

BellSouth Monthly State Summary
Kentucky, September 2003

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

Resale - Ordering

% Rejected Service Requests - Mechanized								
A.1.1.1	O-7 Residence/KY (%)	Diagnostic		12.04%	3,463			Diagnostic
A.1.1.2	O-7 Business/KY (%)	Diagnostic		22.73%	154			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		30.62%	601			Diagnostic
A.1.2.2	O-7 Business/KY (%)	Diagnostic		48.10%	79			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		42.86%	28			Diagnostic
A.1.3.2	O-7 Business/KY (%)	Diagnostic		68.75%	16			Diagnostic
A.1.3.3	O-7 Design (Specials)/KY (%)	Diagnostic		20.00%	10			Diagnostic
A.1.3.4	O-7 PBX/KY (%)	Diagnostic						Diagnostic
A.1.3.5	O-7 Centrex/KY (%)	Diagnostic						Diagnostic
A.1.3.6	O-7 ISDN/KY (%)	Diagnostic		37.50%	8			Diagnostic

Reject Interval - Mechanized								
A.1.4.1	O-8 Residence/KY (%)	>= 97% w in 1 hr		99.28%	417			YES
A.1.4.2	O-8 Business/KY (%)	>= 97% w in 1 hr		100.00%	35			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		95.21%	188			YES
A.1.7.2	O-8 Business/KY (%)	>= 85% w in 10 hrs		97.37%	38			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%	11			YES
A.1.8.3	O-8 Design (Specials)/KY (%)	>= 85% w in 24 hrs		100.00%	3			YES
A.1.8.4	O-8 PBX/KY (%)	>= 85% w in 24 hrs						
A.1.8.5	O-8 Centrex/KY (%)	>= 85% w in 24 hrs						
A.1.8.6	O-8 ISDN/KY (%)	>= 85% w in 24 hrs		100.00%	3			YES

FOC Timeliness - Mechanized								
A.1.9.1	O-9 Residence/KY (%)	>= 95% w in 3 hrs		99.77%	3,044			YES
A.1.9.2	O-9 Business/KY (%)	>= 95% w in 3 hrs		100.00%	119			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		97.61%	461			YES
A.1.12.2	O-9 Business/KY (%)	>= 85% w in 10 hrs		95.65%	46			YES

BellSouth Monthly State Summary
Kentucky, September 2003

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 (%)

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 (%)

FOC & Reject Response Completeness - Mechanized

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

FOC & Reject Response Completeness - Partially Mechanized

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

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 (%)

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1.1	O-11	Residence/EDI/KY (%)
A.1.17.1.2	O-11	Residence/TAG/KY (%)
A.1.17.2.1	O-11	Business/EDI/KY (%)
A.1.17.2.2	O-11	Business/TAG/KY (%)
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.17.4.1	O-11	PBX/EDI/KY (%)
A.1.17.4.2	O-11	PBX/TAG/KY (%)
A.1.17.5.1	O-11	Centrex/EDI/KY (%)
A.1.17.5.2	O-11	Centrex/TAG/KY (%)
A.1.17.6.1	O-11	ISDN/EDI/KY (%)
A.1.17.6.2	O-11	ISDN/TAG/KY (%)

Benchmark/
Analog

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

>= 85% w in 36 hrs
 >= 85% w in 36 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity

		100.00%	17				YES
		100.00%	5				YES
		100.00%	11				YES
		100.00%	5				YES

		100.00%	38				YES
		99.94%	3,425				YES
		100.00%	2				YES
		100.00%	152				YES

		100.00%	2				YES
		100.00%	599				YES
		100.00%	79				YES

		100.00%	29				YES
		100.00%	16				YES
		100.00%	13				YES
		100.00%	8				YES

		100.00%	38				YES
		99.82%	3,423				YES
		100.00%	2				YES
		100.00%	152				YES

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

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

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

A.1.18.1.1	O-11	Residence/EDI/KY (%)	>= 95%
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%
A.1.18.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%
A.1.18.4.1	O-11	PBX/EDI/KY (%)	>= 95%
A.1.18.4.2	O-11	PBX/TAG/KY (%)	>= 95%
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	>= 95%
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	>= 95%
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	>= 95%
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	>= 95%

		50.00%	2				NO
		91.32%	599				NO
		92.41%	79				NO

FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized

A.1.19.1	O-11	Residence/KY (%)	>= 95%
A.1.19.2	O-11	Business/KY (%)	>= 95%
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%
A.1.19.4	O-11	PBX/KY (%)	>= 95%
A.1.19.5	O-11	Centrex/KY (%)	>= 95%
A.1.19.6	O-11	ISDN/KY (%)	>= 95%

		93.10%	29				NO
		100.00%	16				YES
		100.00%	13				YES
		100.00%	8				YES

Resale - Provisioning

Order Completion Interval

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

6.54	4,106	6.00	134	4.475	0.39287	1.3730	YES
0.88	100,942	0.54	2,362	0.898	0.01869	18.3840	YES
6.44	9			2.698			
4.80	1,266	4.17	14	7.717	2.07370	0.3043	YES
1.37	7,668	0.42	88	3.599	0.38585	2.4386	YES
6.42	12			4.999			
1.67	2			1.886			
13.02	258			12.289			
4.61	76			6.625			
13.50	4	13.00	2	7.326	6.34429	0.0788	YES
		9.33	6				
12.27	5			16.453			
1.63	25			1.741			
25.15	9	5.00	1	17.227	18.15920	1.1095	YES
4.53	93			7.209			
1.98	172	0.33	2	1.706	1.21308	1.3579	YES
3.82	11			3.516			
1.17	2			1.179			
9.93	30	12.33	3	5.105	3.09143	-0.7763	YES
2.65	48	6.75	4	4.402	2.29076	-1.7886	NO
0.33	1			0.000			

Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)	Bus
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)	Bus
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)	Bus
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)	Bus

20.71	84	12.00	2	23.029	16.47656	0.5289	YES
0.00	0	0.00	0				YES
17.33	6	0.00	0	28.703			YES
0.00	0						
0.00	0						
0.00	0						
3.00	3	0.00	0	2.646			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0			YES	
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)	Bus	0.00	0	0.00	0			YES	
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/KY (days)	Design	3.00	2	0.00	0	2.828		YES	
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0			YES	
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/KY (days)	Design	0.00	0	0.00	0			YES	
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/KY (days)	Design	0.00	0	0.00	0			YES	
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0			YES	
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/KY (days)	Design	0.00	0	0.00	0			YES	
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)	PBX	0.00	0						
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)	PBX	0.00	0						
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)	PBX	0.00	0						
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0			YES	
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0			YES	
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0			YES	
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)	Centrex	0.00	0	0.00	0			YES	
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)	Centrex	0.00	0	0.00	0			YES	
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)	Centrex	0.00	0	0.00	0			YES	
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0			YES	
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0			YES	
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0			YES	
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)	ISDN	0.00	0						
% Jeopardies - Mechanized											
A.2.4.1	P-2	Residence/KY (%)	Res	0.35%	112,292	0.55%	2,550		0.00118	-1.6926	NO
A.2.4.2	P-2	Business/KY (%)	Bus	1.44%	9,363	0.00%	131		0.01049	1.3748	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	Design	14.15%	537						
A.2.4.4	P-2	PBX/KY (%)	PBX	9.30%	43						
A.2.4.5	P-2	Centrex/KY (%)	Centrex	2.12%	283	0.00%	2		0.10222	0.2074	YES
A.2.4.6	P-2	ISDN/KY (%)	ISDN	14.41%	111						
% Jeopardies - Non-Mechanized											
A.2.5.1	P-2	Residence/KY (%)	Diagnostic			0.00%	213				Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic			0.00%	11				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)	Diagnostic			0.00%	7				Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic			16.67%	6				Diagnostic
Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs			162.66	12				YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs								
Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.1	P-2	Residence/KY (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/KY (hours)	Diagnostic			337.50	1				Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/KY (%)	95% >= 48 hrs			100.00%	12				YES
A.2.9.2	P-2	Business/KY (%)	95% >= 48 hrs								

BellSouth Monthly State Summary
Kentucky, September 2003

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.2.11.2.1.1	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 (%)
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 (%)

Benchmark/
Analog

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
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Design
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PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

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Res
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Bus
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ISDN

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

							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic

20.24%	5,014	7.64%	157		0.03257	3.8690	YES
0.03%	107,167	0.08%	2,601		0.00035	-1.2780	YES
15.38%	13						
5.74%	1,533	10.00%	20		0.05235	-0.8137	YES
0.01%	7,772	0.00%	122		0.00103	0.1243	YES
5.56%	18						
0.00%	4	0.00%	1				YES
4.95%	384	50.00%	2		0.15375	-2.9303	NO
1.19%	84						
0.00%	23	100.00%	2				NO
0.00%	2	0.00%	6				YES
14.29%	7						
0.00%	26						
0.00%	1						
33.33%	9	0.00%	1		0.49690	0.6708	YES
5.05%	99						
0.00%	172	0.00%	2				YES
0.00%	13						
0.00%	2						
0.00%	44	33.33%	3				NO
0.00%	55	0.00%	4				YES
0.00%							
0.00%	2						

12.01%	5,179	10.16%	128		0.02909	0.6373	YES
5.02%	113,153	4.54%	2,668		0.00428	1.1388	YES
6.67%	15						
11.21%	1,525	6.25%	16		0.07929	0.6259	YES
5.89%	7,475	8.72%	149		0.01947	-1.4577	YES
18.75%	16						
5.94%	421						
2.70%	111	0.00%	6		0.06797	0.3976	YES
0.00%	65						
0.00%	3						
0.00%	15						
11.11%	18	0.00%	1		0.32288	0.3441	YES
0.00%	5						
0.00%	3						
4.72%	127						
1.95%	257						
10.00%	10						
0.00%	1						
3.23%	62						
0.00%	237	0.00%	2				YES

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

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

A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	1.06%	470	0.00%	8		0.03658	0.2908	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.47%	425	0.00%	10		0.02190	0.2149	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	6.33%	79	0.00%	0				YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	4.55%	44	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	19.77%	258	0.00%	4		0.20066	0.9851	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	3.42%	146	0.00%	5		0.08271	0.4140	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	6.90%	29	0.00%	12		0.08698	0.7929	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	5.88%	34	0.00%	1		0.23873	0.2464	YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	3.11%	721,909	3.79%	10,080		0.00177	-3.8145	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	1.11%	721,909	0.49%	10,080		0.00106	5.9003	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.53%	195,108	1.77%	3,456		0.00212	-1.1234	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.57%	195,108	0.55%	3,456		0.00130	0.1674	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	0.43%	110,072	0.67%	1,202		0.00190	-1.2589	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	0.39%	110,072	0.83%	1,202		0.00180	-2.4741	NO
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.25%	31,846	0.00%	723		0.00187	1.3243	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.14%	31,846	0.00%	723		0.00140	0.9883	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.47%	54,833	1.90%	211		0.00473	-3.0123	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.27%	54,833	2.37%	211		0.00356	-5.9098	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.39%	7,413	8.33%	144		0.00526	-15.0917	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.46%	7,413	0.69%	144		0.00570	-0.4138	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	44.89	22,484	32.26	382	62.014	3.19977	3.9471	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	26.10	8,009	8.74	49	46.369	6.64440	2.6124	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	15.27	2,979	16.59	61	32.081	4.14943	-0.3179	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	4.55	1,115	10.79	19	42.680	9.87455	-0.6325	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	6.05	470	3.89	8	7.210	2.57088	0.8391	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.25	425	1.19	10	6.549	2.09528	0.5070	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	7.58	79	0.00	0	6.910			YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	5.62	44	0.00	0	8.822			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	14.04	258	8.31	4	19.952	10.05315	0.5701	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	3.13	146	19.04	5	4.960	2.25607	-7.0493	NO
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	10.70	29	6.60	12	17.837	6.12245	0.6688	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	8.28	34	0.50	1	29.149	29.57485	0.2629	YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	23.12%	22,484	14.14%	382		0.02175	4.1293	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	20.83%	8,009	14.29%	49		0.05819	1.1241	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	15.47%	2,979	21.31%	61		0.04678	-1.2477	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	11.84%	1,115	5.26%	19		0.07474	0.8797	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	25.32%	470	50.00%	8		0.15504	-1.5919	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	19.53%	425	10.00%	10		0.12683	0.7514	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	7.59%	79	0.00%	0				YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	9.09%	44	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	9.30%	258	25.00%	4		0.14635	-1.0726	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	3.42%	146	0.00%	5		0.08271	0.4140	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	13.79%	29	100.00%	12		0.11836	-7.2835	NO
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	8.82%	34	0.00%	1		0.28778	0.3066	YES

Out of Service > 24 hours

A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	32.10%	14,469	24.50%	302		0.02714	2.7998	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	20.03%	2,332	17.86%	28		0.07608	0.2850	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	11.68%	1,798	13.64%	44		0.04901	-0.3993	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	1.12%	448	10.00%	10		0.03359	-2.6449	NO
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	1.06%	470	0.00%	8		0.03658	0.2908	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	0.47%	425	0.00%	10		0.02190	0.2149	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	3.08%	65	0.00%	0				YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	2.63%	38	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	8.92%	157	0.00%	3		0.16610	0.5368	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	0.00%	94	0.00%	0				YES

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	6.90%	29	0.00%	12		0.08698	0.7929	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	5.88%	34	0.00%	1		0.23873	0.2464	YES
Resale - Billing										
Invoice Accuracy										
A.4.1	B-1	KY (%)	99.34%	\$95,913,880	99.51%	\$868,354		0.00009	-18.8897	YES
Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	3.32	1	3.13	1,937				YES

BellSouth Monthly State Summary
Kentucky, September 2003

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

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B.1.1.1	O-7	Switch Ports/KY (%)
B.1.1.2	O-7	Local Interoffice Transport/KY (%)
B.1.1.3	O-7	Loop + Port Combinations/KY (%)
B.1.1.4	O-7	Combo Other/KY (%)
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)
B.1.1.7	O-7	Line Sharing/KY (%)
B.1.1.8	O-7	2W Analog Loop Design/KY (%)
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)
B.1.1.10	O-7	2W Analog Loop w/INP Design/KY (%)
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)
B.1.1.12	O-13	2W Analog Loop w/LNP Design/KY (%)
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.1.14	O-7	Other Design/KY (%)
B.1.1.15	O-7	Other Non-Design/KY (%)
B.1.1.16	O-7	INP Standalone/KY (%)
B.1.1.17	O-13	LNP Standalone/KY (%)

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									Diagnostic
									Diagnostic
			10.17%	26,929					Diagnostic
			100.00%	1					Diagnostic
			7.69%	13					Diagnostic
			6.67%	15					Diagnostic
			0.71%	140					Diagnostic
			37.50%	8					Diagnostic
			6.67%	15					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			1.43%	70					Diagnostic
			6.57%	1,933					Diagnostic
									Diagnostic
			4.18%	1,269					Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7	Switch Ports/KY (%)
B.1.2.2	O-7	Local Interoffice Transport/KY (%)
B.1.2.3	O-7	Loop + Port Combinations/KY (%)
B.1.2.4	O-7	Combo Other/KY (%)
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)
B.1.2.7	O-7	Line Sharing/KY (%)
B.1.2.8	O-7	2W Analog Loop Design/KY (%)
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)
B.1.2.10	O-7	2W Analog Loop w/INP Design/KY (%)
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)
B.1.2.12	O-13	2W Analog Loop w/LNP Design/KY (%)
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.2.14	O-7	Other Design/KY (%)
B.1.2.15	O-7	Other Non-Design/KY (%)
B.1.2.16	O-7	INP Standalone/KY (%)
B.1.2.17	O-13	LNP Standalone/KY (%)

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									Diagnostic
									Diagnostic
			44.95%	3,617					Diagnostic
			20.00%	10					Diagnostic
			0.00%	5					Diagnostic
			25.00%	4					Diagnostic
			19.05%	21					Diagnostic
			16.67%	12					Diagnostic
			60.00%	5					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			0.00%	1					Diagnostic
			16.67%	30					Diagnostic
			8.66%	808					Diagnostic
									Diagnostic
			16.76%	358					Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7	Switch Ports/KY (%)
B.1.3.2	O-7	Local Interoffice Transport/KY (%)
B.1.3.3	O-7	Loop + Port Combinations/KY (%)
B.1.3.4	O-7	Combo Other/KY (%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)
B.1.3.7	O-7	Line Sharing/KY (%)
B.1.3.8	O-7	2W Analog Loop Design/KY (%)
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY (%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY (%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.3.14	O-7	Other Design/KY (%)
B.1.3.15	O-7	Other Non-Design/KY (%)
B.1.3.16	O-7	INP Standalone/KY (%)
B.1.3.17	O-13	LNP Standalone/KY (%)

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									Diagnostic
									Diagnostic
			43.19%	257					Diagnostic
			30.43%	23					Diagnostic
			47.37%	19					Diagnostic
			0.00%	1					Diagnostic
									Diagnostic
									Diagnostic
			33.33%	12					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			0.00%	2					Diagnostic
			32.00%	25					Diagnostic
			12.76%	337					Diagnostic
			22.22%	9					Diagnostic
			16.18%	136					Diagnostic

Reject Interval - Mechanized

BellSouth Monthly State Summary
Kentucky, September 2003

**Benchmark/
Analog**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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B.1.4.1	O-8	Switch Ports/KY (%)	>= 97% w in 1 hr
B.1.4.2	O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr
B.1.4.3	O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr
B.1.4.4	O-8	Combo Other/KY (%)	>= 97% w in 1 hr
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 97% w in 1 hr
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr
B.1.4.7	O-8	Line Sharing/KY (%)	>= 97% w in 1 hr
B.1.4.8	O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 97% w in 1 hr
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 97% w in 1 hr
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 97% w in 1 hr
B.1.4.14	O-8	Other Design/KY (%)	>= 97% w in 1 hr
B.1.4.15	O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr
B.1.4.16	O-8	INP Standalone/KY (%)	>= 97% w in 1 hr
B.1.4.17	O-14	LNP Standalone/KY (%)	>= 97% w in 1 hr

		85.57%	2,738				NO
		100.00%	1				YES
		100.00%	1				YES
		100.00%	1				YES
		100.00%	1				YES
		100.00%	3				YES
		100.00%	1				YES
		100.00%	1				YES
		88.19%	127				NO
		94.34%	53				NO

Reject Interval - 10 hours - Partially Mechanized

B.1.7.1	O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs
B.1.7.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs
B.1.7.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs
B.1.7.4	O-8	Combo Other/KY (%)	>= 85% w in 10 hrs
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs
B.1.7.7	O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs
B.1.7.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs
B.1.7.14	O-8	Other Design/KY (%)	>= 85% w in 10 hrs
B.1.7.15	O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs
B.1.7.16	O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs
B.1.7.17	O-14	LNP Standalone/KY (%)	>= 85% w in 10 hrs

		96.80%	1,658				YES
		100.00%	2				YES
		100.00%	1				YES
		100.00%	4				YES
		100.00%	2				YES
		100.00%	3				YES
		100.00%	1				YES
		100.00%	5				YES
		93.90%	82				YES
		92.19%	64				YES

Reject Interval - Non-Mechanized

B.1.8.1	O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs
B.1.8.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs
B.1.8.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs
B.1.8.4	O-8	Combo Other/KY (%)	>= 85% w in 24 hrs
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 24 hrs
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs
B.1.8.7	O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs
B.1.8.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 24 hrs
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 24 hrs
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 24 hrs
B.1.8.14	O-8	Other Design/KY (%)	>= 85% w in 24 hrs
B.1.8.15	O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs
B.1.8.16	O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs
B.1.8.17	O-14	LNP Standalone/KY (%)	>= 85% w in 24 hrs

		100.00%	118				YES
		100.00%	7				YES
		100.00%	11				YES
		100.00%	5				YES
		100.00%	8				YES
		100.00%	48				YES
		100.00%	2				YES
		95.65%	23				YES

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs
B.1.9.2	O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs

		95.98%	24,177				YES
		100.00%	1				YES
		100.00%	12				YES

BellSouth Monthly State Summary
Kentucky, September 2003

B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)
B.1.9.7	O-9	Line Sharing/KY (%)
B.1.9.8	O-9	2W Analog Loop Design/KY (%)
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.9.14	O-9	Other Design/KY (%)
B.1.9.15	O-9	Other Non-Design/KY (%)
B.1.9.16	O-9	INP Standalone/KY (%)
B.1.9.17	O-15	LNP Standalone/KY (%)

**Benchmark/
Analog**

>= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs
 >= 95% w in 3 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		100.00%	14				YES
		93.53%	139				NO
		100.00%	5				YES
		100.00%	14				YES
		98.53%	68				YES
		96.18%	1,804				YES
		98.60%	1,216				YES

FOC Timeliness - 10 hours - Partially Mechanized

B.1.12.1	O-9	Switch Ports/KY (%)
B.1.12.2	O-9	Local Interoffice Transport/KY (%)
B.1.12.3	O-9	Loop + Port Combinations/KY (%)
B.1.12.4	O-9	Combo Other/KY (%)
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)
B.1.12.7	O-9	Line Sharing/KY (%)
B.1.12.8	O-9	2W Analog Loop Design/KY (%)
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.12.14	O-9	Other Design/KY (%)
B.1.12.15	O-9	Other Non-Design/KY (%)
B.1.12.16	O-9	INP Standalone/KY (%)
B.1.12.17	O-15	LNP Standalone/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
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
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 >= 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
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs

		97.55%	2,162				YES
		100.00%	7				YES
		100.00%	5				YES
		100.00%	3				YES
		85.71%	21				YES
		100.00%	10				YES
		100.00%	2				YES
		50.00%	2				NO
		100.00%	24				YES
		91.15%	836				YES
		93.11%	305				YES

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/KY (%)
B.1.13.2	O-9	Local Interoffice Transport/KY (%)
B.1.13.3	O-9	Loop + Port Combinations/KY (%)
B.1.13.4	O-9	Combo Other/KY (%)
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)
B.1.13.7	O-9	Line Sharing/KY (%)
B.1.13.8	O-9	2W Analog Loop Design/KY (%)
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.13.14	O-9	Other Design/KY (%)
B.1.13.15	O-9	Other Non-Design/KY (%)
B.1.13.16	O-9	INP Standalone/KY (%)
B.1.13.17	O-15	LNP Standalone/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
 >= 85% w in 36 hrs
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 >= 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

		100.00%	150				YES
		100.00%	16				YES
		100.00%	10				YES
		100.00%	1				YES
		100.00%	7				YES
		100.00%	2				YES
		100.00%	17				YES
		100.00%	287				YES
		100.00%	9				YES
		99.09%	110				YES

FOC & Reject Response Completeness - Mechanized

B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY (%)
B.1.14.4.1	O-11	Combo Other/EDI/KY (%)
B.1.14.4.2	O-11	Combo Other/TAG/KY (%)
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)

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

		100.00%	17,055				YES
		99.91%	9,874				YES
		100.00%	1				YES
		100.00%	6				YES
		100.00%	7				YES

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

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

B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.14.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%
B.1.14.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.14.14.1	O-11	Other Design/EDI/KY (%)	>= 95%
B.1.14.14.2	O-11	Other Design/TAG/KY (%)	>= 95%
B.1.14.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%
B.1.14.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.14.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.14.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.14.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%
B.1.14.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%

			100.00%	8				YES
			100.00%	7				YES
			100.00%	127				YES
			100.00%	13				YES
			100.00%	8				YES
			100.00%	15				YES
			100.00%	18				YES
			98.08%	52				YES
			99.94%	1,659				YES
			100.00%	274				YES
			100.00%	1,226				YES
			100.00%	43				YES

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%
B.1.15.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%
B.1.15.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%
B.1.15.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.15.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%
B.1.15.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.15.14.1	O-11	Other Design/EDI/KY (%)	>= 95%
B.1.15.14.2	O-11	Other Design/TAG/KY (%)	>= 95%
B.1.15.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%
B.1.15.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.15.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%
B.1.15.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%

			100.00%	1,951				YES
			99.94%	1,666				YES
			90.00%	10				NO
			100.00%	4				YES
			100.00%	1				YES
			100.00%	4				YES
			100.00%	18				YES
			100.00%	3				YES
			100.00%	12				YES
			100.00%	5				YES
			100.00%	1				YES
			100.00%	8				YES
			100.00%	22				YES
			100.00%	757				YES
			100.00%	51				YES
			100.00%	347				YES
			100.00%	11				YES

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

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

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%
B.1.16.2	O-11	Local Interoffice Transport/KY (%)	>= 95%
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%
B.1.16.14	O-11	Other Design/KY (%)	>= 95%
B.1.16.15	O-11	Other Non-Design/KY (%)	>= 95%
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%
B.1.16.17	O-11	LNP Standalone/KY (%)	>= 95%

		98.86%	263				YES
		100.00%	24				YES
		100.00%	21				YES
		100.00%	1				YES
		91.67%	12				NO
		100.00%	2				YES
		96.00%	25				YES
		97.35%	340				YES
		90.91%	11				NO
		96.38%	138				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.17.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%
B.1.17.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%

		99.97%	17,055				YES
		99.86%	9,865				YES
		0.00%	1				NO
		100.00%	6				YES
		100.00%	7				YES
		75.00%	8				NO
		100.00%	7				YES
		100.00%	127				YES
		100.00%	13				YES
		100.00%	8				YES
		100.00%	15				YES
		100.00%	18				YES
		96.08%	51				YES
		100.00%	1,658				YES
		99.64%	274				YES
		100.00%	1,226				YES
		100.00%	43				YES

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

B.1.18.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%
B.1.18.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%

		94.46%	1,951				NO

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

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

B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%
B.1.18.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%
B.1.18.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.18.14.1	O-11	Other Design/EDI/KY (%)	>= 95%
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.18.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.18.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.18.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%

			90.81%	1,665				NO
			22.22%	9				NO
			100.00%	4				YES
			100.00%	1				YES
			75.00%	4				NO
			88.89%	18				NO
			66.67%	3				NO
			91.67%	12				NO
			80.00%	5				NO
			100.00%	1				YES
			100.00%	8				YES
			86.36%	22				NO
			97.62%	757				YES
			98.04%	51				YES
			96.83%	347				YES
			81.82%	11				NO

FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized

B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%
B.1.19.2	O-11	Local Interoffice Transport/KY (%)	>= 95%
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%
B.1.19.14	O-11	Other Design/KY (%)	>= 95%
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%

			95.00%	260				YES
			91.67%	24				NO
			100.00%	21				YES
			100.00%	1				YES
			100.00%	11				YES
			100.00%	2				YES
			91.67%	24				NO
			98.79%	331				YES
			80.00%	10				NO
			98.50%	133				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	DS1/DS3
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	R&B

6.13	5,372		5,466				
0.92	108,610		1,296				
6.43	21		4,081				
1.67	2		1,886				
13.46	175		10,304				
10.00	4		0,000				
6.10	5,468	5.43	425	5.523	0.27812	2.4156	YES

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY (days)
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY (days)
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY (days)
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY (days)
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY (days)
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/KY (days)
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY (days)
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY (days)
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY (days)
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY (days)
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/KY (days)
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/KY (days)
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY (days)
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)
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	LNP (Standalone)/<10 circuits/Dispatch/KY (days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)

**Benchmark/
Analog**

Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
R&B	0.92	108,845	0.51	12,301	1.299	0.01235	33.0838	YES
R&B	0.64	80,611	0.34	11,023	0.518	0.00526	56.7244	YES
R&B	1.73	28,234	1.99	1,278	2.205	0.06305	-4.2463	NO
R&B	5.53	32	5.50	6	4.040	1.79731	0.0174	YES
R&B	1.19	7	8.00	2	1.120	0.89784	-7.5843	NO
R&B	0.33	4			0.000			
R&B	2.33	3	8.00	2	0.577	0.52705	-10.7517	NO
R&B&D - Disp	6.44	5,758	11.24	25	6.160	1.23472	-3.8914	NO
R&B&D - Disp	6.44	5,758			6.160			
R&B&D - Disp	6.42	36			5.050			
R&B&D - Disp	6.42	36			5.050			
ISDN - BRI	9.83	23	10.86	7	4.529	1.95511	-0.5274	YES
ISDN - BRI	1.35	16			2.249			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	3.80	1,157	6.67	3	4.407	2.54772	-1.1251	YES
ADSL to Retail	2.87	1,733	2.48	80	2.369	0.27092	1.4574	YES
ADSL to Retail	5.00	6			3.521			
R&B - Disp	6.10	5,468	5.00	1	5.523	5.52354	0.1996	YES
R&B - Disp	6.10	5,468			5.523			
R&B - Disp	5.53	32			4.040			
R&B - Disp	5.53	32			4.040			
R&B (POTS) excl SB Or	6.13	5,372	3.80	5	5.466	2.44561	0.9515	YES
R&B (POTS) excl SB Or	1.72	28,074	4.00	3	2.203	1.27226	-1.7909	NO
R&B (POTS) excl SB Or	6.43	21	4.00	2	4.081	3.02023	0.8041	YES
R&B (POTS) excl SB Or	3.00	1			0.000			
R&B - Disp	6.10	5,468			5.523			
R&B - Disp	6.10	5,468			5.523			
R&B - Disp	5.53	32			4.040			
R&B - Disp	5.53	32			4.040			
R&B (POTS) excl SB Or	6.13	5,372			5.466			
R&B (POTS) excl SB Or	1.72	28,074			2.203			
R&B (POTS) excl SB Or	6.43	21			4.081			
R&B (POTS) excl SB Or	3.00	1			0.000			
R&B - Disp	6.10	5,468			5.523			
R&B - Disp	6.10	5,468			5.523			
R&B - Disp	5.53	32			4.040			
R&B - Disp	5.53	32			4.040			
R&B (POTS) excl SB Or	6.13	5,372	4.00	1	5.466	5.46651	0.3891	YES
R&B (POTS) excl SB Or	1.72	28,074			2.203			
R&B (POTS) excl SB Or	6.43	21			4.081			
R&B (POTS) excl SB Or	3.00	1			0.000			
Design	12.71	290			11.718			
Design	5.01	86			6.401			
Design	13.50	4			7.326			
Design	32.00	7			12.207			
R&B	6.10	5,468			5.523			
R&B	0.92	108,845			1.299			
R&B	5.53	32			4.040			
R&B	1.19	7			1.120			
R&B (POTS)	6.13	5,372			5.466			
R&B (POTS)	0.92	108,610			1.296			
R&B (POTS)	6.43	21			4.081			
R&B (POTS)	1.67	2			1.886			
R&B (POTS)	6.13	5,372			5.466			
R&B (POTS)	0.92	108,610	0.65	1,294	1.296	0.03623	7.3403	YES

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/KY (days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY (days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/KY (days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)

Benchmark/
Analog

R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	20.10	87	0.00	0	22.860		YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B (POTS) excl SB Or	17.33	6	0.00	0	28.703		YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B - Disp	20.10	87			22.860		
R&B - Disp	0.00	0					
R&B - Disp	17.33	6			28.703		
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	20.10	87			22.860		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	17.33	6			28.703		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
R&B - Disp	20.10	87			22.860		
R&B - Disp	0.00	0					
R&B - Disp	17.33	6			28.703		
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	20.10	87	0.00	0	22.860		YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B (POTS) excl SB Or	17.33	6	0.00	0	28.703		YES
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
Design	3.00	2			2.828		
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
R&B	20.10	87			22.860		
R&B	0.00	0					
R&B	17.33	6			28.703		
R&B	0.00	0					
R&B	0.00	0					
R&B (POTS)	20.10	87			22.860		
R&B (POTS)	0.00	0					
R&B (POTS)	17.33	6			28.703		
R&B (POTS)	0.00	0					
R&B (POTS)	0.00	0					
R&B (POTS)	20.10	87	0.00	0	22.860		YES
R&B (POTS)	0.00	0	0.00	0			YES
R&B (POTS)	17.33	6	0.00	0	28.703		YES
R&B (POTS)	0.00	0	0.00	0			YES
R&B (POTS)	0.00	0	0.00	0			YES
Digital Loop < DS1	65.00	1	0.00	0	0.000		YES
Digital Loop < DS1	0.00	0	0.00	0			YES
Digital Loop < DS1	5.00	1	0.00	0	0.000		YES
Digital Loop < DS1	0.00	0					

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/KY (days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/KY (%)
B.2.5.2	P-2	Local Interoffice Transport/KY (%)
B.2.5.3	P-2	Loop + Port Combinations/KY (%)
B.2.5.4	P-2	Combo Other/KY (%)
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.5.6	P-2	UNE ISDN/KY (%)
B.2.5.7	P-2	Line Sharing/KY (%)
B.2.5.8	P-2	2W Analog Loop Design/KY (%)
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)
B.2.5.14	P-2	Other Design/KY (%)
B.2.5.15	P-2	Other Non-Design/KY (%)
B.2.5.16	P-2	INP (Standalone)/KY (%)
B.2.5.17	P-2	LNP (Standalone)/KY (%)
B.2.5.18	P-2	Digital Loop < DS1/KY (%)
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/KY (%)
B.2.6.2	P-2	Local Interoffice Transport/KY (%)
B.2.6.3	P-2	Loop + Port Combinations/KY (%)
B.2.6.4	P-2	Combo Other/KY (%)
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.6.6	P-2	UNE ISDN/KY (%)
B.2.6.7	P-2	Line Sharing/KY (%)
B.2.6.8	P-2	2W Analog Loop Design/KY (%)
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)
B.2.6.14	P-2	Other Design/KY (%)
B.2.6.15	P-2	Other Non-Design/KY (%)
B.2.6.16	P-2	INP (Standalone)/KY (%)
B.2.6.17	P-2	LNP (Standalone)/KY (%)
B.2.6.18	P-2	Digital Loop < DS1/KY (%)
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/KY (hours)
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)
B.2.8.4	P-2	Combo Other/KY (hours)
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)
B.2.8.6	P-2	UNE ISDN/KY (hours)
B.2.8.7	P-2	Line Sharing/KY (hours)
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)

Benchmark/ Analog

Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

R&B (POTS)
DS1/ DS3 - Interoffice
R&B
R&B&D - Disp
ADSL to Retail
ISDN - BRI
ADSL to Retail
R&B - Disp
R&B (POTS) excl SB Or
R&B - Disp
R&B (POTS) excl SB Or
R&B - Disp
R&B (POTS) excl SB Or
Design
R&B
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop >= DS1

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>= 48 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0						
0.00	0						
0.00	0						

0.43%	121,655						
57.49%	207						
0.44%	122,017	0.18%	21,946		0.00048	5.2644	YES
8.41%	7,382	90.91%	11		0.08375	-9.8499	NO
3.67%	2,944						
7.14%	56	25.00%	8		0.09734	-1.8345	NO
3.67%	2,944	0.00%	1		0.18802	0.1951	YES
7.67%	6,868	50.00%	2		0.18824	-2.2486	NO
1.28%	41,063	0.00%	10		0.03560	0.3605	YES
7.67%	6,868						
1.28%	41,063						
15.69%	612						
0.44%	122,017						
0.43%	121,655						
0.43%	121,655	0.00%	1,217		0.00189	2.2896	YES
3.67%	3,075	25.00%	8		0.06660	-3.2017	NO
25.49%	204	84.21%	19		0.10453	-5.6174	NO

							Diagnostic
							Diagnostic
		1.97%	203				Diagnostic
		56.25%	16				Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		0.00%	87				Diagnostic
		100.00%	2				Diagnostic
		0.00%	3				Diagnostic

		185.04	32				YES
		330.50	10				YES
		351.76	2				YES
		174.90	1				YES

BellSouth Monthly State Summary
Kentucky, September 2003

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		351.76	2				YES
		215.82	16				YES

B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)
B.2.8.14	P-2	Other Design/KY (hours)
B.2.8.15	P-2	Other Non-Design/KY (hours)
B.2.8.16	P-2	INP (Standalone)/KY (hours)
B.2.8.17	P-2	LNP (Standalone)/KY (hours)
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)

>= 48 hrs
>= 48 hrs
>= 48 hrs
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>= 48 hrs
>= 48 hrs
>= 48 hrs

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/KY (hours)
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)
B.2.9.4	P-2	Combo Other/KY (hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)
B.2.9.6	P-2	UNE ISDN/KY (hours)
B.2.9.7	P-2	Line Sharing/KY (hours)
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)
B.2.9.14	P-2	Other Design/KY (hours)
B.2.9.15	P-2	Other Non-Design/KY (hours)
B.2.9.16	P-2	INP (Standalone)/KY (hours)
B.2.9.17	P-2	LNP (Standalone)/KY (hours)
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)

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							Diagnostic
							Diagnostic
		454.39	4				Diagnostic
		342.69	10				Diagnostic
		349.04	2				Diagnostic
							Diagnostic
		363.40	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
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							Diagnostic
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							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		349.04	2				Diagnostic
							Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/KY (%)
B.2.10.2	P-2	Local Interoffice Transport/KY (%)
B.2.10.3	P-2	Loop + Port Combinations/KY (%)
B.2.10.4	P-2	Combo Other/KY (%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.10.6	P-2	UNE ISDN/KY (%)
B.2.10.7	P-2	Line Sharing/KY (%)
B.2.10.8	P-2	2W Analog Loop Design/KY (%)
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)
B.2.10.14	P-2	Other Design/KY (%)
B.2.10.15	P-2	Other Non-Design/KY (%)
B.2.10.16	P-2	INP (Standalone)/KY (%)
B.2.10.17	P-2	LNP (Standalone)/KY (%)
B.2.10.18	P-2	Digital Loop < DS1/KY (%)
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)

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

		100.00%	32				YES
		100.00%	10				YES
		100.00%	2				YES
		100.00%	1				YES
		100.00%	2				YES
		100.00%	16				YES

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/KY (%)
B.2.11.2	P-2	Local Interoffice Transport/KY (%)
B.2.11.3	P-2	Loop + Port Combinations/KY (%)
B.2.11.4	P-2	Combo Other/KY (%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.11.6	P-2	UNE ISDN/KY (%)
B.2.11.7	P-2	Line Sharing/KY (%)
B.2.11.8	P-2	2W Analog Loop Design/KY (%)
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)

Diagnostic
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Diagnostic

							Diagnostic
							Diagnostic
		100.00%	4				Diagnostic
		100.00%	10				Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic
							Diagnostic
							Diagnostic

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.11.10	P-2 2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.11	P-2 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.12	P-2 2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.13	P-2 2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.14	P-2 Other Design/KY (%)	Diagnostic								Diagnostic
B.2.11.15	P-2 Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.16	P-2 INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.17	P-2 LNP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.18	P-2 Digital Loop < DS1/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.19	P-2 Digital Loop >= DS1/KY (%)	Diagnostic								Diagnostic
Coordinated Customers Conversions										
B.2.12.1	P-7 Loops with INP/KY (%)	>= 95% w in 15 min								
B.2.12.2	P-7 Loops with LNP/KY (%)	>= 95% w in 15 min			100.00%	1				YES
% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A Time-Specific SL1/KY (%)	<= 5%			0.00%	1				YES
B.2.13.2	P-7A Time-Specific SL2/KY (%)	<= 5%								
B.2.13.3	P-7A Non-Time Specific SL1/KY (%)	<= 5%								
B.2.13.4	P-7A Non-Time Specific SL2/KY (%)	<= 5%								
Hot Cut Timeliness										
B.2.14.1	P-7A Time-Specific SL1/KY (%)	>= 95% w in 15 min			100.00%	1				YES
B.2.14.2	P-7A Time-Specific SL2/KY (%)	>= 95% w in 15 min								
B.2.14.3	P-7A Non-Time Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.4	P-7A Non-Time Specific SL2/KY (%)	>= 95% w in 15 min								
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A Time-Specific SL1/KY (%)	<= 5%			0.00%	1				YES
B.2.15.2	P-7A Time-Specific SL2/KY (%)	<= 5%								
B.2.15.3	P-7A Non-Time Specific SL1/KY (%)	<= 5%								
B.2.15.4	P-7A Non-Time Specific SL2/KY (%)	<= 5%								
Average Recovery Time - CCC										
B.2.16.1	P-7B Loops with INP/KY (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B Loops with LNP/KY (minutes)	Diagnostic								Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C UNE Loop Design/Dispatch/KY (%)	<= 5%								
B.2.17.1.2	P-7C UNE Loop Design/Non-Dispatch/KY (%)	<= 5%								
B.2.17.2.1	P-7C UNE Loop Non-Design/Dispatch/KY (%)	<= 5%								
B.2.17.2.2	P-7C UNE Loop Non-Design/Non-Dispatch/KY (%)	<= 5%								
% Missed Installation Appointments										
B.2.18.1.1.1	P-3 Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	16.85%	6,547						
B.2.18.1.1.2	P-3 Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	114,939						
B.2.18.1.2.1	P-3 Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	9.68%	31						
B.2.18.1.2.2	P-3 Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	4						
B.2.18.2.1.1	P-3 Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	1.06%	188						
B.2.18.2.1.2	P-3 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3	0.00%	4						
B.2.18.2.2.1	P-3 Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.2	P-3 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.3.1.1	P-3 Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	16.68%	6,650	6.09%	558		0.01643	6.4419	YES
B.2.18.3.1.2	P-3 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	115,181	0.06%	21,567		0.00013	-2.6700	NO
B.2.18.3.1.3	P-3 Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	0.03%	80,651	0.00%	11,765		0.00017	1.7482	YES
B.2.18.3.1.4	P-3 Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	0.03%	34,530	0.14%	9,802		0.00020	-5.4335	NO
B.2.18.3.2.1	P-3 Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	6.82%	44	0.00%	8		0.09688	0.7038	YES
B.2.18.3.2.2	P-3 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	10	0.00%	3				YES
B.2.18.3.2.3	P-3 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	4						
B.2.18.3.2.4	P-3 Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	6	0.00%	3				YES
B.2.18.4.1.1	P-3 Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	15.93%	7,081	0.00%	27		0.07056	2.2576	YES
B.2.18.4.1.4	P-3 Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	15.93%	7,081						
B.2.18.4.2.1	P-3 Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	4.41%	68						

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-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.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)
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 In/KY (%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B&D - Disp	4.41%	68						
ADSL to Retail	6.77%	1,196	0.00%	2		0.17783	0.3809	YES
ADSL to Retail	0.40%	1,763						
ADSL to Retail	0.00%	6						
ADSL to Retail								
ISDN - BRI	0.00%	27	0.00%	8				YES
ISDN - BRI	0.00%	24						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	6.77%	1,196	25.00%	4		0.12585	-1.4484	YES
ADSL to Retail	0.40%	1,763	0.00%	102		0.00640	0.6200	YES
ADSL to Retail	0.00%	6						
ADSL to Retail								
R&B - Disp	16.68%	6,650	0.00%	2		0.26363	0.6326	YES
R&B - Disp	16.68%	6,650						
R&B - Disp	6.82%	44						
R&B - Disp	6.82%	44						
R&B (POTS) excl SB Or	16.85%	6,547	0.00%	6		0.15287	1.1021	YES
R&B (POTS) excl SB Or	0.03%	34,363	0.00%	3		0.01033	0.0310	YES
R&B (POTS) excl SB Or	9.68%	31	0.00%	3		0.17876	0.5414	YES
R&B (POTS) excl SB Or	0.00%	3						
R&B - Disp	16.68%	6,650						
R&B - Disp	16.68%	6,650						
R&B - Disp	6.82%	44						
R&B - Disp	6.82%	44						
R&B (POTS) excl SB Or	16.85%	6,547						
R&B (POTS) excl SB Or	0.03%	34,363						
R&B (POTS) excl SB Or	9.68%	31						
R&B (POTS) excl SB Or	0.00%	3						
R&B - Disp	16.68%	6,650						
R&B - Disp	16.68%	6,650						
R&B - Disp	6.82%	44						
R&B - Disp	6.82%	44						
R&B (POTS) excl SB Or	16.85%	6,547						
R&B (POTS) excl SB Or	0.03%	34,363						
R&B (POTS) excl SB Or	9.68%	31						
R&B (POTS) excl SB Or	0.00%	3						
R&B - Disp	16.68%	6,650						
R&B - Disp	16.68%	6,650						
R&B - Disp	6.82%	44						
R&B - Disp	6.82%	44						
R&B (POTS) excl SB Or	16.85%	6,547	0.00%	1		0.37432	0.4501	YES
R&B (POTS) excl SB Or	0.03%	34,363						
R&B (POTS) excl SB Or	9.68%	31						
R&B (POTS) excl SB Or	0.00%	3						
Design	4.41%	431						
Design	1.05%	95						
Design	0.00%	24						
Design	33.33%	9						
R&B	16.68%	6,650						
R&B	0.03%	115,181						
R&B	6.82%	44						
R&B	0.00%	10						
R&B (POTS)	16.85%	6,547						
R&B (POTS)	0.03%	114,939						
R&B (POTS)	9.68%	31						
R&B (POTS)	0.00%	4						
R&B (POTS)	16.85%	6,547						
R&B (POTS)	0.03%	114,939	0.00%	1,300		0.00049	0.6257	YES
R&B (POTS)	9.68%	31						
R&B (POTS)	0.00%	4	0.00%	3				YES
Digital Loop < DS1	6.46%	1,269	0.00%	10		0.07805	0.8279	YES
Digital Loop < DS1	0.39%	1,792						
Digital Loop < DS1	0.00%	12						
Digital Loop < DS1	0.00%	2						
Digital Loop >= DS1	1.98%	101	0.00%	26		0.03064	0.6463	YES
Digital Loop >= DS1	0.00%	97						

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)
% Provisioning Troubles within 30 Days		
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)

Benchmark/
Analog
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00%	2						
11.83%	6,704						
5.08%	120,628						
12.90%	31						
4.60%	174						
0.00%	2						
11.68%	6,838	11.62%	499		0.01490	0.0413	YES
5.06%	121,134	4.17%	21,195		0.00163	5.4517	YES
4.01%	80,792	3.46%	12,125		0.00191	2.9086	YES
7.16%	40,342	5.13%	9,070		0.00300	6.7898	YES
12.20%	41	0.00%	2		0.23696	0.5146	YES
0.00%	4	0.00%	8				YES
0.00%	2						
0.00%	2	0.00%	8				YES
11.27%	7,329	7.41%	27		0.06097	0.6336	YES
11.27%	7,329						
4.50%	111						
4.50%	111						
3.33%	1,322	33.33%	3		0.10368	-2.8940	NO
7.38%	2,045	0.00%	1		0.26157	0.2823	YES
25.00%	4						
100.00%	1						
5.71%	35	0.00%	14		0.07340	0.7785	YES
0.00%	32						
3.33%	1,322	0.00%	2		0.12693	0.2622	YES
7.38%	2,045	5.93%	118		0.02476	0.5863	YES
25.00%	4						
100.00%	1						
11.68%	6,838	0.00%	4		0.16067	0.7273	YES
11.68%	6,838						
12.20%	41						
12.20%	41						
11.83%	6,704	10.00%	10		0.10220	0.1789	YES
7.21%	40,021	20.00%	5		0.11567	-1.1058	YES
12.90%	31						
11.68%	6,838						
11.68%	6,838						
12.20%	41						
12.20%	41						
11.83%	6,704						
7.21%	40,021						
12.90%	31						
11.68%	6,838						
11.68%	6,838						
12.20%	41						
12.20%	41						
11.83%	6,704						
7.21%	40,021						
12.90%	31						
5.50%	491						
2.56%	117						

BellSouth Monthly State Summary
Kentucky, September 2003

B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)

Benchmark/ Analog	Design
	Design
	R&B
	R&B
	R&B
	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 >= DS1
	Digital Loop >= DS1
	Digital Loop >= DS1
	Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00%	70						
0.00%	6						
11.68%	6,838						
5.06%	121,134						
12.20%	41						
0.00%	4						
11.83%	6,704						
5.08%	120,628						
12.90%	31						
11.83%	6,704	0.00%	1		0.32297	0.3662	YES
5.08%	120,628	0.00%	1,259		0.00622	8.1626	YES
12.90%	31						
		0.00%	1				
3.30%	1,396	5.88%	17		0.04356	-0.5940	YES
7.23%	2,088	0.00%	1		0.25908	0.2791	YES
3.70%	27						
25.00%	4						
1.63%	123	11.11%	18		0.03192	-2.9718	NO
0.34%	290						
0.00%	3						

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
R&B
R&B
R&B
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
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
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or

3.61	6,547			21.783			
0.84	114,760			10.979			
7.85	31			29.969			
0.12	4			0.107			
4.19	188			28.449			
238.78	4			108.222			
3.57	6,650	0.02	514	21.633	0.99037	3.5894	YES
0.84	115,002	0.35	21,410	11.026	0.08207	5.9739	YES
0.72	80,473	0.35	11,645	9.997	0.09912	3.7715	YES
1.12	34,529	0.36	9,765	13.110	0.15026	5.0947	YES
13.17	44	0.02	7	55.871	22.73501	0.5786	YES
0.23	10			0.143			
0.23	4			0.171			
0.23	6			0.139			
4.65	7,081	0.02	11	32.507	9.80888	0.4719	YES
4.65	7,081			32.507			
18.48	68			55.018			
18.48	68			55.018			
2.61	1,196			15.003			
0.66	1,763			7.668			
0.31	6			0.721			
19.98	27	0.02	8	28.895	11.63122	1.7162	YES
0.24	24			0.134			
2.61	1,196			15.003			
0.66	1,763	0.27	1	7.668	7.67040	0.0511	YES
0.31	6			0.721			
3.57	6,650	0.02	2	21.633	15.29904	0.2324	YES
3.57	6,650			21.633			
13.17	44			55.871			
13.17	44			55.871			
3.61	6,547	0.02	6	21.783	8.89694	0.4035	YES

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

B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		50.00%	4				Diagnostic
		78.22%	101				Diagnostic
		0.00%	2				Diagnostic
							Diagnostic
		0.00%	8				Diagnostic
		0.00%	3				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		10.07%	1,301				Diagnostic
		0.00%	10				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		4.35%	23				Diagnostic
							Diagnostic

% Cooperative Test Attempts for xDSL

B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.33.2	P-8	xDSL Other/KY (%)

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

		100.00%	5				YES

Service Order Accuracy

B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)

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

		100.00%	95				YES
		98.57%	70				YES
		96.43%	28				YES
		81.82%	22				NO
		100.00%	230				YES
		99.43%	350				YES
		90.63%	96				NO
		73.47%	49				NO

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY (%)
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)

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
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT

17.60%	25,463						
3.12%	9,124						
1.24%	242	0.00%	0				YES
0.00%	152	0.00%	1				YES
17.64%	25,717	9.43%	3,329		0.00702	11.6885	YES
3.15%	9,249	3.96%	454		0.00839	-0.9754	YES
17.28%	26,299	0.00%	14		0.10107	1.7096	YES
17.28%	26,299	0.00%	9		0.12604	1.3708	YES
25.89%	282	0.00%	1		0.43879	0.5900	YES
1.41%	283	0.00%	2		0.08376	0.1687	YES
10.53%	19	0.00%	5		0.15425	0.6824	YES
5.00%	20	0.00%	2		0.16163	0.3093	YES
25.89%	282	50.00%	2		0.31082	-0.7758	YES
1.41%	283	0.00%	4		0.05944	0.2378	YES
17.64%	25,717	0.00%	1		0.38115	0.4628	YES
17.64%	25,717	0.00%	2		0.26952	0.6544	YES
17.58%	25,435	0.00%	6		0.15541	1.1311	YES

BellSouth Monthly State Summary
Kentucky, September 2003

B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)
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/Non-Dispatch/KY (%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)
B.3.2.10.2	M&R-2	Other Design/Non-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/Non-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 (%)

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 Interoffice Transport/Dispatch/KY (hours)
B.3.3.2.2	M&R-3	Local Interoffice 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 Sharing/Dispatch/KY (hours)
B.3.3.7.2	M&R-3	Line Sharing/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)

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)
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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB FT	3.20%	8,552	0.00%	0				YES
Design	1.37%	582	0.00%	36		0.02000	0.6874	YES
Design	0.95%	524	0.00%	6		0.03991	0.2391	YES
R&B	17.64%	25,717	100.00%	1		0.38115	-2.1609	NO
R&B	3.15%	9,249	0.00%	0				YES
R&B (POTS)	17.60%	25,463						
R&B (POTS)	3.12%	9,124						
R&B (POTS)	2.78%	917,017						
R&B (POTS)	0.99%	917,017						
DS1/DS3	2.38%	10,162	0.00%	53		0.02125	1.1205	YES
DS1/DS3	1.50%	10,162	1.89%	53		0.01684	-0.2322	YES
R&B	2.60%	988,538	2.42%	137,427		0.00046	3.8579	YES
R&B	0.94%	988,538	0.33%	137,427		0.00028	21.7353	YES
R&B&D - Disp	2.35%	1,121,181	2.27%	616		0.00617	0.1181	YES
R&B&D - Disp	2.35%	1,121,181	1.46%	616		0.00617	1.4332	YES
ADSL to Retail	0.45%	62,146	0.24%	422		0.00329	0.6589	YES
ADSL to Retail	0.46%	62,146	0.47%	422		0.00330	-0.0563	YES
ISDN - BRI	0.69%	2,749	1.26%	397		0.00446	-1.2732	YES
ISDN - BRI	0.73%	2,749	0.50%	397		0.00458	0.4886	YES
ADSL to Retail	0.45%	62,146	0.21%	959		0.00219	1.1187	YES
ADSL to Retail	0.46%	62,146	0.42%	959		0.00220	0.1743	YES
R&B - Disp	2.60%	988,538	0.09%	1,058		0.00496	5.0530	YES
R&B - Disp	2.60%	988,538	0.19%	1,058		0.00496	4.8625	YES
R&B (POTS) excl SB FT	2.77%	917,017	2.79%	215		0.01136	-0.0150	YES
R&B (POTS) excl SB FT	0.93%	917,017	0.00%	215		0.00659	1.4158	YES
Design	0.44%	132,643	3.69%	976		0.00213	-15.2709	NO
Design	0.40%	132,643	0.61%	976		0.00202	-1.0881	YES
R&B	2.60%	988,538	0.65%	153		0.01304	1.4937	YES
R&B	0.94%	988,538	0.00%	153		0.00782	1.1964	YES
R&B (POTS)	2.78%	917,017						
R&B (POTS)	0.99%	917,017						
R&B (POTS)	41.43	25,463			60.057			
R&B (POTS)	23.46	9,124			46.471			
DS1/DS3	5.88	242	0.00	0	4.437			YES
DS1/DS3	1.69	152	3.55	1	2.219	2.22650	-0.8369	YES
R&B	41.17	25,717	34.07	3,329	59.851	1.10242	6.4322	YES
R&B	23.19	9,249	15.68	454	46.220	2.22182	3.3803	YES
R&B&D - Disp	40.39	26,299	7.71	14	59.419	15.88461	2.0572	YES
R&B&D - Disp	40.39	26,299	3.53	9	59.419	19.80971	1.8609	YES
ADSL to Retail	26.47	282	5.37	1	43.567	43.64455	0.4835	YES
ADSL to Retail	1.94	283	1.68	2	8.954	6.35409	0.0419	YES
ISDN - BRI	13.46	19	5.16	5	21.601	10.85736	0.7645	YES
ISDN - BRI	9.70	20	2.84	2	37.196	27.58502	0.2485	YES
ADSL to Retail	26.47	282	165.15	2	43.567	30.91583	-4.4857	NO
ADSL to Retail	1.94	283	7.30	4	8.954	4.50876	-1.1876	YES
R&B - Disp	41.17	25,717	9.72	1	59.851	59.85187	0.5254	YES
R&B - Disp	41.17	25,717	0.81	2	59.851	42.32249	0.9536	YES
R&B (POTS) excl SB FT	41.44	25,435	23.92	6	60.085	24.53261	0.7142	YES
R&B (POTS) excl SB FT	24.71	8,552	0.00	0	47.637			YES
Design	6.23	582	6.89	36	7.851	1.34834	-0.4912	YES
Design	2.96	524	2.48	6	9.847	4.04302	0.1197	YES
R&B	41.17	25,717	77.47	1	59.851	59.85187	-0.6065	YES
R&B	23.19	9,249	0.00	0	46.220			YES
R&B (POTS)	41.43	25,463			60.057			
R&B (POTS)	23.46	9,124			46.471			
R&B (POTS)	22.22%	25,463						

BellSouth Monthly State Summary
Kentucky, September 2003

B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)
B.3.4.2.2	M&R-4	Local Interoffice 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 Sharing/Dispatch/KY (%)
B.3.4.7.2	M&R-4	Line Sharing/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 (%)

**Benchmark/
Analog**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	19.73%	9,124					
DS1/DS3	26.86%	242	0.00%	0			YES
DS1/DS3	21.71%	152	0.00%	1	0.41363	0.5249	YES
R&B	22.11%	25,717	16.76%	3,329	0.00764	6.9920	YES
R&B	19.53%	9,249	15.86%	454	0.01906	1.9246	YES
R&B&D - Disp	22.10%	26,299	35.71%	14	0.11092	-1.2274	YES
R&B&D - Disp	22.10%	26,299	11.11%	9	0.13833	0.7944	YES
ADSL to Retail	8.51%	282	0.00%	1	0.27953	0.3045	YES
ADSL to Retail	15.19%	283	0.00%	2	0.25472	0.5965	YES
ISDN - BRI	15.79%	19	20.00%	5	0.18328	-0.2297	YES
ISDN - BRI	10.00%	20	50.00%	2	0.22249	-1.7979	NO
ADSL to Retail	8.51%	282	0.00%	2	0.19801	0.4298	YES
ADSL to Retail	15.19%	283	0.00%	4	0.18075	0.8406	YES
R&B - Disp	22.11%	25,717	0.00%	1	0.41497	0.5327	YES
R&B - Disp	22.11%	25,717	0.00%	2	0.29343	0.7534	YES
R&B (POTS) excl SB FT	22.22%	25,435	100.00%	6	0.16973	-4.5827	NO
R&B (POTS) excl SB FT	19.93%	8,552	0.00%	0			YES
Design	21.82%	582	25.00%	36	0.07094	-0.4481	YES
Design	16.98%	524	0.00%	6	0.15417	1.1017	YES
R&B	22.11%	25,717	0.00%	1	0.41497	0.5327	YES
R&B	19.53%	9,249	0.00%	0			YES
R&B (POTS)	22.22%	25,463					
R&B (POTS)	19.73%	9,124					

Out of Service > 24 hours

B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)

**Benchmark/
Analog**

R&B (POTS)	29.85%	16,267					
R&B (POTS)	16.98%	2,780					
DS1/DS3	1.24%	242	0.00%	0			YES
DS1/DS3	0.00%	152	0.00%	1			YES
R&B	29.68%	16,406	24.09%	2,320	0.01013	5.5157	YES
R&B	16.58%	2,847	10.42%	240	0.02500	2.4652	YES
R&B&D - Disp	28.71%	16,988	0.00%	14	0.12097	2.3737	YES
R&B&D - Disp	28.71%	16,988	0.00%	9	0.15085	1.9035	YES
ADSL to Retail	25.89%	282	0.00%	1	0.43879	0.5900	YES
ADSL to Retail	1.41%	283	0.00%	2	0.08376	0.1687	YES
ISDN - BRI	10.53%	19	0.00%	5	0.15425	0.6824	YES
ISDN - BRI	5.00%	20	0.00%	2	0.16163	0.3093	YES
ADSL to Retail	25.89%	282	0.00%	0			YES
ADSL to Retail	1.41%	283	0.00%	0			YES
R&B - Disp	29.68%	16,406	0.00%	1	0.45688	0.6497	YES
R&B - Disp	29.68%	16,406	0.00%	2	0.32307	0.9188	YES
R&B (POTS) excl SB FT	29.84%	16,265	0.00%	0			YES
R&B (POTS) excl SB FT	16.99%	2,778	0.00%	0			YES
Design	1.37%	582	0.00%	36	0.02000	0.6874	YES
Design	0.95%	524	0.00%	6	0.03991	0.2391	YES
R&B	29.68%	16,406	0.00%	0			YES
R&B	16.58%	2,847	0.00%	0			YES
R&B (POTS)	29.85%	16,267					
R&B (POTS)	16.98%	2,780					

Unbundled Network Elements - Billing

Invoice Accuracy

B.4.1	B-1	KY (%)
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Mean Time to Deliver Invoices - CRIS

B.4.2	B-2	Region (business days)
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BST - State

BST - Region

99.34%	\$95,913,880	99.84%	\$3,865,399	0.00004	-118.2445	YES
3.32	1	3.35	2,152			NO

BellSouth Monthly State Summary
Kentucky, September 2003

		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	O-7	Local Interconnection Trunks/KY (%)	Diagnostic			63.16%	19			Diagnostic	
Reject Interval											
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			75.00%	12			NO	
FOC Timeliness											
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			96.15%	26			YES	
FOC & Reject Response Completeness											
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%			100.00%	10			YES	
FOC & Reject Response Completeness (Multiple Responses)											
C.1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
Local Interconnection Trunks - Provisioning											
Order Completion Interval											
C.2.1	P-4	Local Interconnection Trunks/KY (days)	Parity w Retail	14.18	11	10.10	10	6.570	2.87060	1.4219	YES
Held Orders											
C.2.2	P-1	Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0	0.00	0				YES
% Jeopardies											
C.2.3	P-2	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	14	0.00%	15				YES
Average Jeopardy Notice Interval											
C.2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
% Missed Installation Appointments											
C.2.5	P-3	Local Interconnection Trunks/KY (%)	Parity w Retail	4.55%	22	0.00%	16		0.06844	0.6642	YES
% Provisioning Troubles within 30 Days											
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	41	0.00%	3				YES
Average Completion Notice Interval											
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	128.85	22	21.77	16	263.699	86.64205	1.2359	YES
Total Service Order Cycle Time											
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			13.93	10				Diagnostic
% Completions w/o Notice or < 24 hours											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	16				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
Service Order Accuracy											
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	15				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	7				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	126				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	60				YES
Local Interconnection Trunks - Maintenance and Repair											
Missed Repair Appointments											
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	9	0.00%	2				YES
Customer Trouble Report Rate											
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	104,255	0.00%	25,691		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.01%	104,255	0.01%	25,691		0.00006	0.1310	YES
Maintenance Average Duration											

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail	0.00	0	0.00	0			YES	
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	0.63	9	7.78	2	0.696	0.54434	-13.1199	NO
% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	9	0.00%	2				YES
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	9	0.00%	2				YES
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	KY (%)	BST - State	99.34%	\$95,913,880	96.45%	\$537,009		0.00011	262.1796	NO
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region (calendar days)	BST - Region	4.42	1	4.23	15,100				YES
Local Interconnection Trunks - Trunk Blocking											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs			0					YES

BellSouth Monthly State Summary
Kentucky, September 2003

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

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			99.08%						NO
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.87%						YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			99.91%						YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%						YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.71%						YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%						YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%						YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			100.00%						YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%						YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%						YES

% Interface Availability - BST & CLEC

D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%			99.99%						YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%									YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%						YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.98%						YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.99%						YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			99.99%						YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%						YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%						YES

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

D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)		RNS - RSAG, by TN + 2 sec	2.35	2,376,538	1.91	538,255				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)		ROS - RSAG, by TN + 2 sec	2.88	11,433	1.91	538,255				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)		RNS - RSAG, by ADDR + 2 sec	2.53	5,280,767	0.93	319,842				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)		ROS - RSAG, by ADDR + 2 sec	6.40	912,252	0.93	319,842				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)		RNS - ATLAS + 2 sec	2.63	898,011	1.54	117,877				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)		ROS - ATLAS + 2 sec	2.45	350,543	1.54	117,877				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)		RNS - DSAP + 2 sec	2.53	1,645,542	1.27	283,020				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)		ROS - DSAP + 2 sec	2.41	367,370	1.27	283,020				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)		RNS - CRSACCTS + 2 sec	2.82	6,290,187	2.68	1,162,274				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)		ROS - CRSOCSR + 2 sec	2.58	1,282,524	2.68	1,162,274				NO
D.1.3.6.1	OSS-1	COFFI/Region (seconds)		RNS - OASISBIG + 2 sec	2.59	11,102,781	2.65	22,764				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)		ROS - OASISBIG + 2 sec	3.41	579,293	2.65	22,764				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)		RNS - OASISBIG + 2 sec	2.59	11,102,781	0.60	69,298				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)		ROS - OASISBIG + 2 sec	3.41	579,293	0.60	69,298				YES

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

D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)		RNS - RSAG, by TN + 2 sec	2.35	2,376,538	2.03	462,954				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)		ROS - RSAG, by TN + 2 sec	2.88	11,433	2.03	462,954				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)		RNS - RSAG, by ADDR + 2 sec	2.53	5,280,767	1.91	186,823				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)		ROS - RSAG, by ADDR + 2 sec	6.40	912,252	1.91	186,823				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)		Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)		Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)		Diagnostic			1.18	415				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)		Diagnostic			1.18	415				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)		RNS - ATLAS - TN + 2 sec	2.63	898,011	2.64	39,271				NO
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)		ROS - ATLAS - TN + 2 sec	2.45	350,543	2.64	39,271				NO
D.1.4.6.1	OSS-1	DSAP/Region (seconds)		RNS - DSAP + 2 sec	2.53	1,645,542	1.49	14,648				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)		ROS - DSAP + 2 sec	2.41	367,370	1.49	14,648				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)		RNS - CRSACCTS + 2 sec	2.82	6,290,187	3.49	854,341				NO
D.1.4.7.2	OSS-1	TAG/Region (seconds)		ROS - CRSOCSR + 2 sec	2.58	1,282,524	3.49	854,341				NO

Average Response Interval - CLEC (EDI)

D.1.5.1	OSS-1	RSAG, by TN/Region (seconds)		Diagnostic								Diagnostic
D.1.5.2	OSS-1	RSAG, by ADDR/Region (seconds)		Diagnostic								Diagnostic
D.1.5.3	OSS-1	ATLAS - MLH/Region (seconds)		Diagnostic								Diagnostic

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.5.4	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic								Diagnostic
D.1.5.5	OSS-1 ATLAS - TN/Region (seconds)	Diagnostic								Diagnostic
D.1.5.6	OSS-1 DSAP/Region (seconds)	Diagnostic								Diagnostic
D.1.5.7	OSS-1 CSR/Region (seconds)	Diagnostic								Diagnostic
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region (%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 ECTA/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region (%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3 LMOS HOST/Region (%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3 LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3 OSPCM/Region (%)	>= 99.5%			99.85%					YES
D.2.3.6	OSS-3 Predictor/Region (%)	>= 99.5%			99.91%					YES
D.2.3.7	OSS-3 SOCS/Region (%)	>= 99.5%			99.99%					YES
Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4 CRIS/Region (%)	Parity w Retail	95.77%	1,452,245	96.01%	218,125		0.00046	-5.0849	YES
D.2.4.2	OSS-4 DLETH/Region (%)	Parity w Retail	2.25%	53,593	2.63%	3,196		0.00270	-1.4146	YES
D.2.4.3	OSS-4 DLR/Region (%)	Parity w Retail	4.32%	30,094	3.74%	9,944		0.00235	2.4483	NO
D.2.4.4	OSS-4 LMOS/Region (%)	Parity w Retail	99.69%	1,452,148	99.78%	221,748		0.00013	-6.9132	YES
D.2.4.5	OSS-4 LMOSup/Region (%)	Parity w Retail	98.21%	1,004,652	97.85%	102,984		0.00043	8.3810	NO
D.2.4.6	OSS-4 LNP/Region (%)	Parity w Retail	99.44%	99,272	99.35%	10,261		0.00077	1.2002	YES
D.2.4.7	OSS-4 MARCH/Region (%)	Parity w Retail	24.80%	6,427	34.48%	844		0.01581	-6.1204	YES
D.2.4.8	OSS-4 OSPCM/Region (%)	Parity w Retail	38.00%	7,200	36.18%	340		0.02694	0.6769	YES
D.2.4.9	OSS-4 Predictor/Region (%)	Parity w Retail	10.92%	49,767	25.08%	8,233		0.00371	-38.1691	YES
D.2.4.10	OSS-4 SOCS/Region (%)	Parity w Retail	99.94%	213,600	99.96%	29,688		0.00016	-1.2725	YES
D.2.4.11	OSS-4 NIW/Region (%)	Parity w Retail	65.82%	51,855	65.74%	6,737		0.00614	0.1343	YES
Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4 CRIS/Region (%)	Parity w Retail	99.21%	1,452,245	99.52%	218,125		0.00020	-14.9315	YES
D.2.5.2	OSS-4 DLETH/Region (%)	Parity w Retail	72.20%	53,593	82.13%	3,196		0.00816	-12.1736	YES
D.2.5.3	OSS-4 DLR/Region (%)	Parity w Retail	56.86%	30,094	48.02%	9,944		0.00573	15.4302	NO
D.2.5.4	OSS-4 LMOS/Region (%)	Parity w Retail	99.82%	1,452,148	99.88%	221,748		0.00010	-5.6648	YES
D.2.5.5	OSS-4 LMOSup/Region (%)	Parity w Retail	99.82%	1,004,652	99.71%	102,984		0.00014	7.5140	NO
D.2.5.6	OSS-4 LNP/Region (%)	Parity w Retail	99.66%	99,272	99.63%	10,261		0.00061	0.4596	YES
D.2.5.7	OSS-4 MARCH/Region (%)	Parity w Retail	24.80%	6,427	34.48%	844		0.01581	-6.1204	YES
D.2.5.8	OSS-4 OSPCM/Region (%)	Parity w Retail	99.64%	7,200	99.41%	340		0.00333	0.6823	YES
D.2.5.9	OSS-4 Predictor/Region (%)	Parity w Retail	10.92%	49,767	25.08%	8,233		0.00371	-38.1691	YES
D.2.5.10	OSS-4 SOCS/Region (%)	Parity w Retail	99.99%	213,600	100.00%	29,688		0.00007	-1.3315	YES
D.2.5.11	OSS-4 NIW/Region (%)	Parity w Retail	99.37%	51,855	99.18%	6,737		0.00102	1.8338	NO
Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4 CRIS/Region (%)	Parity w Retail	0.79%	1,452,245	0.48%	218,125		0.00020	14.9315	YES
D.2.6.2	OSS-4 DLETH/Region (%)	Parity w Retail	27.80%	53,593	17.87%	3,196		0.00816	12.1736	YES
D.2.6.3	OSS-4 DLR/Region (%)	Parity w Retail	43.14%	30,094	51.98%	9,944		0.00573	-15.4302	NO
D.2.6.4	OSS-4 LMOS/Region (%)	Parity w Retail	0.18%	1,452,148	0.12%	221,748		0.00010	5.6648	YES
D.2.6.5	OSS-4 LMOSup/Region (%)	Parity w Retail	0.18%	1,004,652	0.29%	102,984		0.00014	-7.5140	NO
D.2.6.6	OSS-4 LNP/Region (%)	Parity w Retail	0.34%	99,272	0.37%	10,261		0.00061	-0.4596	YES
D.2.6.7	OSS-4 MARCH/Region (%)	Parity w Retail	75.20%	6,427	65.52%	844		0.01581	6.1204	YES
D.2.6.8	OSS-4 OSPCM/Region (%)	Parity w Retail	0.36%	7,200	0.59%	340		0.00333	-0.6823	YES
D.2.6.9	OSS-4 Predictor/Region (%)	Parity w Retail	89.08%	49,767	74.92%	8,233		0.00371	38.1691	YES
D.2.6.10	OSS-4 SOCS/Region (%)	Parity w Retail	0.01%	213,600	0.00%	29,688		0.00007	1.3315	YES
D.2.6.11	OSS-4 NIW/Region (%)	Parity w Retail	0.63%	51,855	0.82%	6,737		0.00102	-1.8338	NO

BellSouth Monthly State Summary
Kentucky, September 2003

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

Collocation - Collocation

		Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Average Response Time										
E.1.1.1	C-1	Virtual/KY (calendar days)	<= 10 days							
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 20 days		2	7				YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 20 days		9	7				YES
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 Caged/KY (calendar days)	<= 90 days							
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days							
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days		87	1				YES
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							
E.1.2.11	C-2	Physical-Minor Augment/KY (calendar days)	<= 45 days							
E.1.2.12	C-2	Physical-Intermediate Augment/KY (calendar days)	<= 60 days		58	1				YES
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		0.00%	1				YES
E.1.3.3	C-3	Virtual-Augments/KY (%)	< 5% missed							
E.1.3.4	C-3	Physical-Augments/KY (%)	< 5% missed		0.00%	1				YES

BellSouth Monthly State Summary
Kentucky, September 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			95.83%	596,766			Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			95.83%	596,766			Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			97.49%	90,319			YES
F.1.1.4	O-3	Business/Region (%)	>= 90%			85.79%	5,406			NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			95.64%	501,041			YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			87.88%	650,765			Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			87.88%	650,765			Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			86.71%	101,548			Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			57.24%	8,103			Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			88.56%	541,114			Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			78.89%	6,902			NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			78.89%	6,902			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			100.00%	325			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 Interoffice Transport/KY (%)	>= 95% w in 5 bus days							
Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	134.19	6,764,778	27.79	52,553			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	83.65	1,408,237	34.34	97,908			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD			5.70				PBD
% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD			77.80%				PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD			4.20				PBD
% Answered in 12 seconds										
F.7.2	DA-2	KY (%)	PBD			91.10%				PBD

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - E911										
<i>Mean Interval</i>										
F.8.1	E-3	KY (hours)	PBD			1.11	1,927			PBD
<i>% Accuracy</i>										
F.8.2	E-2	KY (%)	PBD			97.97%	111,765			PBD
<i>% Timeliness</i>										
F.8.3	E-1	KY (%)	PBD			100.00%	1,927			PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	458	100.00%	36,264	0.00000		YES
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5	Region (%)	Parity w Retail	99.73%	1,110	99.66%	1,073,860,988	0.00156	0.4537	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4	Region (%)	Parity w Retail	100.00%	1,110	100.00%	1,073,860,988	0.00000		NO
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6	Region (days)	Parity w Retail	3.41	1,110	2.28	1,073,860,988			YES
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7	Resale/KY (%)	Parity w Retail	93.69%	\$2,990,692	92.96%	\$83,230	0.00340	2.1453	NO
F.9.5.2	B-7	UNE/KY (%)	>= 90%			99.06%	\$244,496			YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			99.83%	\$1,558			YES
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8	Resale/KY (%)	Parity w Retail	86.58%	\$4,146,154	98.35%	\$105,473	0.00290	-40.5889	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			98.27%	\$174,652			YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			98.66%	\$34,874			YES
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days							
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2	KY (average)	>= 22 days prior to release							
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3	KY (%)	>= 95% w in 30 days							
<i>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</i>										
F.10.4	CM-3	KY (%)	>= 95% w in 5 days							
<i>Average Documentation Release Delay Days</i>										
F.10.5	CM-4	KY (average)	>= 22 days prior to release							
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F.10.6	CM-5	KY (%)	>= 97% w in 15 min			100.00%	11			YES
<i>% Software Errors Corrected within 10 Business Days</i>										
F.10.7	CM-6	Region (%)	>= 95% w in 10 days			100.00%	4			YES
<i>% Software Errors Corrected within 30 Business Days</i>										
F.10.8	CM-6	Region (%)	>= 95% w in 30 days			77.78%	9			NO
<i>% Software Errors Corrected within 45 Business Days</i>										
F.10.9	CM-6	Region (%)	>= 95% w in 45 days							
<i>% Change Requests Accepted or Rejected within 10 Business Days</i>										

BellSouth Monthly State Summary
Kentucky, September 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.10	CM-7 Region (%)	>= 95% w in 10 days			100.00%	7				YES
% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8 Region (%)	Diagnostic			28.57%	7				Diagnostic
Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9 Region (number)	= 0 Defects								
Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9 Region (number)	= 0 Defects								
Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9 Region (number)	= 0 Defects								
% Test Deck Weight Failure in Production Release										
F.10.15	CM-10 Region (%)	<= 5%								
% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11 Region (%)	>= 95% w in 60 days								
% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11 Region (%)	>= 95% w in 60 days								
General - New Business Requests										
% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1 Region (%)	>= 90% w in 30 bus days								
% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A Region (%)	>= 90% w in 10 bus days								
% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B Region (%)	>= 90% w in 30 bus days								
% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C Region (%)	>= 90% w in 60 bus days								
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1 EDI/Region (%)	>= 95% w in 30 min			78.78%	332,891				NO
F.12.1.2	O-1 TAG/Region (%)	>= 95% w in 30 min			100.00%	413,959				YES
Acknowledgement Message Completeness										
F.12.2.1	O-2 EDI/Region (%)	100%			100.00%	332,892				NO
F.12.2.2	O-2 TAG/Region (%)	100%			100.00%	413,960				NO
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1 LIDB/KY (hours)	PBD	0.75	21	0.75	21				PBD
F.13.1.2	D-1 Directory Listings/KY (hours)	PBD	0.05	26	0.05	26				PBD
F.13.1.3	D-1 Directory Assistance/KY (hours)	PBD	3.47	24	3.47	24				PBD
% Update Accuracy										
F.13.2.1	D-2 LIDB/KY (%)	>= 95%			99.40%	1,000				YES
F.13.2.2	D-2 Directory Listings/KY (%)	>= 95%			99.75%	798				YES
F.13.2.3	D-2 Directory Assistance/KY (%)	>= 95%			98.91%	366				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3 Region (%)	100%			100.00%	7				YES
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										

BellSouth Monthly State Summary
Kentucky, September 2003

F.14.1

M&R-7	Region (minutes)
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Benchmark/
Analog

Parity w Retail

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
100	1	95	1				YES