/Dispatch/KY (%)
B.2.18.14.2.1	P-3	Other Design>=10 circuits/Non-Dispatch/KY (%)
B.2.18.14.2.2	P-3	Other Design>=10 circuits/Dispatch/KY (%)

Benchmark/ Analog	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0.03%	120,628						
R&B (POTS)	3.23%	31						
R&B (POTS)	2.30%	174						
DS1/DS3	0.00%	2						
DS1/DS3								
DS1/DS3								
R&B	12.02%	6,838	6.21%	499		0.01508	3.8518	YES
R&B	0.03%	121,134	0.03%	21,195		0.00013	-0.3266	YES
R&B	0.02%	80,792	0.01%	12,125		0.00015	1.0225	YES
R&B	0.04%	40,342	0.07%	9,070		0.00023	-1.1449	YES
R&B	2.44%	41	0.00%	2		0.11171	0.2183	YES
R&B	0.00%	4	0.00%	8				YES
R&B	0.00%	2						
R&B	0.00%	2	0.00%	8				YES
R&B	11.47%	7,329	0.00%	27		0.06145	1.8674	YES
R&B	11.47%	7,329						
R&B	0.90%	111						
R&B	5.82%	1,322	0.00%	3		0.13537	0.4303	YES
R&B	0.29%	2,045	0.00%	1		0.05410	0.0542	YES
R&B	0.00%	4						
R&B	0.00%	1						
ISDN - BRI	0.00%	35	0.00%	14				YES
ISDN - BRI	6.25%	32						
ISDN - BRI								
ADSL to Retail	5.82%	1,322	0.00%	2		0.16573	0.3514	YES
ADSL to Retail	0.29%	2,045	0.00%	118		0.00512	0.5730	YES
ADSL to Retail	0.00%	4						
ADSL to Retail	0.00%	1						
R&B - Disp	12.02%	6,838	0.00%	4		0.16265	0.7391	YES
R&B - Disp	12.02%	6,838						
R&B - Disp	2.44%	41						
R&B - Disp	12.25%	6,704	0.00%	10		0.10374	1.1805	YES
R&B (POTS) excl SB Or	0.04%	40,021	0.00%	5		0.00894	0.0447	YES
R&B (POTS) excl SB Or	3.23%	31						
R&B (POTS) excl SB Or	12.02%	6,838						
R&B - Disp	12.02%	6,838						
R&B - Disp	12.02%	6,838						
R&B - Disp	2.44%	41						
R&B (POTS) excl SB Or	12.25%	6,704						
R&B (POTS) excl SB Or	0.04%	40,021						
R&B (POTS) excl SB Or	3.23%	31						
R&B (POTS) excl SB Or	12.02%	6,838						
R&B - Disp	12.02%	6,838						
R&B - Disp	2.44%	41						
R&B (POTS) excl SB Or	12.25%	6,704						
R&B (POTS) excl SB Or	0.04%	40,021						
R&B (POTS) excl SB Or	3.23%	31						
R&B (POTS) excl SB Or	12.02%	6,838						
Design	3.87%	491						
Design	4.27%	117						
Design	0.00%	70						
Design	0.00%	6						

Benchmark

Benchmark/ Analog
R&B R&B R&B R&B R&B
R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS)
Digital Loop < DS1 Digital Loop < DS1 Digital Loop < DS1 Digital Loop > DS1 Digital Loop => DS Digital Loop => DS Digital Loop => DS Digital Loop => DS

[illegible]

R&B (POT'S)
R&B (POT'S)
R&B (POT'S)
R&B (POT'S)
DS1/D53
DS1/D53
DS1/D53
DS1/D53
R&B
R&B
R&B
R&B
R&B
R&B
R&B - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POT'S) ext SB OR
R&B (POT'S) ext SB OR

[illegible]

Benchmark

[illegible]

R&B (POTS)	3.53	6.704				19.611			
R&B (POTS)	0.80	120.613				8.069			
R&B (POTS)	0.65	31				3.381			
R&B (POTS)									
DS1/ DS3 - Interoffice	1.19	174				4.690			
DS1/ DS3 - Interoffice	146.95	2				139.724			
DS1/ DS3 - Interoffice									
DS1/ DS3 - Interoffice									
R&B	3.70	6.838	0.02	.458	20.489	0.98893	3.7221	YES	
R&B	0.81	121.119	0.36	20.990	8.368	0.06256	7.1984	YES	
R&B	0.73	80.777	0.36	11.969	7.287	0.07137	5.1748	YES	
R&B	0.98	40.342	0.37	9.021	10.191	0.11869	5.1655	YES	
R&B	0.50	41	0.02	2	2.941	2.12968	0.2262	YES	
R&B	0.34	4			0.131				
R&B	0.38	2			0.035				
R&B	0.30	2			0.212				

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B.2.2.1.4.1.1	P-5	Combo Other<10 circuits/DispatchInKY (hours)
B.2.2.1.4.1.4	P-5	Combo Other<10 circuits/Dispatch InKY (hours)
B.2.2.1.4.2.1	P-5	Combo Other>=10 circuits/DispatchInKY (hours)
B.2.2.1.4.2.4	P-5	Combo Other>=10 circuits/Dispatch InKY (hours)
B.2.2.1.5.1.1	P-5	KDSL (ADSL, HDSL and UCL)<10 circuits/DispatchInKY (hours)
B.2.2.1.5.1.2	P-5	KDSL (ADSL, HDSL and UCL)<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.5.2.1	P-5	KDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchInKY (hours)
B.2.2.1.5.2.2	P-5	KDSL (ADSL, HDSL and UCL)>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.6.1.1	P-5	UNE ISDN<10 circuits/DispatchInKY (hours)
B.2.2.1.6.1.2	P-5	UNE ISDN<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.6.2.1	P-5	UNE ISDN>=10 circuits/DispatchInKY (hours)
B.2.2.1.6.2.2	P-5	UNE ISDN>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.7.1.1	P-5	Line Shaming<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.7.1.2	P-5	Line Shaming<10 circuits/DispatchInKY (hours)
B.2.2.1.7.2.1	P-5	Line Shaming>=10 circuits/DispatchInKY (hours)
B.2.2.1.7.2.2	P-5	Line Shaming>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.8.1.1	P-5	2W Analog Loop Design<10 circuits/DispatchInKY (hours)
B.2.2.1.8.1.2	P-5	2W Analog Loop Design<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.8.2.1	P-5	2W Analog Loop Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.8.2.2	P-5	2W Analog Loop Design>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.9.1.1	P-5	2W Analog Loop Non-Design<10 circuits/DispatchInKY (hours)
B.2.2.1.9.1.4	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch InKY (hours)
B.2.2.1.9.2.1	P-5	2W Analog Loop Non-Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.9.2.4	P-5	2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (hours)
B.2.2.1.10.1.1	P-5	2W Analog Loop w/INP Design<10 circuits/DispatchInKY (hours)
B.2.2.1.10.1.2	P-5	2W Analog Loop w/INP Design<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.10.2.1	P-5	2W Analog Loop w/INP Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.10.2.2	P-5	2W Analog Loop w/INP Design>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.11.1.1	P-5	2W Analog Loop w/INP Non-Design<10 circuits/DispatchInKY (hours)
B.2.2.1.11.1.4	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (hours)
B.2.2.1.11.2.1	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.11.2.4	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (hours)
B.2.2.1.12.1.1	P-5	2W Analog Loop w/INP Design<10 circuits/DispatchInKY (hours)
B.2.2.1.12.1.2	P-5	2W Analog Loop w/INP Design<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.12.2.1	P-5	2W Analog Loop w/INP Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.12.2.2	P-5	2W Analog Loop w/INP Design>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.13.1.1	P-5	2W Analog Loop w/INP Non-Design<10 circuits/DispatchInKY (hours)
B.2.2.1.13.1.4	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (hours)
B.2.2.1.13.2.1	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.13.2.4	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (hours)
B.2.2.1.14.1.1	P-5	Other Design<10 circuits/DispatchInKY (hours)
B.2.2.1.14.1.2	P-5	Other Design<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.14.2.1	P-5	Other Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.14.2.2	P-5	Other Design>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.15.1.1	P-5	Other Non-Design<10 circuits/DispatchInKY (hours)
B.2.2.1.15.1.2	P-5	Other Non-Design<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.15.2.1	P-5	Other Non-Design>=10 circuits/DispatchInKY (hours)
B.2.2.1.15.2.2	P-5	Other Non-Design>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.16.1.1	P-5	INP (Standalone)<10 circuits/DispatchInKY (hours)
B.2.2.1.16.1.2	P-5	INP (Standalone)<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.16.2.1	P-5	INP (Standalone)>=10 circuits/DispatchInKY (hours)
B.2.2.1.16.2.2	P-5	INP (Standalone)>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.17.1.1	P-5	INP (Standalone)<10 circuits/DispatchInKY (hours)
B.2.2.1.17.1.2	P-5	INP (Standalone)<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.17.2.1	P-5	INP (Standalone)>=10 circuits/DispatchInKY (hours)
B.2.2.1.17.2.2	P-5	INP (Standalone)>=10 circuits/Non-DispatchInKY (hours)
B.2.2.1.18.1.1	P-5	Digital Loop < DS1<10 circuits/DispatchInKY (hours)
B.2.2.1.18.1.2	P-5	Digital Loop < DS1<10 circuits/Non-DispatchInKY (hours)
B.2.2.1.18.2.1	P-5	Digital Loop < DS1>=10 circuits/DispatchInKY (hours)

Benchmark/ Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B&D - Disp	5.58	7,329	0.02	8	129.863	45.93873	0.1210	YES
R&B&D - Disp	5.58	7,329			129.863			
R&B&D - Disp	18.53	111			60.027			
R&B&D - Disp	18.53	111			60.027			
ADSL to Retail	1.55	1,322			9.625			
ADSL to Retail	0.59	2,045	0.35	1	5.458	5.45926	0.0434	YES
ADSL to Retail	0.02	4			0.000			
ADSL to Retail	0.02	1			0.000			
ADSL to Retail	0.02	4			0.000			
ADSL to Retail	0.02	1			0.000			
ADSL to Retail	25.05	35	2.79	14	51.123	16.16659	1.3772	YES
ISDN - BRI	12.36	32			46.380			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	1.55	1,322			9.625			
ADSL to Retail	0.59	2,045	0.35	1	5.458	5.45926	0.0434	YES
ADSL to Retail	0.02	4			0.000			
ADSL to Retail	0.02	1			0.000			
R&B - Disp	3.70	6,838	0.02	3	20.489	11.83192	0.3112	YES
R&B - Disp	3.70	6,838			20.489			
R&B - Disp	0.50	41			2.941			
R&B - Disp	0.50	41			2.941			
R&B (POTS) excl SB Or	3.53	6,704	2.36	10	19.611	6.20628	0.1887	YES
R&B (POTS) excl SB Or	0.95	40,021	0.02	5	9.644	4.31318	0.2174	YES
R&B (POTS) excl SB Or	0.65	31			3.361			
R&B - Disp	3.70	6,838			20.489			
R&B - Disp	3.70	6,838			20.489			
R&B - Disp	0.50	41			2.941			
R&B - Disp	0.50	41			2.941			
R&B (POTS) excl SB Or	3.53	6,704			19.611			
R&B (POTS) excl SB Or	0.95	40,021			9.644			
R&B (POTS) excl SB Or	0.65	31			3.361			
R&B - Disp	3.70	6,838			20.489			
R&B - Disp	3.70	6,838			20.489			
R&B - Disp	0.50	41			2.941			
R&B - Disp	0.50	41			2.941			
R&B (POTS) excl SB Or	3.53	6,704			19.611			
R&B (POTS) excl SB Or	0.95	40,021			9.644			
R&B (POTS) excl SB Or	0.65	31			3.361			
Design	31.72	491			495.600			
Design	4.59	117			22.465			
Design	29.09	70			73.708			
Design	3.47	6			5.765			
R&B	3.70	6,838			20.489			
R&B	0.81	121,119			8.368			
R&B	0.50	41			2.941			
R&B	0.34	4			0.131			
R&B (POTS)	3.53	6,704			19.611			
R&B (POTS)	0.80	120,613			8.069			
R&B (POTS)	0.65	31			3.361			
R&B (POTS)	3.53	6,704			19.611			
R&B (POTS)	0.80	120,613	0.33	1,182	8.069	0.23585	1.9687	YES
R&B (POTS)	0.65	31			3.361			
Digital Loop < DS1	2.21	1,396	2.79	14	12.856	3.45389	-0.1675	YES
Digital Loop < DS1	0.78	2,088			7.973			
Digital Loop < DS1	16.71	27			26.603			

Benchmark

```
Digital Loop < DS1
Digital Loop >= DS
Digital Loop >= DS
Digital Loop >= DS
Digital Loop >= DS
```

YES

[illegible][illegible]

Benchmark

[illegible][illegible]

Benchmark

[illegible]

Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic	4.91	47	Diagnostic
Diagnostic	1.22	986	Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic	11.68	6	Diagnostic

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B 2,25,4.1,2	P-10	Combo Other<10 circuits/Non-Dispatch/KY (days)	Diagnostic	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2,25,4.2,1	P-10	Combo Other>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,4.2,2	P-10	Combo Other>=10 circuits/Non-Dispatch/KY (days)	Diagnostic	Analog							
B 2,25,4.1,1	P-10	XDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,5.1,2	P-10	XDSL (ADSL, HDSL and UCL) <10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,5.2,1	P-10	XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,5.2,2	P-10	XDSL (ADSL, HDSL and UCL) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,6.1,1	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,6.1,2	P-10	UNE ISDN<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,6.2,1	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,6.2,2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,7.1,1	P-10	Line Sharing<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,7.1,2	P-10	Line Sharing<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,7.2,1	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)	Diagnostic			5.65	1				
B 2,25,7.2,2	P-10	Line Sharing>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,8.1,1	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,8.1,2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,8.2,1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,8.2,2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,9.1,1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,9.1,2	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,9.2,1	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,9.2,2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,10.1,1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,10.1,2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,10.2,1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,10.2,2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,11.1,1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,11.1,2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,11.2,1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,11.2,2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,12.1,1	P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,12.1,2	P-14	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,12.2,1	P-14	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,12.2,2	P-14	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,13.1,1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,13.1,2	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,13.2,1	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,13.2,2	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,14.1,1	P-10	Other Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,14.1,2	P-10	Other Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,14.2,1	P-10	Other Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,14.2,2	P-10	Other Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,15.1,1	P-10	Other Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,15.1,2	P-10	Other Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,15.2,1	P-10	Other Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,15.2,2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,16.1,1	P-10	INP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,16.1,2	P-10	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,16.2,1	P-10	INP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,16.2,2	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,17.1,1	P-14	INP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic			1.30	157				
B 2,25,17.1,2	P-14	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,17.2,1	P-14	INP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,17.2,2	P-14	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,18.1,1	P-10	Digital Loop < DS1<10 circuits/Dispatch/KY (days)	Diagnostic			12.11	1				
B 2,25,18.1,2	P-10	Digital Loop < DS1<10 circuits/Non-Dispatch/KY (days)	Diagnostic								
B 2,25,18.2,1	P-10	Digital Loop < DS1>=10 circuits/Dispatch/KY (days)	Diagnostic								
B 2,25,18.2,2	P-10	Digital Loop < DS1>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								

Benchmark/

Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic
Diagnostic			Diagnostic

[illegible]

Benchmark/

[illegible][illegible]

Analog

[illegible][illegible]

Benchmark/

[illegible]

Benchmark

[illegible]

Benchmark/

[illegible]

>= 95% w in 15 min

[illegible][illegible]NO[illegible]

BellSouth Monthly State Summary
Kentucky, August 2003

% Cooperative Test Attempts for xDSL

P-8	xDSL (ADSL, HDSL and UCL) KY (%)
P-8	xDSL Other/KY (%)

>= 95% of requests
>= 95% of requests

Service Order Accuracy

P-11	Design (Specials)<10 circuits/Dispatch/KY (%)
P-11	Design (Specials)<10 circuits/Non-Dispatch/KY (%)
P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)
P-11	Loops Non-Design<10 circuits/Dispatch/KY (%)
P-11	Loops Non-Design<10 circuits/Non-Dispatch/KY (%)
P-11	Loops Non-Design>=10 circuits/Dispatch/KY (%)
P-11	Loops Non-Design>=10 circuits/Non-Dispatch/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

M&R-1	Switch Ports/Dispatch/KY (%)
M&R-1	Switch Ports/Non-Dispatch/KY (%)
M&R-1	Local Interface Transport/Dispatch/KY (%)
M&R-1	Local Interface Transport/Non-Dispatch/KY (%)
M&R-1	Loop + Port Combinations/Dispatch/KY (%)
M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)
M&R-1	Combo Other/Dispatch/KY (%)
M&R-1	Combo Other/Non-Dispatch/KY (%)
M&R-1	xDSL (ADSL, HDSL and UCL) Dispatch/KY (%)
M&R-1	xDSL (ADSL, HDSL and UCL) Non-Dispatch/KY (%)
M&R-1	UNE ISDN/Dispatch/KY (%)
M&R-1	UNE ISDN/Non-Dispatch/KY (%)
M&R-1	Line Sharing/Dispatch/KY (%)
M&R-1	Line Sharing/Non-Dispatch/KY (%)
M&R-1	2W Analog Loop Design/Dispatch/KY (%)
M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)
M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)
M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
M&R-1	Other Design/Dispatch/KY (%)
M&R-1	Other Design/Non-Dispatch/KY (%)
M&R-1	Other Non-Design/Dispatch/KY (%)
M&R-1	Other Non-Design/Non-Dispatch/KY (%)
M&R-1	LNP (Standalone)/Dispatch/KY (%)
M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B (POTS) exc SB FT
R&B (POTS) exc SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)

Customer Trouble Report Rate

M&R-2	Switch Ports/Dispatch/KY (%)
M&R-2	Switch Ports/Non-Dispatch/KY (%)
M&R-2	Local Interface Transport/Dispatch/KY (%)
M&R-2	Local Interface Transport/Non-Dispatch/KY (%)
M&R-2	Loop + Port Combinations/Dispatch/KY (%)
M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)
M&R-2	Combo Other/Dispatch/KY (%)
M&R-2	Combo Other/Non-Dispatch/KY (%)
M&R-2	xDSL (ADSL, HDSL and UCL) Dispatch/KY (%)
M&R-2	xDSL (ADSL, HDSL and UCL) Non-Dispatch/KY (%)
M&R-2	UNE ISDN/Dispatch/KY (%)
M&R-2	UNE ISDN/Non-Dispatch/KY (%)
M&R-2	Line Sharing/Dispatch/KY (%)
M&R-2	Line Sharing/Non-Dispatch/KY (%)
M&R-2	2W Analog Loop Design/Dispatch/KY (%)
M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp

Benchmark/
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

	100.00%	13							YES
--	---------	----	--	--	--	--	--	--	-----

	100.00%	90							YES
	98.57%	70							YES
	100.00%	18							YES
	76.92%	39							NO
	98.60%	215							YES
	98.06%	310							YES
	92.31%	104							NO
	93.94%	66							NO

15.29%	26,152								
1.95%	9,598	0.00%		0					YES
0.70%	284	0.00%		0					YES
0.00%	209	0.00%		0					YES
15.25%	26,333	8.03%	3,088						YES
1.94%	9,688	1.64%	426						YES
14.96%	27,050	0.00%	26						YES
14.96%	27,050	0.00%	6						YES
22.84%	416	16.67%	6						YES
1.41%	354	0.00%	3						YES
22.73%	22	0.00%	1						YES
13.33%	15	0.00%	4						YES
22.84%	416	0.00%	7						YES
1.41%	354	0.00%	6						YES
15.25%	26,333	0.00%	4						YES
15.25%	26,333	0.00%	8						YES
1.91%	8,938	0.00%	18						YES
4.18%	717	0.00%	14						YES
0.77%	649	0.00%	1						YES
15.25%	26,333	0.00%	0						YES
1.94%	9,688	0.00%	0						YES
15.29%	26,152								
1.95%	9,598								

2.83%	924,525								
1.04%	924,525	0.00%		53					YES
2.79%	10,178	0.00%		53					YES
2.05%	10,178	0.00%		131,528					YES
2.64%	996,245	2.35%	131,528						YES
0.97%	996,245	0.37%	131,528						YES
2.40%	1,129,079	4.93%	507						NO
2.40%	1,129,079	1.18%	507						YES
0.66%	60,470	1.42%	424						NO
0.59%	60,470	0.71%	424						YES
0.79%	2,782	2.01%	399						NO
0.54%	2,782	0.25%	399						YES
0.66%	60,470	0.44%	912						YES
0.55%	60,470	0.77%	912						YES
2.64%	996,245	0.56%	1,075						YES
2.64%	996,245	0.37%	1,075						YES

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B 3.2.9.1	M&R-2	2W Analog	Loop Non-Design/Dispatch/KY (%)	
B 3.2.9.2	M&R-2	2W Analog	Loop Non-Design/Dispatch/KY (%)	
B 3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)		
B 3.2.10.2	M&R-2	Other Design/Dispatch/KY (%)		
B 3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)		
B 3.2.11.2	M&R-2	Other Non-Design/Dispatch/KY (%)		
B 3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)		
B 3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)		

Benchmark/	R&B (POTS) excl SB FT
Analogs	R&B (POTS) excl SB FT
	Design
	R&B
	R&B
	R&B (POTS)
	R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
2.82%	924,525	3.92%	204		0.01177	-0.9334	YES
0.97%	924,525	0.00%	204		0.00888	1.4042	YES
0.54%	132,834	1.72%	1,046		0.00228	-5.1788	NO
0.49%	132,834	1.34%	1,046		0.00217	-3.9169	NO
2.64%	996,245	0.65%	153		0.01314	1.5136	YES
0.97%	996,245	0.00%	153		0.00797	1.2197	YES
2.83%	924,525						
1.04%	924,525						

Maintenance Average Duration

B 3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)		
B 3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)		
B 3.3.2.1	M&R-3	Local Interface Transport/Dispatch/KY (hours)		
B 3.3.2.2	M&R-3	Local Interface Transport/Non-Dispatch/KY (hours)		
B 3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)		
B 3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)		
B 3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)		
B 3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)		
B 3.3.5.1	M&R-3	XDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)		
B 3.3.5.2	M&R-3	XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)		
B 3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)		
B 3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)		
B 3.3.7.1	M&R-3	Line Shaming/Dispatch/KY (hours)		
B 3.3.7.2	M&R-3	Line Shaming/Non-Dispatch/KY (hours)		
B 3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)		
B 3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)		
B 3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)		
B 3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)		
B 3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)		
B 3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)		
B 3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)		
B 3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)		
B 3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY (hours)		
B 3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)		

R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)
DS1/DS3	DS1/DS3
R&B	R&B
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
R&B - Disp	R&B - Disp
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

36.52	26.152			58.181				
20.19	9.598			40.769				
5.33	284	0.00	0	4.022				YES
1.78	209	0.00	0	2.708				YES
36.36	26,333	31.04	3,088	58,027	1.10374	4.8174		YES
20.02	9,688	11.33	426	40,618	2.01076	4.3249		YES
35.56	27,050	6.36	25	57,466	11.49844	2.5403		YES
35.96	27,050	1.71	6	57,466	23.46285	1.4427		YES
23.16	416	16.88	6	45,901	18.87362	0.3434		YES
1.57	354	4.31	3	6,119	3.54747	-0.7699		YES
11.03	22	5.45	8	11,661	4.81426	1.1590		YES
9.59	15	0.02	1	24,872	25.68755	-0.1232		YES
23.16	416	26.00	4	45,901	23.00633	-0.1232		YES
1.57	354	10.10	7	6,119	2.33534	-3.6486		NO
36.36	26,333	5.25	6	58,027	23.69193	1.3835		YES
36.36	26,333	5.25	4	58,027	29.01547	1.0723		YES
36.54	26,103	2.51	8	58,221	20.58726	1.6530		YES
21.27	8,938	0.00	0	41,965				YES
6.41	717	5.37	18	7,082	1.69007	0.6158		YES
2.35	649	2.53	14	6,245	1.86708	-0.1632		YES
36.36	26,333	5.55	1	58,027	58.02763	0.5309		YES
20.02	9,688	0.00	0	40,618				YES
36.52	26.152			58.181				
20.19	9.598			40.769				

% Repeat Troubles within 30 Days

B 3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)		
B 3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)		
B 3.4.2.1	M&R-4	Local Interface Transport/Dispatch/KY (%)		
B 3.4.2.2	M&R-4	Local Interface Transport/Non-Dispatch/KY (%)		
B 3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)		
B 3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)		
B 3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)		
B 3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)		
B 3.4.5.1	M&R-4	XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)		
B 3.4.5.2	M&R-4	XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)		
B 3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)		
B 3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)		
B 3.4.7.1	M&R-4	Line Shaming/Dispatch/KY (%)		
B 3.4.7.2	M&R-4	Line Shaming/Non-Dispatch/KY (%)		
B 3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)		
B 3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)		
B 3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)		
B 3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)		
B 3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)		
B 3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)		
B 3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)		
B 3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)		
B 3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)		
B 3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)		

R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)
DS1/DS3	DS1/DS3
R&B	R&B
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
R&B - Disp	R&B - Disp
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

20.01%	26.152							
18.64%	9.598	0.00%	0					YES
26.06%	284	0.00%	0					YES
22.97%	209	0.00%	0					YES
19.99%	26,333	15.28%	3,088					YES
18.56%	9,688	11.03%	426					YES
20.11%	27,050	16.00%	25					YES
20.11%	27,050	50.00%	6					NO
19.49%	354	33.33%	3					YES
4.55%	22	25.00%	8					NO
20.00%	15	100.00%	1					NO
9.35%	416	0.00%	4					YES
19.49%	354	0.00%	7					YES
18.99%	26,333	16.67%	6					YES
19.99%	26,333	0.00%	4					YES
20.01%	26,103	37.50%	8					YES
18.52%	8,938	0.00%	0					YES
24.41%	717	16.67%	18					YES
22.44%	649	14.29%	14					YES
19.99%	26,333	0.00%	1					YES
18.56%	9,688	0.00%	0					YES
20.01%	26.152							YES
18.64%	9.598							YES

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Kentucky, August 2003

Out of Service > 24 hours									
B 3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)	R&B (POTS)	18.22%	17,587				
B 3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	7.53%	2,921	0.00%	0		YES
B 3.5.2.1	M&R-5	Local Interface Transport/Dispatch/KY (%)	DS1/DS3	0.70%	284	0.00%	0		YES
B 3.5.2.2	M&R-5	Local Interface Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	209	0.00%	0		YES
B 3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	18.15%	17,701	11.66%	2,221	0.00868	7.473
B 3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	7.45%	2,953	8.38%	191	0.01960	-0.478
B 3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	17.60%	18,418	0.00%	25	0.07622	2.304
B 3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	17.60%	18,418	0.00%	6	0.15550	1.1320
B 3.5.5.1	M&R-5	XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	22.84%	416	16.67%	6	0.17261	0.3575
B 3.5.5.2	M&R-5	XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.41%	354	0.00%	3	0.06842	0.2064
B 3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	22.73%	22	0.00%	8	0.17302	1.3138
B 3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	13.33%	15	0.00%	1	0.35108	0.3798
B 3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail	22.84%	416	0.00%	0		YES
B 3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.41%	354	0.00%	0	0.15736	1.1531
B 3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	18.15%	17,701	0.00%	6	0.19272	0.9416
B 3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	18.15%	17,701	0.00%	4		YES
B 3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) exd SB FT	18.22%	17,586	0.00%	0		YES
B 3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) exd SB FT	7.53%	2,920	0.00%	0		YES
B 3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	4.18%	717	0.00%	18	0.04778	0.8757
B 3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	0.77%	649	0.00%	14	0.02362	0.3262
B 3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	18.15%	17,701	0.00%	0		YES
B 3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	7.45%	2,953	0.00%	0		YES
B 3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	18.22%	17,587				
B 3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	7.53%	2,921				

Unbundled Network Elements - Billing

Invoice Accuracy									
B 4.1	B-1	KY (%)	BST - State	99.09%	\$97,632,023	99.96%	\$3,738,732	0.00005	-173.4486
B 4.2	B-2	Region (business days)	BST - Region	3.14	1	3.34	2.103		NO

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Local Interconnection Trunks - Ordering									
% Rejected Service Requests									
C.1.1	Diagnostic	33.33%	27						Diagnostic
Reject Interval									
C.1.2	>= 85% w in 4 days	100.00%	9						YES
FOC Timeliness									
C.1.3	>= 95% w in 10 days	100.00%	22						YES
FOC & Reject Response Completeness									
C.1.4	>= 95%	100.00%	25						YES
FOC & Reject Response Completeness (Multiple Responses)									
C.1.5	>= 95%								
Local Interconnection Trunks - Provisioning									
Order Completion Interval									
C.2.1	Partly w Retail	23.50	28	13.67	3	9.216	5.59837	1.7565	YES
Held Orders									
C.2.2	Partly w Retail	0.00	0	0.00	0				YES
% Jeopardies									
C.2.3	Partly w Retail	0.00%	30	0.00%	1				YES
Average Jeopardy Notice Interval									
C.2.4	95% >= 48 hrs								
% Missed Installation Appointments									
C.2.5	Partly w Retail	0.00%	41	0.00%	3				YES
% Provisioning Troubles within 30 Days									
C.2.6	Partly w Retail	0.00%	47	0.00%	12				YES
Average Completion Notice Interval									
C.2.7	Partly w Retail	3.66	41	0.02	3	16.586	9.91990	0.3677	YES
Total Service Order Cycle Time									
C.2.8	Diagnostic			17.01	3				Diagnostic
% Completions w/o Notice or < 24 hours									
C.2.10.1	Diagnostic			0.00%	3				Diagnostic
C.2.10.2	Diagnostic								Diagnostic
Service Order Accuracy									
C.2.11.1.1	>= 95%			100.00%	58				YES
C.2.11.1.2	>= 95%			100.00%	6				YES
C.2.11.2.1	>= 95%			100.00%	82				YES
C.2.11.2.2	>= 95%			100.00%	68				YES
Local Interconnection Trunks - Maintenance and Repair									
Missed Repair Appointments									
C.3.1.1	Partly w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	Partly w Retail	3.85%	26	0.00%	0				YES
Customer Trouble Report Rate									
C.3.2.1	Partly w Retail	0.00%	103,548	0.00%	25,263			0.00000	YES
C.3.2.2	Partly w Retail	0.03%	103,548	0.00%	25,263			0.00011	2.2681

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Maintenance Average Duration

C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Partly w Retail
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Partly w Retail

Measure	BST	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
2.21	0	26	0.00	0	10.333			YES

% Repeat Troubles within 30 Days

C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail

Measure	BST	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00%	0	26	0.00%	0				YES

Out of Service > 24 hours

C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail

Measure	BST	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00%	0	26	0.00%	0				YES

Local Interconnection Trunks - Billing

Invoice Accuracy

C.4.1	B-1	KY (%)	BST - State
-------	-----	--------	-------------

Measure	BST	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
99.09%	\$97,632,023	88.22%	\$558,648		0.00013	861,6456		NO

Mean Time to Deliver Invoices - CABS

C.4.2	B-2	Region (calendar days)	BST - Region
-------	-----	------------------------	--------------

Measure	BST	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
4.43	1	4.31	16.370					YES

Local Interconnection Trunks - Trunk Blocking

Trunk Group Performance - Aggregate

C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dfr 2 consec. hrs
-------	-------	-------------------------------------	-------------------------

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

BellSouth Monthly State Summary

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Benchmark/
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

OSS-2	EDI/Region (%)	>= 99.5%
D.1.1.1		
OSS-2	LENS/Region (%)	>= 99.5%
D.1.1.2		
OSS-2	LEO/Region (%)	>= 99.5%
D.1.1.3		
OSS-2	LESOG/Region (%)	>= 99.5%
D.1.1.4		
OSS-2	TAG/Region (%)	>= 99.5%
D.1.1.5		
OSS-2	PSIMS/Region (%)	>= 99.5%
D.1.1.6		
OSS-2	LNP Gateway/Region (%)	>= 99.5%
D.1.1.7		
OSS-2	SGGCOG/Region (%)	>= 99.5%
D.1.1.8		
OSS-2	DOM/Region (%)	>= 99.5%
D.1.1.9		
OSS-2	SOG/Region (%)	>= 99.5%
D.1.1.10		

% Interface Availability - BST & CLEC

OSS-2	ATLAS/COFF/Region (%)	>= 99.5%
D.1.2.1		
OSS-2	COFF/Region (%)	>= 99.5%
D.1.2.2		
OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%
D.1.2.3		
OSS-2	DSAP/Region (%)	>= 99.5%
D.1.2.4		
OSS-2	RSAG/Region (%)	>= 99.5%
D.1.2.5		
OSS-2	SOC/Region (%)	>= 99.5%
D.1.2.6		
OSS-2	SONGS/Region (%)	>= 99.5%
D.1.2.7		
OSS-2	DOE/Region (%)	>= 99.5%
D.1.2.8		

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec
D.1.3.1.1		
OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec
D.1.3.1.2		
OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec
D.1.3.2.1		
OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec
D.1.3.2.2		
OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec
D.1.3.3.1		
OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec
D.1.3.3.2		
OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec
D.1.3.4.1		
OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec
D.1.3.4.2		
OSS-1	CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec
D.1.3.5.1		
OSS-1	CRSECSR/Region (seconds)	ROS - CRSECSR + 2 sec
D.1.3.5.2		
OSS-1	COFF/Region (seconds)	RNS - COFF + 2 sec
D.1.3.6.1		
OSS-1	COFF/Region (seconds)	ROS - COFF + 2 sec
D.1.3.6.2		
OSS-1	PSIMS/OBR/Region (seconds)	RNS - OASISBIG + 2 sec
D.1.3.7.1		
OSS-1	PSIMS/OBR/Region (seconds)	ROS - OASISBIG + 2 sec
D.1.3.7.2		

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec
D.1.4.1.1		
OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec
D.1.4.1.2		
OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec
D.1.4.2.1		
OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec
D.1.4.2.2		
OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic
D.1.4.3.1		
OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic
D.1.4.3.2		
OSS-1	ATLAS - DID/Region (seconds)	Diagnostic
D.1.4.4.1		
OSS-1	ATLAS - DID/Region (seconds)	RNS - ATLAS - TN + 2 sec
D.1.4.4.2		
OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec
D.1.4.5.1		
OSS-1	ATLAS - TN/Region (seconds)	RNS - DSAP + 2 sec
D.1.4.5.2		
OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec
D.1.4.6.1		
OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec
D.1.4.6.2		
OSS-1	TAG/Region (seconds)	RNS - CRSECSR + 2 sec
D.1.4.7.1		
OSS-1	TAG/Region (seconds)	ROS - CRSECSR + 2 sec
D.1.4.7.2		

Average Response Interval - CLEC (EDI)

OSS-1	RSAG, by TN/Region (seconds)	Diagnostic
D.1.5.1		
OSS-1	RSAG, by ADDR/Region (seconds)	Diagnostic
D.1.5.2		

	100.00%	YES
	99.99%	YES
	100.00%	YES
	100.00%	YES
	99.99%	YES
	100.00%	YES
	100.00%	YES
	99.98%	YES
	100.00%	YES
	99.98%	YES
	99.61%	YES
	99.98%	YES

	99.98%	YES
	99.98%	YES
	99.96%	YES
	99.96%	YES
	99.98%	YES
	100.00%	YES
	100.00%	YES

2.37	2,517,084	1.98	519,046	YES
2.92	10,073	1.98	519,046	YES
2.60	5,509,606	1.04	397,700	YES
6.48	842,066	1.04	397,700	YES
2.65	971,297	1.62	144,573	YES
2.45	321,377	1.62	144,573	YES
2.56	1,740,443	2.29	365,106	YES
2.41	337,292	2.29	365,106	YES
2.81	6,434,093	2.88	1,122,371	YES
2.60	1,163,262	2.88	1,122,371	YES
2.59	11,409,660	2.70	25,690	NO
3.50	527,826	2.70	25,690	YES
2.59	11,409,660	0.62	72,110	YES
3.50	527,826	0.62	72,110	YES

2.37	2,517,084	2.49	490,720	NO
2.92	10,073	2.49	490,720	YES
2.60	5,509,606	2.19	189,409	YES
6.48	842,066	2.19	189,409	YES
				Diagnostic
		1.38	246	Diagnostic
		1.38	246	Diagnostic
2.65	971,297	2.50	34,041	YES
2.45	321,377	2.50	34,041	NO
2.55	1,740,443	1.69	14,430	YES
2.41	337,292	1.69	14,430	YES
2.91	6,434,093	2.92	1,001,049	NO
2.60	1,163,262	2.92	1,001,049	NO

				Diagnostic
				Diagnostic

Benchmark

Diagnostic				Diagnostic
Diagnostic				Diagnostic
Diagnostic				Diagnostic
Diagnostic				Diagnostic
Diagnostic				Diagnostic

100.00%	YES
---------	-----

>= 99.5%	100.00%	YES
>= 99.5%	100.00%	YES

>= 99.5%	99.98%	100.00%	YES
>= 99.5%	100.00%	100.00%	YES
>= 99.5%	100.00%	100.00%	YES
>= 99.5%	100.00%	100.00%	YES
>= 99.5%	99.94%	100.00%	YES
>= 99.5%	99.98%	99.98%	YES

Party w/ Retail	96.03%	1,755,210	96.11%	234,205	0.00043	-2.80%	YES
Party w/ Retail	2.48%	60,535	3.27%	2,847	0.00298	-2.62%	YES
Party w/ Retail	4.47%	33,816	4.16%	9,593	0.00239	1.281%	YES
Party w/ Retail	99.71%	1,755,107	99.74%	237,895	0.00012	-3.198%	YES
Party w/ Retail	97.93%	1,248,812	97.65%	118,527	0.00043	6.464%	NO
Party w/ Retail	99.63%	1,172,278	99.66%	10,964	0.00062	0.7517	YES
Party w/ Retail	35.25%	7,357	52.99%	370	0.01713	-10.36%	YES
Party w/ Retail	12.17%	7,228	26.21%	351	0.02847	4.2836	NO
Party w/ Retail	12.17%	52,617	27.32%	7,888	0.00395	-36.3628	YES
Party w/ Retail	99.90%	239,507	99.94%	33,215	0.00019	-2.1591	YES
Party w/ Retail	70.64%	60,406	70.88%	6,622	0.00690	-4.205	YES

Party w/ Retail	99.29%	1,755,210	99.63%	234,205	0.00018	-18,562	YES
Party w/ Retail	72.98%	60,535	82.82%	2,847	0.00852	-11,5586	YES
Party w/ Retail	57.09%	33,816	47.35%	9,953	0.00573	16,6662	NO
Party w/ Retail	99.84%	1,755,107	99.88%	237,995	0.00009	-5,0486	YES
Party w/ Retail	99.84%	1,248,812	99.69%	118,527	0.00012	12,7094	NO
Party w/ Retail	99.70%	117,278	99.76%	10,994	0.00054	-1,0862	YES
Party w/ Retail	35.25%	7,357	52.99%	870	0.01713	-10,3594	YES
Party w/ Retail	99.64%	7,228	99.15%	351	0.00327	1,5127	YES
Party w/ Retail	12.17%	52,617	27.32%	7,888	0.00395	-38,3828	YES
Party w/ Retail	99.96%	239,507	99.99%	33,215	0.00008	-1,6250	YES
Party w/ Retail	99.40%	60,406	99.23%	6,622	0.00100	1,6727	NO

Party w/ Retail	0.71%	1,755,210	0.37%	234,205	0.00018	18,5622	YES
Party w/ Retail	27.02%	60,535	17.18%	2,847	0.00852	-15,586	YES
Party w/ Retail	42.91%	33,616	52.47%	9,593	0.00573	-16,662	NO
Party w/ Retail	0.16%	1,755,107	0.12%	237,895	0.00009	5,1486	YES
Party w/ Retail	0.16%	1,248,812	0.31%	118,527	0.00012	-12,7094	NO
Party w/ Retail	0.30%	117,278	0.24%	10,994	0.00054	1,0962	YES
Party w/ Retail	64.75%	7,357	47.01%	870	0.01713	10,3594	YES
Party w/ Retail	0.36%	7,228	0.65%	351	0.00327	-1,5127	YES
Party w/ Retail	87.83%	52,617	72.66%	7,868	0.00395	38,3628	YES
Party w/ Retail	0.02%	239,507	0.01%	33,215	0.00008	1,6250	YES

BellSouth Monthly State Summary
Kentucky, August 2003

D 2.6.11

OSS-4	NIW/Region (%)
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Benchmark/
Analog
Partly w Retail

BSST Measure	BSST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.60%	60,406	0.77%	6,622		0.00100	-1.6727	NO

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Collocation - Collocation									
Average Response Time									
E: 1.1.1	C-1	Virtual/KY (calendar days)	<= 10 days						
E: 1.1.2	C-1	Physical Cageless/KY (calendar days)	<= 20 days						
E: 1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 20 days						
Average Arrangement Time									
E: 1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days						
E: 1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days						
E: 1.2.3	C-2	Physical Cageless/KY (calendar days)	<= 80 days						
E: 1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 80 days						
E: 1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days						
E: 1.2.6	C-2	Virtual-Simple Augment/KY (calendar days)	<= 20 days						
E: 1.2.7	C-2	Virtual-Minor Augment/KY (calendar days)	<= 45 days						
E: 1.2.8	C-2	Virtual-Intermediate Augment/KY (calendar days)	<= 60 days						
E: 1.2.9	C-2	Virtual-Major Augment/KY (calendar days)	<= 75 days						
E: 1.2.10	C-2	Physical-Simple Augment/KY (calendar days)	<= 20 days	17	1				YES
E: 1.2.11	C-2	Physical-Minor Augment/KY (calendar days)	<= 45 days	41	2				YES
E: 1.2.12	C-2	Physical-Intermediate Augment/KY (calendar days)	<= 60 days						
E: 1.2.13	C-2	Physical-Major Augment/KY (calendar days)	<= 90 days						
% Due Dates Missed									
E: 1.3.1	C-3	Virtual/KY (%)	< 5% missed						
E: 1.3.2	C-3	Physical/KY (%)	< 5% missed						
E: 1.3.3	C-3	Virtual-Augments/KY (%)	< 5% missed						
E: 1.3.4	C-3	Physical-Augments/KY (%)	< 5% missed	0.00%	3				YES

BellSouth Monthly State Summary **Kentucky, August 2003**

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic	96.26%	593,833					Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic	96.26%	593,833					Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%	97.31%	96,459					YES
F.1.1.4	O-3	Business/Region (%)	>= 90%	88.67%	4,953					NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%	96.13%	492,421					YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic	87.56%	652,810					Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic	87.56%	652,810					Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic	85.02%	110,410					Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic	60.70%	7,235					Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic	88.45%	535,165					Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%	84.64%	7,188					NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%	84.64%	7,188					NO
F.1.3.3	O-3	Residence/Region (%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual) - Non-Mechanized										
F.2.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days	100.00%	2					YES
Loop Makeup Inquiry (Electronic) - Mechanized										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min	99.05%	105					YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	XDSL (ADSL, HDSL, and UCL)KY (%)	>= 95% w in 5 bus days							
F.3.1.2	O-10	Local Interface TransportKY (%)	>= 95% w in 5 bus days							
Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Partly w Retail	180.27	6,665,582	30.83	54,421			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	MRK-6	Region (seconds)	Partly w Retail	112.84	1,695,168	33.01	53,241			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD	6.00						PBD
% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD	76.70%						PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD	5.60						PBD
% Answered in 12 seconds										

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F.7.2	DA-2	KY (%)		PBD	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
					85.20%							PBD
General - E911												
	Mean Interval											
F.8.1	E-3	KY (hours)		PBD			1.09	1.925				PBD
	% Accuracy											
F.8.2	E-2	KY (%)		PBD			97.69%	118.384				PBD
	% Timeliness											
F.8.3	E-1	KY (%)		PBD			100.00%	1.925				PBD
General - Billing												
	Usage Data Delivery Accuracy											
F.9.1	B-3	Region (%)		Party w Retail	100.00%	461	100.00%	35.051		0.00000		YES
	Usage Data Delivery Timeliness											
F.9.2	B-5	Region (%)		Party w Retail	95.54%	1,053	99.85%	1,017.617.021		0.00636	-6.7854	YES
	Usage Data Delivery Completeness											
F.9.3	B-4	Region (%)		Party w Retail	99.91%	1,053	99.99%	1,017.617.021		0.00095	-0.9351	YES
	Mean Time to Deliver Usage											
F.9.4	B-6	Region (days)		Party w Retail	3.90	1,053	2.06	1,017.617.021				YES
	Recurring Charge Completeness											
F.9.5.1	B-7	Resale/KY (%)		Party w Retail	94.95%	\$3,073,092	99.80%	\$62.456		0.00344	-14.1000	YES
F.9.5.2	B-7	UNE/KY (%)		>= 90%			99.87%	\$227.805				YES
F.9.5.3	B-7	Interconnection/KY (%)		>= 90%			99.85%	\$1.652				YES
	Non-Recurring Charge Completeness											
F.9.6.1	B-8	Resale/KY (%)		Party w Retail	87.61%	\$4,288,060	98.84%	\$85.398		0.00323	-34.7018	YES
F.9.6.2	B-8	UNE/KY (%)		>= 90%			99.46%	\$191.109				YES
F.9.6.3	B-8	Interconnection/KY (%)		>= 90%			96.80%	\$29.290				YES
General - Change Management												
	% Software Release Notices Sent On Time											
F.10.1	CM-1	KY (%)		>= 95% w in 30 days								
	Average Software Release Notice Delay Days											
F.10.2	CM-2	KY (average)		>= 22 days prior to release								
	% Change Management Documentation Sent On Time											
F.10.3	CM-3	KY (%)		>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time											
F.10.4	CM-3	KY (%)		>= 95% w in 5 days								
	Average Documentation Release Delay Days											
F.10.5	CM-4	KY (average)		>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes											
F.10.6	CM-5	KY (%)		>= 97% w in 15 min			100.00%	19				YES
	% Software Errors Corrected within 10 Business Days											
F.10.7	CM-6	Region (%)		>= 95% w in 10 days			100.00%	2				YES
	% Software Errors Corrected within 30 Business Days											
F.10.8	CM-6	Region (%)		>= 95% w in 30 days			100.00%	1				YES

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F:10.9	CM-6	Region (%)	>= 95% w in 45 days	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F:10.10	% Change Requests Accepted or Rejected within 10 Business Days											
	CM-7	Region (%)	>= 95% w in 10 days				100.00%	4				YES
F:10.11	% Change Requests Rejected Within The Reporting Period											
	CM-8	Region (%)	Diagnostic				50.00%	4				Diagnostic
F:10.12	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented											
	CM-9	Region (number)	= 0 Defects									
F:10.13	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented											
	CM-9	Region (number)	= 0 Defects									
F:10.14	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented											
	CM-9	Region (number)	= 0 Defects									
F:10.15	% Test Deck Weight Failure in Production Release											
	CM-10	Region (%)	<= 5%									
F:10.16	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented											
	CM-11	Region (%)	>= 95% w in 60 days									
F:10.17	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented											
	CM-11	Region (%)	>= 95% w in 60 days									
General - New Business Requests												
F:11.1	% New Business Requests Processed within 30 Business Days											
	BFR-1	Region (%)	>= 90% w in 30 bus days				100.00%	4				YES
F:11.2	% Quotes Provided within 10 Business Days											
	BFR-2A	Region (%)	>= 90% w in 10 bus days									
F:11.3	% Quotes Provided within 30 Business Days											
	BFR-2B	Region (%)	>= 90% w in 30 bus days				100.00%	4				YES
F:11.4	% Quotes Provided within 60 Business Days											
	BFR-2C	Region (%)	>= 90% w in 60 bus days									
General - Ordering												
F:12.1.1	Acknowledgement Message Timeliness											
F:12.1.2	O-1	EDIRegion (%)	>= 95% w in 30 min				85.65%	327.132				NO
	O-1	TAGRegion (%)	>= 95% w in 30 min				99.99%	361.077				YES
F:12.2.1	Acknowledgement Message Completeness											
F:12.2.2	O-2	EDIRegion (%)	100%				100.00%	327.133				NO
	O-2	TAGRegion (%)	100%				100.00%	361.078				NO
General - Database Updates												
F:13.1.1	Average Database Update Interval											
F:13.1.2	D-1	LIDBIKY (hours)	PBD				1.21	11	1.21		11	PBD
F:13.1.3	D-1	Directory Listings/KY (hours)	PBD				0.06	26	0.06		26	PBD
	D-1	Directory Assistance/KY (hours)	PBD				4.62	25	4.61		25	PBD
F:13.2.1	% Update Accuracy											
F:13.2.2	D-2	LIDBIKY (%)	>= 95%				99.44%	885				YES
F:13.2.3	D-2	Directory Listings/KY (%)	>= 95%				99.41%	677				YES
	D-2	Directory Assistance/KY (%)	>= 95%				100.00%	329				YES
F:13.3	% NNXs /LRNs Loaded by LERG Effective Date											
	D-3	Region (%)	100%				100.00%	56				YES

BellSouth Monthly State Summary
Kentucky, August 2003

General - Network Outage Notification									
Mean Time to Notify CLEC of Major Network Outages									
M&R-7 Region (minutes)		Party w Retail							
		316	3	293	3				YES