

BellSouth Monthly State Summary
Kentucky, September 2005

Billing Invoice Accuracy

Invoice Accuracy Interconnection
Invoice Accuracy Resale
Invoice Accuracy UNE

Billing Invoice Timeliness

Invoice Timeliness Interconnection	CABS
Invoice Timeliness Resale	CRIS
Invoice Timeliness UNE	CRIS

Percent Billing Errors Corrected in "X" Days

Percent Billing Requests (BAR) Responded to Within 45-Business Days

Usage Data Delivery Timeliness

Usage Timeliness

Billing

Benchmark/
Analog

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
88004782	88679566	99.24%	621276	623836	99.59%			-31.7417	YES
88004782	88679566	99.24%	1204705	1244537	96.80%			311.0156	NO
88004782	88679566	99.24%	4495961	4496738	99.98%			-177.0361	YES
4	1	3.84	1934	537	3.6				YES
4	1	3.9	357	122	2.93				YES
4	1	3.9	520	188	2.77				YES
			204	204	100.00%				YES
			917127660	919558370	99.74%				YES

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Change Management

	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Associated Document Timeliness											
Associated Document Timeliness - Regional % Documentation Sent On Time	95.00%										
Associated Document Timeliness - Regional % Documentation Sent On Time - Defects	95.00%										
Average Time to Implement Process Change Requests											
Average Time To Implement Process Change Requests											
Interface Outage Notification											
Interface Outage Notification - Regional CLEC Service Order TimeStamp	97.00%	1	1	100.00%							YES
Interface Outage Notification - Regional Electronic Communications Trouble Analysis											
Interface Outage Notification - Regional Electronic Data Interchange											
Interface Outage Notification - Regional Local Exchange Navigation System											
Interface Outage Notification - Regional Telecommunications Access Gateway	97.00%	1	1	100.00%							YES
Interface Outage Notification - Regional Trouble Analysis Facilitation Interface	97.00%	1	1	100.00%							YES
Notice Timeliness											
Notice Timeliness - Regional											
Number Of Defects In Production Releases											
Number of Defects In Production Releases - Regional Severity 1	0										
Number of Defects In Production Releases - Regional Severity 2	0										
Number of Defects In Production Releases - Regional Severity 3	0										
Number of Defects In Production Releases - Regional Severity 4	0										
Percent Change Requests Accepted Or Rejected Within 10 Days											
% Change Requests Accepted or Rejected Within 10 Days - Regional											
Percent Change Requests Rejected											
% Change Requests Rejected - Regional Cost											
% Change Requests Rejected - Regional Industry Direction											
% Change Requests Rejected - Regional Region											
% Change Requests Rejected - Regional Technical Feasibility											
Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization											
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 4	95.00%				0	1	0.00%				NO
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 5											
Percent Software Errors Corrected in "X" Business Days											
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 1	95.00%				0	7	0.00%				NO
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 3	95.00%				0	7	0.00%				NO
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 4	95.00%										
Software Validation											
Software Validation - Regional	95%										

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Collocation

Arrangement Time

Average Arrangement Time Physical Caged Augment	45 Days
Average Arrangement Time Physical Caged Augment Additional Space	90 Days
Average Arrangement Time Physical Caged Initial	90 Days
Average Arrangement Time Physical Cageless Augment	45 Days
Average Arrangement Time Physical Cageless Augment Additional Space	90 Days
Average Arrangement Time Physical Cageless Initial	90 Days
Average Arrangement Time Virtual Augment	60 Days
Average Arrangement Time Virtual Augment Additional Space	60 Days
Average Arrangement Time Virtual Initial	60 Days

Average Response Time

Average Response Time Physical Caged	15 Days
Average Response Time Physical Cageless	15 Days
Average Response Time Virtual	15 Days

Percent Missed Due Date

Percent Missed Due Dates Physical Caged Augment	5%
Percent Missed Due Dates Physical Caged Initial	5%
Percent Missed Due Dates Physical Cageless Augment	5%
Percent Missed Due Dates Physical Cageless Initial	5%
Percent Missed Due Dates Virtual Augment	5%
Percent Missed Due Dates Virtual Initial	5%

**Benchmark/
Analog**

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
			49	2	25				YES
			23	3	8				YES
			24	4	6				YES
			0	2	0.00%				YES

BellSouth Monthly State Summary
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Maintenance & Repair

Average Answer Time

Answer Time - Repair Center UNE / Retail Maintenance Center

Customer Trouble Report Rate

Customer Trouble Report Rate Local Interconnection Trunks
Customer Trouble Report Rate Resale Business Dispatch
Customer Trouble Report Rate Resale Business Non-Dispatch
Customer Trouble Report Rate Resale Design Dispatch
Customer Trouble Report Rate Resale Design Non-Dispatch
Customer Trouble Report Rate Resale Residence Dispatch
Customer Trouble Report Rate Resale Residence Non-Dispatch
Customer Trouble Report Rate UNE Analog Loop Design Dispatch
Customer Trouble Report Rate UNE Analog Loop Design Non-Dispatch
Customer Trouble Report Rate UNE Analog Loop Non-Design Dispatch
Customer Trouble Report Rate UNE Analog Loop Non-Design Non-Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Non-Dispatch
Customer Trouble Report Rate UNE EELs Dispatch
Customer Trouble Report Rate UNE EELs Non-Dispatch
Customer Trouble Report Rate UNE ISDN/UDC/DSL Dispatch
Customer Trouble Report Rate UNE ISDN/UDC/DSL Non-Dispatch
Customer Trouble Report Rate UNE Line Splitting/Sharing Dispatch
Customer Trouble Report Rate UNE Line Splitting/Sharing Non-Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Non-Dispatch
Customer Trouble Report Rate UNE Other Design Dispatch
Customer Trouble Report Rate UNE Other Design Non-Dispatch
Customer Trouble Report Rate UNE Other Non-Design Dispatch
Customer Trouble Report Rate UNE Other Non-Design Non-Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

M&R Interface Availability

OSS Interface Availability (M&R) ATLAS/COFFI BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) BOCRIS/CRIS BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) CLEC TAFI CLEC	>= 99.5%
OSS Interface Availability (M&R) DOE BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) DSAP BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) ECTA CLEC	>= 99.5%
OSS Interface Availability (M&R) EDI CLEC	>= 99.5%
OSS Interface Availability (M&R) LAUTO CLEC	>= 99.5%
OSS Interface Availability (M&R) LENS CLEC	>= 99.5%
OSS Interface Availability (M&R) LEO CLEC	>= 99.5%
OSS Interface Availability (M&R) LESOG CLEC	>= 99.5%
OSS Interface Availability (M&R) LFACS BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) LMOS BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) LNP GATEWAY CLEC	>= 99.5%
OSS Interface Availability (M&R) MARCH BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) OSPCM BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) PREDICTOR BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) ROS BST	>= 99.5%
OSS Interface Availability (M&R) RSAG BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) SGG CLEC	>= 99.5%
OSS Interface Availability (M&R) SOCS BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) SONGS BST & CLEC	>= 99.5%
OSS Interface Availability (M&R) TAFI BST	>= 99.5%
OSS Interface Availability (M&R) TAG/XML CLEC	>= 99.5%

Maintenance Average Duration

Maintenance Avg Duration Local Interconnection Trunks
Maintenance Avg Duration Resale Business Dispatch
Maintenance Avg Duration Resale Business Non-Dispatch
Maintenance Avg Duration Resale Design Dispatch
Maintenance Avg Duration Resale Design Non-Dispatch
Maintenance Avg Duration Resale Residence Dispatch
Maintenance Avg Duration Resale Residence Non-Dispatch
Maintenance Avg Duration UNE Analog Loop Design Dispatch
Maintenance Avg Duration UNE Analog Loop Design Non-Dispatch
Maintenance Avg Duration UNE Analog Loop Non-Design Dispatch
Maintenance Avg Duration UNE Analog Loop Non-Design Non-Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Non-Dispatch
Maintenance Avg Duration UNE EELs Dispatch
Maintenance Avg Duration UNE EELs Non-Dispatch
Maintenance Avg Duration UNE ISDN/UDC/DSL Dispatch
Maintenance Avg Duration UNE ISDN/UDC/DSL Non-Dispatch
Maintenance Avg Duration UNE Line Splitting/Sharing Dispatch
Maintenance Avg Duration UNE Line Splitting/Sharing Non-Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Non-Dispatch
Maintenance Avg Duration UNE Other Design Dispatch

**Benchmark/
Analog**

Residence / Business Maintenance Center

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
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76733887	1852469	41.42	3399074	84837	40.07				YES
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2	129057	0.00%	1	32791	0.00%			-0.6161	YES
2352	242166	0.97%	39	4092	0.95%			0.1169	YES
922	242166	0.38%	15	4092	0.37%			0.1456	YES
327	105187	0.31%	11	823	1.34%			-5.257	NO
467	105187	0.44%	0	823	0.00%			1.9041	YES
16291	612107	2.66%	531	15781	3.36%			-5.3475	NO
5668	612107	0.93%	95	15781	0.60%			4.1761	YES
56910	959460	5.93%	4	502	0.80%			4.7225	YES
56910	959460	5.93%	0	502	0.00%			5.4553	YES
18469	799398	2.31%	3	161	1.86%			0.3731	YES
6162	799398	0.77%	0	161	0.00%			1.1139	YES
151	15633	0.97%	31	1539	2.01%			-3.9929	NO
248	15633	1.59%	6	1539	0.39%			3.5559	YES
43	1999	2.15%	30	1036	2.90%			-1.3263	YES
49	1999	2.45%	10	1036	0.97%			2.4793	YES
6	2372	0.25%	4	325	1.23%			-3.287	NO
11	2372	0.46%	0	325	0.00%			1.1513	YES
928	188427	0.49%	1	534	0.19%			1.0037	YES
1428	188427	0.76%	1	534	0.19%			1.5125	YES
18643	854273	2.18%	1203	75502	1.58%			10.5011	YES
6590	854273	0.77%	177	75502	0.23%			16.103	YES
0	0	0.00%	0	75	0.00%				D
0	0	0.00%	0	75	0.00%				D
0	0	0.00%	3	483	0.62%				D
0	0	0.00%	0	483	0.00%				D
928	188427	0.49%	4	483	0.83%			-1.0498	YES
1428	188427	0.76%	0	483	0.00%			1.9108	YES

		100.00%							YES
		100.00%							YES
					100.00%				YES
		100.00%							YES
		100.00%							YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
		99.97%							YES
		100.00%							YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES
					100.00%				YES

10.75	2	5.38	9.32	1	9.32	0.01			-273.0867	NO
27285.18	2352	11.6	343.97	39	8.82	14.15			1.2175	YES
3522.95	922	3.82	61.18	15	4.08	31.39			-0.0316	YES
2267.28	327	6.93	48.4	11	4.4	8.45			0.9779	YES
1148.45	467	2.46				6.48				
561118.1	16291	34.44	12755.35	531	24.02	46.02			5.1388	YES
120050.27	5668	21.18	1245.81	95	13.11	37.81			2.0732	YES
1772011.71	56910	31.14	18.2	4	4.55	43.72			1.2162	YES
1772011.71	56910	31.14				43.72				
584732.05	18469	31.66	34.8	3	11.6	43.81			0.7931	YES
118159.96	6162	19.18				32.22				
791.85	151	5.24	193.97	31	6.26	4			-1.2858	YES
409.02	248	1.65	22.1	6	3.68	2.62			-1.8775	NO
252.32	43	5.87	214.45	30	7.15	4.86			-1.1069	YES
67.68	49	1.38	77.78	10	7.78	1.43			-12.8526	NO
72.42	6	12.07	35.32	4	8.83	16.16			0.3106	YES
108.82	11	9.89				15.16				
38208.67	928	41.17	196.68	1	196.68	50.31			-3.0896	NO
5225.33	1428	3.66	0.12	1	0.12	13.55			0.2613	YES
588403.29	18643	31.56	32218.73	1203	26.78	43.97			3.6543	YES
123573.21	6590	18.75	3298.5	177	18.64	37.29			0.0409	YES

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Kentucky, September 2005

Maintenance & Repair

	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Maintenance Avg Duration UNE Other Design Non-Dispatch	Diagnostic			0	156.13	3	52.04				D
Maintenance Avg Duration UNE Other Non-Design Dispatch	Diagnostic			17							
Maintenance Avg Duration UNE Other Non-Design Non-Dispatch	Diagnostic			0							
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Dispatch	ADSL Provided to Retail	38208.67	928	41.17	22.42	4	5.6	50.31		1.411	YES
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	ADSL Provided to Retail	5225.33	1428	3.66				13.55			
Out of Service > "X" Hours											
Out of Service >24 Hrs Local Interconnection Trunks	Parity with Retail Trunks	0	2	0.00%	0	1	0.00%				YES
Out of Service >24 Hrs Resale Business Dispatch	Retail Business (Non-Design)	92	1452	6.34%	0	27	0.00%			1.3391	YES
Out of Service >24 Hrs Resale Business Non-Dispatch	Retail Business (Non-Design)	3	357	0.84%	0	7	0.00%			0.2412	YES
Out of Service >24 Hrs Resale Design Dispatch	Retail Design	8	327	2.45%	0	11	0.00%			0.5166	YES
Out of Service >24 Hrs Resale Design Non-Dispatch	Retail Design	4	467	0.86%							
Out of Service >24 Hrs Resale Residence Dispatch	Retail Residence (Non-Design)	1634	9747	16.76%	56	419	13.37%			1.8238	YES
Out of Service >24 Hrs Resale Residence Non-Dispatch	Retail Residence (Non-Design)	144	1244	11.58%	3	39	7.69%			0.7464	YES
Out of Service >24 Hrs UNE Analog Loop Design Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	5202	34578	15.04%	0	4	0.00%			0.8416	YES
Out of Service >24 Hrs UNE Analog Loop Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	5202	34578	15.04%							
Out of Service >24 Hrs UNE Analog Loop Non-Design Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	1720	11101	15.49%							
Out of Service >24 Hrs UNE Analog Loop Non-Design Non-Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	146	1565	9.33%							
Out of Service >24 Hrs UNE Digital Loop >= DS1 Dispatch	Retail Digital Loop >= DS1	1	151	0.66%	0	31	0.00%			0.4141	YES
Out of Service >24 Hrs UNE Digital Loop >= DS1 Non-Dispatch	Retail Digital Loop >= DS1	0	248	0.00%	0	6	0.00%				YES
Out of Service >24 Hrs UNE EELs Dispatch	Retail DS1/DS3	0	43	0.00%	1	30	3.33%				NO
Out of Service >24 Hrs UNE EELs Non-Dispatch	Retail DS1/DS3	0	49	0.00%	0	10	0.00%				YES
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Dispatch	Retail ISDN BRI	1	6	16.67%	0	4	0.00%			0.6928	YES
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Non-Dispatch	Retail ISDN BRI	1	11	9.09%							
Out of Service >24 Hrs UNE Line Splitting/Sharing Dispatch	ADSL Provided to Retail	462	928	49.78%							
Out of Service >24 Hrs UNE Line Splitting/Sharing Non-Dispatch	ADSL Provided to Retail	86	1428	6.02%							
Out of Service >24 Hrs UNE Loop + Port Combinations Dispatch	Retail Residence and Business	1726	11199	15.41%	81	748	10.83%			3.3612	YES
Out of Service >24 Hrs UNE Loop + Port Combinations Non-Dispatch	Retail Residence and Business	147	1601	9.18%	6	66	9.09%			0.025	YES
Out of Service >24 Hrs UNE Other Design Dispatch	Diagnostic										
Out of Service >24 Hrs UNE Other Design Non-Dispatch	Diagnostic										
Out of Service >24 Hrs UNE Other Non-Design Dispatch	Diagnostic			0.00%	0	1	0.00%				D
Out of Service >24 Hrs UNE Other Non-Design Non-Dispatch	Diagnostic										
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Dispatch	ADSL Provided to Retail	462	928	49.78%	0	4	0.00%			1.9871	YES
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	ADSL Provided to Retail	86	1428	6.02%							
Percent Missed Repair Appointments											
Missed Repair Appmts Local Interconnection Trunks	Parity with Retail Trunks	0	2	0.00%	0	1	0.00%				YES
Missed Repair Appmts Resale Business Dispatch	Retail Business (Non-Design)	283	2352	12.03%	1	39	2.56%			1.8026	YES
Missed Repair Appmts Resale Business Non-Dispatch	Retail Business (Non-Design)	21	922	2.28%	0	15	0.00%			0.5865	YES
Missed Repair Appmts Resale Design Dispatch	Retail Design	8	327	2.45%	0	11	0.00%			0.5166	YES
Missed Repair Appmts Resale Design Non-Dispatch	Retail Design	4	467	0.86%							
Missed Repair Appmts Resale Residence Dispatch	Retail Residence (Non-Design)	2243	16291	13.77%	39	531	7.34%			4.2276	YES
Missed Repair Appmts Resale Residence Non-Dispatch	Retail Residence (Non-Design)	145	5668	2.56%	1	95	1.05%			0.9218	YES
Missed Repair Appmts UNE Analog Loop Design Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	7602	56910	13.36%	0	4	0.00%			0.7853	YES
Missed Repair Appmts UNE Analog Loop Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	7602	56910	13.36%							
Missed Repair Appmts UNE Analog Loop Non-Design Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	2493	18469	13.50%	0	3	0.00%			0.6842	YES
Missed Repair Appmts UNE Analog Loop Non-Design Non-Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	151	6162	2.45%							
Missed Repair Appmts UNE Digital Loop >= DS1 Dispatch	Retail Digital Loop >= DS1	1	151	0.66%	0	31	0.00%			0.4141	YES
Missed Repair Appmts UNE Digital Loop >= DS1 Non-Dispatch	Retail Digital Loop >= DS1	0	248	0.00%	0	6	0.00%				YES
Missed Repair Appmts UNE EELs Dispatch	Retail DS1/DS3	0	43	0.00%	1	30	3.33%				NO
Missed Repair Appmts UNE EELs Non-Dispatch	Retail DS1/DS3	0	49	0.00%	0	10	0.00%				YES
Missed Repair Appmts UNE ISDN/UDC/IDSL Dispatch	Retail ISDN BRI	1	6	16.67%	0	4	0.00%			0.6928	YES
Missed Repair Appmts UNE ISDN/UDC/IDSL Non-Dispatch	Retail ISDN BRI	1	11	9.09%							
Missed Repair Appmts UNE Line Splitting/Sharing Dispatch	ADSL Provided to Retail	462	928	49.78%	0	1	0.00%			0.9952	YES
Missed Repair Appmts UNE Line Splitting/Sharing Non-Dispatch	ADSL Provided to Retail	86	1428	6.02%	0	1	0.00%			0.2531	YES
Missed Repair Appmts UNE Loop + Port Combinations Dispatch	Retail Residence and Business	2526	18643	13.55%	96	1203	7.98%			5.4703	YES
Missed Repair Appmts UNE Loop + Port Combinations Non-Dispatch	Retail Residence and Business	166	6590	2.52%	4	177	2.26%			0.2171	YES
Missed Repair Appmts UNE Other Design Dispatch	Diagnostic										
Missed Repair Appmts UNE Other Design Non-Dispatch	Diagnostic										
Missed Repair Appmts UNE Other Non-Design Dispatch	Diagnostic			0.00%	0	3	0.00%				D
Missed Repair Appmts UNE Other Non-Design Non-Dispatch	Diagnostic										
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch	ADSL Provided to Retail	462	928	49.78%	0	4	0.00%			1.9871	YES
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	ADSL Provided to Retail	86	1428	6.02%							
Percent Repeat Troubles within "X" days											
% Rpt Trbls w/in 30 days Local Interconnection Trunks	Parity with Retail Trunks	0	2	0.00%	0	1	0.00%				YES
% Rpt Trbls w/in 30 days Resale Business Dispatch	Retail Business (Non-Design)	375	2352	15.94%	4	39	10.26%			0.9623	YES
% Rpt Trbls w/in 30 days Resale Business Non-Dispatch	Retail Business (Non-Design)	140	922	15.18%	2	15	13.33%			0.1982	YES
% Rpt Trbls w/in 30 days Resale Design Dispatch	Retail Design	74	327	22.63%	1	11	9.09%			1.0555	YES
% Rpt Trbls w/in 30 days Resale Design Non-Dispatch	Retail Design	91	467	19.49%							
% Rpt Trbls w/in 30 days Resale Residence Dispatch	Retail Residence (Non-Design)	3776	16291	23.18%	56	531	10.55%			6.7886	YES
% Rpt Trbls w/in 30 days Resale Residence Non-Dispatch	Retail Residence (Non-Design)	1072	5668	18.91%	11	95	11.58%			1.8103	YES
% Rpt Trbls w/in 30 days UNE Analog Loop Design Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	12675	56910	22.27%	0	4	0.00%			1.0705	YES
% Rpt Trbls w/in 30 days UNE Analog Loop Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) Excluding Digital Loops	12675	56910	22.27%							
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	4121	18469	22.31%	0	3	0.00%			0.9282	YES
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Non-Dispatch	Retail Residence and Business (POTS) (Excluding Switch-Based Feature Troubles)	1128	6162	18.31%							
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Dispatch	Retail Digital Loop >= DS1	46	151	30.46%	5	31	16.13%			1.5795	YES
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Non-Dispatch	Retail Digital Loop >= DS1	47	248	18.95%	2	6	33.33%			-0.8882	YES
% Rpt Trbls w/in 30 days UNE EELs Dispatch	Retail DS1/DS3	18	43	41.86%	5	30	16.67%			2.1468	YES
% Rpt Trbls w/in 30 days UNE EELs Non-Dispatch	Retail DS1/DS3	11	49	22.45%	1	10	10.00%			0.8598	YES
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Dispatch	Retail ISDN BRI	1	6	16.67%	0	4	0.00%			0.6928	YES
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Non-Dispatch	Retail ISDN BRI	1	11	9.09%							

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Ordering

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Acknowledgement Completeness										
Acknowledge Message Completeness - AKC Acknowledgments			99.75%	523861	523861	100.00%				YES
Firm Order Confirmation Reject Completeness										
FOC & Rej Resp Comp Fully Mechanized			95%	15253	15255	99.99%				YES
FOC & Rej Resp Comp Fully Mechanized			97%							
FOC & Rej Resp Comp Local Interconnection Trunks			95%	45	46	97.83%				YES
FOC & Rej Resp Comp Non-Mechanized			95%	951	973	97.74%				YES
FOC & Rej Resp Comp Non-Mechanized			97%							
FOC & Rej Resp Comp Partially Mechanized			95%	7871	7875	99.95%				YES
FOC & Rej Resp Comp Partially Mechanized			97%							
Firm Order Confirmation Timeliness										
FOC Timeliness LNP (Standalone) Fully Mechanized			95% <= 3 Hours	1498	1498	100.00%				YES
FOC Timeliness LNP (Standalone) Non Mechanized			95% <= 24 Hours	44	45	97.78%				YES
FOC Timeliness LNP (Standalone) Partially Mechanized			95% <= 10 Hours	589	596	98.83%				YES
FOC Timeliness Local Interconnection Trunks Fully Mechanized										
FOC Timeliness Local Interconnection Trunks Non Mechanized			95% 0 - <= 5 Days	52	52	100.00%				YES
FOC Timeliness Local Interconnection Trunks Partially Mechanized										
FOC Timeliness Resale Business Fully Mechanized			95% <= 3 Hours	100	100	100.00%				YES
FOC Timeliness Resale Business Non Mechanized			95% <= 24 Hours	34	35	97.14%				YES
FOC Timeliness Resale Business Partially Mechanized			95% <= 10 Hours	68	70	97.14%				YES
FOC Timeliness Resale Design Fully Mechanized										
FOC Timeliness Resale Design Non Mechanized										
FOC Timeliness Resale Design Partially Mechanized										
FOC Timeliness Resale Residence Fully Mechanized			95% <= 3 Hours	4291	4299	99.81%				YES
FOC Timeliness Resale Residence Non Mechanized			95% <= 24 Hours	175	176	99.43%				YES
FOC Timeliness Resale Residence Partially Mechanized			95% <= 10 Hours	3246	3317	97.86%				YES
FOC Timeliness UNE Analog Loop w/LNP Fully Mechanized			95% <= 3 Hours	0	10					NO
FOC Timeliness UNE Analog Loop w/LNP Non Mechanized										
FOC Timeliness UNE Analog Loop w/LNP Partially Mechanized			95% <= 10 Hours	16	18	88.89%				NO
FOC Timeliness UNE Analog Loop Fully Mechanized			95% <= 3 Hours	25	25	100.00%				YES
FOC Timeliness UNE Analog Loop Non Mechanized			95% <= 24 Hours	9	9	100.00%				YES
FOC Timeliness UNE Analog Loop Partially Mechanized			95% <= 10 Hours	1	1	100.00%				YES
FOC Timeliness UNE Digital Loop >= DS1 Fully Mechanized			95% <= 3 Hours	42	42	100.00%				YES
FOC Timeliness UNE Digital Loop >= DS1 Non Mechanized			95% <= 24 Hours	12	12	100.00%				YES
FOC Timeliness UNE Digital Loop >= DS1 Partially Mechanized			95% <= 10 Hours	22	25	88.00%				NO
FOC Timeliness UNE EELs Fully Mechanized			95% <= 3 Hours	1	1	100.00%				YES
FOC Timeliness UNE EELs Non Mechanized			95% <= 24 Hours	35	36	97.22%				YES
FOC Timeliness UNE EELs Partially Mechanized			95% <= 10 Hours	23	25	92.00%				NO
FOC Timeliness UNE ISDN/UDC/IDSL Fully Mechanized			95% <= 3 Hours	21	22	95.45%				YES
FOC Timeliness UNE ISDN/UDC/IDSL Non Mechanized										
FOC Timeliness UNE ISDN/UDC/IDSL Partially Mechanized			95% <= 10 Hours	5	6	83.33%				NO
FOC Timeliness UNE Line Splitting/Sharing Fully Mechanized			95% <= 3 Hours	95	95	100.00%				YES
FOC Timeliness UNE Line Splitting/Sharing Non Mechanized			95% <= 24 Hours	1	1	100.00%				YES
FOC Timeliness UNE Line Splitting/Sharing Partially Mechanized			95% <= 10 Hours	17	20	85.00%				NO
FOC Timeliness UNE Loop + Port Combinations Fully Mechanized			95% <= 3 Hours	4752	4756	99.92%				YES
FOC Timeliness UNE Loop + Port Combinations Non Mechanized			95% <= 24 Hours	34	34	100.00%				YES
FOC Timeliness UNE Loop + Port Combinations Partially Mechanized			95% <= 10 Hours	244	249	97.99%				YES
FOC Timeliness UNE Other Fully Mechanized			95% <= 3 Hours	4223	4223	100.00%				YES
FOC Timeliness UNE Other Non Mechanized			95% <= 24 Hours	189	189	100.00%				YES
FOC Timeliness UNE Other Partially Mechanized			95% <= 10 Hours	348	351	99.15%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Fully Mechanized			95% <= 3 Hours	20	20	100.00%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Non Mechanized			95% <= 24 Hours	5	5	100.00%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Partially Mechanized			95% <= 10 Hours	6	7	85.71%				NO
Percent Flow-Through										
Achieved Flow Through Aggregate			Diagnostic	224520	250705	89.56%				Diagnostic
Achieved Flow Through Business			Diagnostic	7840	12056	65.03%				Diagnostic
Achieved Flow Through Residence			Diagnostic	111100	125106	88.80%				Diagnostic
Achieved Flow Through Summary			Diagnostic	224520	250705	89.56%				Diagnostic
Achieved Flow Through UNE-L			Diagnostic	15583	22290	69.91%				Diagnostic
Achieved Flow Through UNE-P			Diagnostic	92201	96330	95.71%				Diagnostic
Flow Through Aggregate			Diagnostic	224520	232145	95.72%				Diagnostic
Flow Through Business			95%	7840	8754	89.56%				NO
Flow Through Residence			95%	111100	114873	96.72%				YES
Flow Through Summary			Diagnostic	224520	232145	96.72%				Diagnostic
Flow Through UNE-L			85%	15583	18408	84.65%				NO
Flow Through UNE-P			95%	92201	93184	98.95%				YES
LNP Flow Through Aggregate			95%	25126	25408	98.89%				YES
LNP Flow Through Summary			95%	25126	25408	98.89%				YES
Reject Interval										
Reject Interval Fully Mechanized			97% <= 1 Hour							YES
Reject Interval LNP (Standalone)			97% <= 1 Hour							
Reject Interval LNP (Standalone)			90% <= 7 Hours							
Reject Interval LNP (Standalone)			95% <= 24 Hours							
Reject Interval Local Interconnection Trunks			85% <= 4 Days							
Reject Interval Local Interconnection Trunks			90% <= 4 Days	1	1	100.00%				YES
Reject Interval Non-Mechanized			95% <= 24 Hours	380	382	99.48%				YES
Reject Interval Partially Mechanized			95% <= 10 Hours	3343	3368	99.26%				YES

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Pre-Ordering

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Response Time & Response Interval										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) COFFIUSOC - OASISBIG + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) COFFIUSOC - OASISBIG + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) OASISCAR RNS										
OSS Response Interval (Pre-Ordering) OASISLPC RNS										
OSS Response Interval (Pre-Ordering) OASISMTN RNS										
OSS Response Interval (Pre-Ordering) OASISMTN ROS										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS LENS										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS LENS										
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS TAG										
Bulk Migration Scheduler Availability										
Bulk Migration Scheduler Availability UNE Bulk Migration Batch Scheduler CLEC						100.00%				Diagnostic
Electronic Response Time										
Electronic Loop Makeup	95% <= 1 Minute			223	226	98.67%				YES
Interface Availability										
OSS Interface Availability (Pre-Ordering) ATLAS/COFFI BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) BOCRIS/CRIS BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) CLEC TAFI CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) ECTA CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) EDI CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) LAUTO CLEC										
OSS Interface Availability (Pre-Ordering) LENS CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) LEO CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) LESOG CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) LFACS BST & CLEC	>= 99.5 %		99.97%							YES
OSS Interface Availability (Pre-Ordering) LMOS BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) MARCH BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) OSPCM BST & CLEC	>= 99.5 %		99.95%							YES
OSS Interface Availability (Pre-Ordering) PREDICTOR BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) ROS BST	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) SGG CLEC	>= 99.5 %					100.00%				YES
OSS Interface Availability (Pre-Ordering) SOCS BST & CLEC	>= 99.5 %		100.00%							YES
OSS Interface Availability (Pre-Ordering) SONGS BST & CLEC	>= 99.5 %		100.00%							YES

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OSS Interface Availability (Pre-Ordering) TAFI	BST
OSS Interface Availability (Pre-Ordering) TAG/XML	CLEC

Pre-Ordering

**Benchmark/
 Analog**
 >= 99.5 %
 >= 99.5 %

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
		100.00%			100.00%				YES

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Provisioning

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Completion Notice Interval										
Avg Cmp Notice Intvl Mech LNP (Standalone)				116063	85026	1.37	13.81		3.0688	YES
Avg Cmp Notice Intvl Mech Local Interconnection Trunks										
Avg Cmp Notice Intvl Mech Resale Business				20501	8174	2.61	16.77		0.8217	YES
Avg Cmp Notice Intvl Mech Resale Design				2552	802	3.18	18.76			
Avg Cmp Notice Intvl Mech Resale Residence				97540	77166	1.26	13.53		0.7547	YES
Avg Cmp Notice Intvl Mech UNE Analog Loop Design				30344	5490	5.53	25.68			
Avg Cmp Notice Intvl Mech UNE Analog Loop Non-Design				61223	32286	1.9	16.27		-0.6148	YES
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Design				30344	5490	5.53	25.68			
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Non-Design				61223	32286	1.9	16.27		0.3186	YES
Avg Cmp Notice Intvl Mech UNE Digital Loop >= DS1				1300	288	4.51	19.5		1.1644	YES
Avg Cmp Notice Intvl Mech UNE EELs				988	311	3.18	16.08		0.6941	YES
Avg Cmp Notice Intvl Mech UNE ISDN/UDC/IDSL				122	25	4.9	8.83		1.293	YES
Avg Cmp Notice Intvl Mech UNE Line Splitting/Sharing				45682	9924	4.6	22.16		1.5834	YES
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations				118041	85340	1.38	13.88		3.6797	YES
Avg Cmp Notice Intvl Mech UNE Other Design										
Avg Cmp Notice Intvl Mech UNE Other Non-Design										Diagnostic
Avg Cmp Notice Intvl Mech UNE xDSL (HDSL, ADSL, and UCL)				45682	9924	4.6	22.16		0.686	YES
Avg Cmp Notice Intvl Non-Mech LNP (Standalone)										Diagnostic
Avg Cmp Notice Intvl Non-Mech Local Interconnection Trunks										Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Business										Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Design										Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Residence										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop Design										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop Non-Design										
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop w/LNP Design										
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop w/LNP Non-Design										
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop >= DS1										
Avg Cmp Notice Intvl Non-Mech UNE EELs										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE ISDN/UDC/IDSL										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Line Splitting/Sharing										
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Other Design										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Other Non-Design										Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE xDSL (HDSL, ADSL, and UCL)										Diagnostic
Coordinated Customer Conversion Interval										
CCC Coordinated Customer Conversions (LOOPS)			95% <= 15 Minutes							YES
Held Order Interval										
Held Order Intvl + Mean Local Interconnection Trunks										
Held Order Intvl + Mean Resale Business										
Held Order Intvl + Mean Resale Design										NO
Held Order Intvl + Mean Resale Residence										YES
Held Order Intvl + Mean UNE Analog Loop Design										
Held Order Intvl + Mean UNE Analog Loop Non-Design										
Held Order Intvl + Mean UNE Digital Loop >= DS1										
Held Order Intvl + Mean UNE EELs										
Held Order Intvl + Mean UNE ISDN/UDC/IDSL										
Held Order Intvl + Mean UNE Line Splitting/Sharing										
Held Order Intvl + Mean UNE Loop + Port Combinations										
Held Order Intvl + Mean UNE Other Design										
Held Order Intvl + Mean UNE Other Non-Design										
Held Order Intvl + Mean UNE xDSL (HDSL, ADSL, and UCL)										
Hot Cut Timeliness										
CCC - Hot Cuts Timeliness IDLC			95% within + or - 2 hours							
CCC - Hot Cuts Timeliness Non-IDLC			95% within 15 minutes							YES
Jeopardy Notice Interval										
% Jeopardy within 48 Hours Local Interconnection Trunks			95.00%							
% Jeopardy within 48 Hours Resale Business			95.00%							
% Jeopardy within 48 Hours Resale Design			95.00%							YES
% Jeopardy within 48 Hours Resale Residence			95.00%							YES
% Jeopardy within 48 Hours UNE Analog Loop Design			95.00%							
% Jeopardy within 48 Hours UNE Analog Loop Non-Design			95.00%							
% Jeopardy within 48 Hours UNE Digital Loop >= DS1			95.00%							YES
% Jeopardy within 48 Hours UNE EELs			95.00%							YES
% Jeopardy within 48 Hours UNE ISDN/UDC/IDSL			95.00%							YES
% Jeopardy within 48 Hours UNE Line Splitting/Sharing			95.00%							YES
% Jeopardy within 48 Hours UNE Loop + Port Combinations			95.00%							
% Jeopardy within 48 Hours UNE Other Design			95.00%							
% Jeopardy within 48 Hours UNE Other Non-Design			95.00%							Diagnostic
% Jeopardy within 48 Hours UNE xDSL (HDSL, ADSL, and UCL)			95.00%							YES
% Jeopardy Local Interconnection Trunks										YES
% Jeopardy Resale Business										YES
% Jeopardy Resale Design										NO
% Jeopardy Resale Residence										NO
% Jeopardy UNE Analog Loop Design										YES
% Jeopardy UNE Analog Loop Non-Design										YES
% Jeopardy UNE Digital Loop >= DS1										NO

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Provisioning

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
% Jeopardy UNE EELs	136	300	0.453%	16	23	0.70%			-2.2498	NO
% Jeopardy UNE ISDN/UDC/DSL	2	23	0.09%	1	7	0.14%			-0.4596	YES
% Jeopardy UNE Line Splitting/Sharing	532	19600	0.03%	1	68	0.01%			0.63	YES
% Jeopardy UNE Loop + Port Combinations	322	85229	0.00%	0	3392	0.00%			3.5173	YES
% Jeopardy UNE Other Design										
% Jeopardy UNE Other Non-Design				2	1653	0.00%				Diagnostic
% Jeopardy UNE xDSL (HDSL, ADSL, and UCL)	532	19600	0.03%	1	15	0.07%				NO
LNP Apply Trigger										
LNP Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order	95.00%			1502	1503	99.93%				YES
LNP Disconnect Timeliness Non Trigger										
LNP Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribut	95.00%			0	1	0.00%				NO
LNP Out of Service										
LNP Percent Out of Service Less Than 60 Minutes LNP	96.50%			1534	1534	100.00%				YES
Non-Coordinated Customer Conversions										
Non-Coordinated Customer Conversions Non-Coordinated Conversions	95% Completed on Due Date with CLEC Notification									
Order Completion Interval										
OCI LNP (Standalone) Dispatch <=6 Circuits										
OCI LNP (Standalone) Dispatch >=6 Circuits										
OCI LNP (Standalone) Non-Dispatch <=6 Circuits										
OCI LNP (Standalone) Non-Dispatch >=6 Circuits										
OCI Local Interconnection Trunks										
OCI Resale Business Dispatch <=6 Circuits										
OCI Resale Business Dispatch >=6 Circuits										
OCI Resale Business Non-Dispatch <=6 Circuits										
OCI Resale Business Non-Dispatch >=6 Circuits										
OCI Resale Design Dispatch <=6 Circuits										
OCI Resale Design Dispatch >=6 Circuits										
OCI Resale Design Non-Dispatch <=6 Circuits										
OCI Resale Design Non-Dispatch >=6 Circuits										
OCI Resale Residence Dispatch <=6 Circuits										
OCI Resale Residence Dispatch >=6 Circuits										
OCI Resale Residence Non-Dispatch <=6 Circuits										
OCI Resale Residence Non-Dispatch >=6 Circuits										
OCI UNE Analog Loop Design Dispatch <=6 Circuits										
OCI UNE Analog Loop Design Dispatch >=6 Circuits										
OCI UNE Analog Loop Design Non-Dispatch <=6 Circuits										
OCI UNE Analog Loop Design Non-Dispatch >=6 Circuits										
OCI UNE Analog Loop Non-Design Dispatch <=6 Circuits										
OCI UNE Analog Loop Non-Design Dispatch >=6 Circuits										
OCI UNE Analog Loop Non-Design Non-Dispatch <=6 Circuits										
OCI UNE Analog Loop Non-Design Non-Dispatch >=6 Circuits										
OCI UNE Analog Loop w/LNP Design Dispatch <=6 Circuits										
OCI UNE Analog Loop w/LNP Design Dispatch >=6 Circuits										
OCI UNE Analog Loop w/LNP Design Non-Dispatch <=6 Circuits										
OCI UNE Analog Loop w/LNP Design Non-Dispatch >=6 Circuits										
OCI UNE Analog Loop w/LNP Non-Design Dispatch <=6 Circuits										
OCI UNE Analog Loop w/LNP Non-Design Dispatch >=6 Circuits										
OCI UNE Analog Loop w/LNP Non-Design Non-Dispatch <=6 Circuits										
OCI UNE Analog Loop w/LNP Non-Design Non-Dispatch >=6 Circuits										
OCI UNE Digital Loop >= DS1 Dispatch <=6 Circuits										
OCI UNE Digital Loop >= DS1 Dispatch >=6 Circuits										
OCI UNE Digital Loop >= DS1 Non-Dispatch <=6 Circuits										
OCI UNE Digital Loop >= DS1 Non-Dispatch >=6 Circuits										
OCI UNE EELs Dispatch <=6 Circuits										
OCI UNE EELs Dispatch >=6 Circuits										
OCI UNE EELs Non-Dispatch <=6 Circuits										
OCI UNE EELs Non-Dispatch >=6 Circuits										
OCI UNE ISDN/UDC/DSL Dispatch <=6 Circuits										
OCI UNE ISDN/UDC/DSL Dispatch >=6 Circuits										
OCI UNE ISDN/UDC/DSL Non-Dispatch <=6 Circuits										
OCI UNE ISDN/UDC/DSL Non-Dispatch >=6 Circuits										
OCI UNE Line Splitting/Sharing With Conditioning Dispatch <=6 Circuits										
OCI UNE Line Splitting/Sharing With Conditioning Dispatch >=6 Circuits										
OCI UNE Line Splitting/Sharing With Conditioning Non-Dispatch <=6 Circuits										
OCI UNE Line Splitting/Sharing With Conditioning Non-Dispatch >=6 Circuits										
OCI UNE Line Splitting/Sharing Without Conditioning Dispatch <=6 Circuits										
OCI UNE Line Splitting/Sharing Without Conditioning Dispatch >=6 Circuits										
OCI UNE Line Splitting/Sharing Without Conditioning Non-Dispatch <=6 Circuits										
OCI UNE Line Splitting/Sharing Without Conditioning Non-Dispatch >=6 Circuits										
OCI UNE Loop + Port Combinations Dispatch <=6 Circuits										
OCI UNE Loop + Port Combinations Dispatch >=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) <=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) <=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) >=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch <=6 Circuits										
OCI UNE Loop + Port Combinations Non-Dispatch >=6 Circuits										
OCI UNE Other Design Dispatch <=6 Circuits										
OCI UNE Other Design Dispatch >=6 Circuits										
OCI UNE Other Design Non-Dispatch <=6 Circuits										
OCI UNE Other Design Non-Dispatch >=6 Circuits										

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Provisioning

Benchmark/ Analog
OCI UNE Other Design Dispatch >=6 Circuits
OCI UNE Other Design Non-Dispatch <6 Circuits
OCI UNE Other Design Non-Dispatch >=6 Circuits
OCI UNE Other Non-Design Dispatch <6 Circuits
OCI UNE Other Non-Design Dispatch >=6 Circuits
OCI UNE Other Non-Design Non-Dispatch <6 Circuits
OCI UNE Other Non-Design Non-Dispatch >=6 Circuits
OCI UNE xDSL With Conditioning Dispatch <6 Circuits
OCI UNE xDSL With Conditioning Dispatch >=6 Circuits
OCI UNE xDSL With Conditioning Non-Dispatch <6 Circuits
OCI UNE xDSL Without Conditioning Dispatch <6 Circuits
OCI UNE xDSL Without Conditioning Dispatch >=6 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch <6 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch >=6 Circuits

Percent Missed Installation Appointments

% Missed Installation Appmts LNP (Standalone) Dispatch
% Missed Installation Appmts LNP (Standalone) Non-Dispatch
% Missed Installation Appmts Local Interconnection Trunks
% Missed Installation Appmts Resale Business Dispatch
% Missed Installation Appmts Resale Business Non-Dispatch
% Missed Installation Appmts Resale Design Dispatch
% Missed Installation Appmts Resale Design Non-Dispatch
% Missed Installation Appmts Resale Residence Dispatch
% Missed Installation Appmts Resale Residence Non-Dispatch
% Missed Installation Appmts UNE Analog Loop Design Dispatch
% Missed Installation Appmts UNE Analog Loop Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop Non-Design Dispatch
% Missed Installation Appmts UNE Analog Loop Non-Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Design Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Non-Dispatch
% Missed Installation Appmts UNE Digital Loop >= DS1 Dispatch
% Missed Installation Appmts UNE Digital Loop >= DS1 Non-Dispatch
% Missed Installation Appmts UNE EELS Dispatch
% Missed Installation Appmts UNE EELS Non-Dispatch
% Missed Installation Appmts UNE ISDN/UDC/DSL Dispatch
% Missed Installation Appmts UNE ISDN/UDC/DSL Non-Dispatch
% Missed Installation Appmts UNE Line Splitting/Sharing Dispatch
% Missed Installation Appmts UNE Line Splitting/Sharing Non-Dispatch
% Missed Installation Appmts UNE Loop + Port Combinations Dispatch
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch
% Missed Installation Appmts UNE Other Design Dispatch
% Missed Installation Appmts UNE Other Design Non-Dispatch
% Missed Installation Appmts UNE Other Non-Design Dispatch
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Provisioning Troubles

% Provisioning Troubles within X days LNP (Standalone) Dispatch
% Provisioning Troubles within X days LNP (Standalone) Non-Dispatch
% Provisioning Troubles within X days Local Interconnection Trunks
% Provisioning Troubles within X days Resale Business Dispatch
% Provisioning Troubles within X days Resale Business Non-Dispatch
% Provisioning Troubles within X days Resale Design Dispatch
% Provisioning Troubles within X days Resale Design Non-Dispatch
% Provisioning Troubles within X days Resale Residence Dispatch
% Provisioning Troubles within X days Resale Residence Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop Non-Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Dispatch
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Non-Dispatch
% Provisioning Troubles within X days UNE EELS Dispatch
% Provisioning Troubles within X days UNE EELS Non-Dispatch
% Provisioning Troubles within X days UNE Line Splitting/Sharing Dispatch
% Provisioning Troubles within X days UNE Line Splitting/Sharing Non-Dispatch
% Provisioning Troubles within X days UNE Loop + Port Combinations Dispatch
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (D)
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (S)
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch
% Provisioning Troubles within X days UNE Other Design Dispatch
% Provisioning Troubles within X days UNE Other Design Non-Dispatch
% Provisioning Troubles within X days UNE Other Non-Design Dispatch

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OCI UNE Other Design Dispatch >=6 Circuits										
OCI UNE Other Design Non-Dispatch <6 Circuits										
OCI UNE Other Design Non-Dispatch >=6 Circuits										
OCI UNE Other Non-Design Dispatch <6 Circuits										
OCI UNE Other Non-Design Dispatch >=6 Circuits										
OCI UNE Other Non-Design Non-Dispatch <6 Circuits										
OCI UNE Other Non-Design Non-Dispatch >=6 Circuits										
OCI UNE xDSL With Conditioning Dispatch <6 Circuits				10	2	5				YES
OCI UNE xDSL With Conditioning Dispatch >=6 Circuits										
OCI UNE xDSL With Conditioning Non-Dispatch <6 Circuits										
OCI UNE xDSL Without Conditioning Dispatch <6 Circuits				46	10	4.6				YES
OCI UNE xDSL Without Conditioning Dispatch >=6 Circuits										
OCI UNE xDSL Without Conditioning Non-Dispatch <6 Circuits				9	2	4.5				YES
OCI UNE xDSL Without Conditioning Non-Dispatch >=6 Circuits										

Retail Residence and Business (POTS)	473	5657	8.36%							
Retail Residence and Business (POTS)	3	80162	0.00%	0	1642	0.00%				YES
Parity with Retail Trunks	0	22	0.00%	0	26	0.00%				YES
Retail Business (Non-Design)	53	1712	3.10%	0	29	0.00%			0.3956	YES
Retail Business (Non-Design)	0	6654	0.00%	0	231	0.00%				YES
Retail Design	11	623	1.77%	0	1	0.00%				YES
Retail Design	5	197	2.54%							
Retail Residence (Non-Design)	427	4035	10.58%	48	451	10.64%			-0.0179	YES
Retail Residence (Non-Design)	3	7374	0.00%	3	5597	0.05%			-0.1203	YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	487	5913	8.24%	0	1	0.00%			0.2995	YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	487	5913	8.24%							
Retail Residence and Business (POTS) Excluding Switch-Based Orders	473	5657	8.36%	1	14	7.14%			0.0761	YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	3	27330	0.01%	0	7	0.00%				YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	487	5913	8.24%							
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	487	5913	8.24%							
Retail Residence and Business (POTS) Excluding Switch-Based Orders	473	5657	8.36%	0	2	0.00%				YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	3	27330	0.01%	0	10	0.00%			0.0155	YES
Retail Digital Loop >= DS1	2	129	1.55%	0	46	0.00%			0.2291	YES
Retail Digital Loop >= DS1	0	165	0.00%	0	3	0.00%				YES
Retail DS1/DS3	9	316	2.85%	0	26	0.00%			0.2358	YES
Retail DS1/DS3										
Retail ISDN - BRI	1	18	5.56%	0	7	0.00%			0.198	YES
Retail ISDN - BRI	0	7	0.00%	0	1	0.00%				YES
ADSL Provided to Retail	82	3096	2.65%	0	2	0.00%				YES
ADSL Provided to Retail	11	6942	0.16%	0	67	0.00%				YES
Retail Residence and Business	480	5747	8.35%	5	63	7.94%			0.0518	YES
Retail Residence and Business	3	80388	0.00%	0	334	0.00%				YES
Diagnostic										
Diagnostic										
Diagnostic				1	12	8.33%				D
Diagnostic				0	1646	0.00%				D
ADSL Provided to Retail	82	3096	2.65%	0	15	0.00%			0.2313	YES
ADSL Provided to Retail	11	6942	0.16%	0	3	0.00%			0.0383	YES

Retail Residence and Business (POTS)	339	5711	5.94%	0	1	0.00%			0.2512	YES
Retail Residence and Business (POTS)	2517	89069	2.83%	0	1993	0.00%			7.5292	YES
Local Interconnection Trunks	0	9	0.00%	0	10	0.00%				YES
Retail Business (Non-Design)	99	1723	5.75%	1	38	2.63%			0.816	YES
Retail Business (Non-Design)	300	7928	3.78%	1	179	0.56%			2.2364	YES
Retail Design	6	381	1.57%	0	0	0.00%				YES
Retail Design	1	153	0.65%	0	0	0.00%				YES
Retail Residence (Non-Design)	243	4090	5.94%	21	443	4.74%			1.0156	YES
Retail Residence (Non-Design)	2218	81403	2.72%	215	4740	4.54%			-7.4455	NO
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	343	5948	5.77%	0	0	0.00%				YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	343	5948	5.77%	0	0	0.00%				YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	339	5711	5.94%	0	8	0.00%			0.71	YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	1293	29629	4.36%	1	12	8.33%			-0.6729	YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	343	5948	5.77%	0	0	0.00%				YES
Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	343	5948	5.77%	0	0	0.00%				YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	339	5711	5.94%	0	2	0.00%			0.3552	YES
Retail Residence and Business (POTS) Excluding Switch-Based Orders	1293	29629	4.36%	0	2	0.00%			0.3021	YES
Retail Digital Loop >= DS1	3	97	3.09%	3	48	6.25%			-1.0334	YES
Retail Digital Loop >= DS1	1	145	0.69%	0	1	0.00%			0.083	YES
Retail DS1/DS3	0	345	0.00%	0	21	0.00%				YES
Retail DS1/DS3	0	1	0.00%	0	1	0.00%				YES
ADSL Provided to Retail	117	3069	3.81%	0	5	0.00%			0.4448	YES
ADSL Provided to Retail	301	6565	4.58%	2	119	1.68%			1.5012	YES
Retail Residence and Business	342	5813	5.88%	2	58	3.45%			0.7842	YES
Retail Residence and Business	1293	29800	4.34%	13	371	3.50%			0.7845	YES
Retail Residence and Business	1225	59531	2.06%	18	3036	0.59%			5.5458	YES
Retail Residence and Business	2518	89331	2.82%	31	3407	0.91%			6.6071	YES
Diagnostic	0	0	0.00%	0	1	0.00%				D
Diagnostic										
Diagnostic	0	0	0.00%	1	17	5.88%				D

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% Provisioning Troubles within X days UNE Other Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE xDSL With Conditioning Dispatch
% Provisioning Troubles within X days UNE xDSL Without Conditioning Dispatch
% Provisioning Troubles within X days UNE xDSL With Conditioning Non-Dispatch
% Provisioning Troubles within X days UNE xDSL Without Conditioning Non-Dispatch

Percent Troubles within 'X' Days

Hot Cuts %Prov Trbl w/ 5 Days UNE Loop Dispatch
Hot Cuts %Prov Trbl w/ 5 Days UNE Loop Non-Dispatch

Recovery Time

CCC Avg Recovery Time Coordinated Customer Conversions (LOOPS)
--

Service Order Accuracy

Service Order Accuracy Resale
Service Order Accuracy UNE-P
Service Order Accuracy UNE

Provisioning

**Benchmark/
Analog**

Diagnostic
Retail ISDN - BRI
Retail ISDN - BRI
ADSL Provided to Retail
ADSL Provided to Retail

<= 3 %
 <= 3 %

<= 5 Hours

95.00%
 95.00%
 95.00%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
0	0	0.00%	0	1999	0.00%				D
0	10	0.00%	0	0	0.00%				YES
0	2	0.00%	0	0	0.00%				YES
117	3069	3.81%	1	20	5.00%			-0.2765	YES
301	6565	4.58%	0	5	0.00%			0.49	YES
			0	2	0.00%				YES
			0	4	0.00%				YES
			11111	11327	98.09%				YES
			16744	17018	98.39%				YES
			9945	10305	96.51%				YES

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Special Access - M & R

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Customer Trouble Report Rate - Failure Rate										
Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DS0 + DS1)	<= 10%	14	897	1.53%	477	18299	2.61%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCn)	<= 10%	1	49	1.10%	6	1347	0.47%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS0	Diagnostic	4	95	3.87%	133	3829	3.38%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1	Diagnostic	10	803	1.26%	344	14370	2.33%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Non-Opt)	Diagnostic	1	48	1.13%	6	1243	0.50%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical OCn)	Diagnostic	0	1	0.00%	0	104	0.12%			Diagnostic
Customer Trouble Report Rate - Failure Rate Below DS3 (DS0 + DS1)	Diagnostic	14	1155	1.21%	403	18151	2.22%			Diagnostic
Customer Trouble Report Rate - Failure Rate DS3 and Above (DS3 + OCn)	Diagnostic	2	96	2.08%	5	1453	0.34%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS0	Diagnostic	5	60	6.25%	93	3281	2.83%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS1	Diagnostic	9	1075	0.84%	310	14870	2.08%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Non-Optical)	Diagnostic	2	91	2.20%	5	1346	0.37%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCn)	Diagnostic	0	5	0.00%	0	107	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore)										
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Below DS3 (DS0 + DS1)	Diagnostic	5.82	3	1.94	254.47	125	2.04			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) DS3 and Above (DS3 + OCn)	Diagnostic	0.68	2	0.34	2.92	3	0.97			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS0	Diagnostic	0	0	0	61.27	26	2.36			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS1	Diagnostic	5.82	3	1.94	193.2	99	1.95			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS3	Diagnostic	0.68	2	0.34	2.92	3	0.97			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS3 (Optical OCn)	Diagnostic	0	14	0.00%	3	403	0.74%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Below DS3 (DS0 + DS1)	Diagnostic	0	2	0.00%	0	5	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) DS3 and Above (DS3 + OCn)	Diagnostic	0	5	0.00%	1	93	1.08%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0	Diagnostic	0	9	0.00%	2	310	0.65%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1	Diagnostic	0	2	0.00%	0	5	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3	Diagnostic									
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Optical OCn)	Diagnostic									
Maintenance Average Duration (Mean Time to Restore) Below DS3 (DS0 + DS1)	<= 2 Hours	36.4	14	2.6	1427.43	403	3.54			Diagnostic
Maintenance Average Duration (Mean Time to Restore) DS3 and Above (DS3 + OCn)	<= 1 Hour	0.68	2	0.34	8.58	5	1.72			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS0	Diagnostic	14.5	5	2.9	349.7	93	3.76			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS1	Diagnostic	21.9	9	2.43	1077.73	310	3.48			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS3 (Non-Optical)	Diagnostic	0.68	2	0.34	8.58	5	1.72			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS3 (Optical OCn)	Diagnostic									
Percent Repeat Troubles										
Percent Repeat Troubles Below DS3 (DS0 + DS1)	<= 6%	6	14	42.86%	108	403	26.80%			Diagnostic
Percent Repeat Troubles DS3 and Above (DS3 + OCn)	<= 3%	0	2	0.00%	0	5	0.00%			Diagnostic
Percent Repeat Troubles Special Access DS0	Diagnostic	2	5	40.00%	22	93	23.66%			Diagnostic
Percent Repeat Troubles Special Access DS1	Diagnostic	4	9	44.44%	86	310	27.74%			Diagnostic
Percent Repeat Troubles Special Access DS3 (Non-Optical)	Diagnostic	0	2	0.00%	0	5	0.00%			Diagnostic
Percent Repeat Troubles Special Access DS3 (Optical OCn)	Diagnostic									

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Special Access - Ordering

	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
FOC Receipt Past Due											
FOC Receipt Past Due (With Open Query / Reject) Special Access DS0	Diagnostic				3	33	9.09%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS1	Diagnostic				9	141	6.38%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Non-Optical)	Diagnostic				2	17	11.76%				Diagnostic
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Optical OCn)											
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS0	<= 2%				0	59	0.00%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS1	<= 2%				4	307	1.30%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Non-Optical)	<= 2%				1	23	4.35%				Diagnostic
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Optical OCn)	<= 2%										
Firm Order Confirmation Timeliness (FOC Receipt)											
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS0	>= 98% within 2 Business Days				17	90	18.89%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS1	>= 98% within 2 Business Days				125	448	27.90%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Non-Optical)	>= 98% within 5 Business Days				17	40	42.50%				Diagnostic
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Optical OCn)	>= 98% within 5 Business Days										
Offered Versus Requested Due Date											
Offered Versus Requested Due Date Special Access DS0	Diagnostic				79	84	94.05%				Diagnostic
Offered Versus Requested Due Date Special Access DS1	Diagnostic				359	375	95.73%				Diagnostic
Offered Versus Requested Due Date Special Access DS3 (Non-Optical)	Diagnostic				14	14	100.00%				Diagnostic
Offered Versus Requested Due Date Special Access DS3 (Optical OCn)											

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Special Access - Provisioning

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Interval - Requested/Offered/Installation										
Average Interval - Installed Below DS3 (DS0 + DS1)	146	10	14.6	4810	410	11.73				Diagnostic
Average Interval - Installed DS3 and Above (DS3 + OCn)	0	0	0	234	18	13				Diagnostic
Average Interval - Installed Special Access DS0	34	3	11.33	186	14	13.29				Diagnostic
Average Interval - Installed Special Access DS1	112	7	16	4624	396	11.68				Diagnostic
Average Interval - Installed Special Access DS3 (Non-Optical)	0	0	0	234	18	13				Diagnostic
Average Interval - Installed Special Access DS3 (Optical OCn)										
Average Interval - Offered Below DS3 (DS0 + DS1)	112	10	11.2	4577	410	11.16				Diagnostic
Average Interval - Offered DS3 and Above (DS3 + OCn)	0	0	0	231	18	12.83				Diagnostic
Average Interval - Offered Special Access DS0	22	3	7.33	176	14	12.57				Diagnostic
Average Interval - Offered Special Access DS1	90	7	12.86	4401	396	11.11				Diagnostic
Average Interval - Offered Special Access DS3 (Non-Optical)	0	0	0	231	18	12.83				Diagnostic
Average Interval - Offered Special Access DS3 (Optical OCn)										
Average Interval - Requested Below DS3 (DS0 + DS1)	112	10	11.2	4486	410	10.94				Diagnostic
Average Interval - Requested DS3 and Above (DS3 + OCn)	0	0	0	231	18	12.83				Diagnostic
Average Interval - Requested Special Access DS0	22	3	7.33	162	14	11.57				Diagnostic
Average Interval - Requested Special Access DS1	90	7	12.86	4324	396	10.92				Diagnostic
Average Interval - Requested Special Access DS3 (Non-Optical)	0	0	0	231	18	12.83				Diagnostic
Average Interval - Requested Special Access DS3 (Optical OCn)										
Days Late										
Days Late - Average Days Late Due To BST Facilities Below DS3 (DS0 + DS1)										Diagnostic
Days Late - Average Days Late Due To BST Facilities DS3 and Above (DS3 + OCn)										
Days Late - Average Days Late Due To BST Facilities Special Access DS0										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS1										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS3 (Non-Optical)										
Days Late - Average Days Late Due To BST Facilities Special Access DS3 (Optical OCn)										
Days Late Below DS3 (DS0 + DS1)	< 3 Days Late	40	8	5	232	46	5.04			Diagnostic
Days Late DS3 and Above (DS3 + OCn)	< 3 Days Late									
Days Late Special Access DS0	< 3 Days Late									Diagnostic
Days Late Special Access DS1	< 3 Days Late	40	8	5	222	44	5.05			Diagnostic
Days Late Special Access DS3 (Non-Optical)	< 3 Days Late									
Days Late Special Access DS3 (Optical OCn)	< 3 Days Late									
On-time Performance To FOC Due Date										
On-time Performance FOC Due Date (With CNR) Below DS3 (DS0 + DS1)	6	10	60.00%	377	410	91.95%				Diagnostic
On-time Performance FOC Due Date (With CNR) DS3 and Above (DS3 + OCn)										Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS0	98%	3	3	100.00%	18	18	100.00%			Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS1	98%	3	7	42.86%	13	14	92.86%			Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Non-Optical)	98%				364	396	91.92%			Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Optical OCn)	98%				18	18	100.00%			Diagnostic
On-time Performance FOC Due Date (Without CNR) Below DS3 (DS0 + DS1)	2	10	20.00%	337	410	82.20%				Diagnostic
On-time Performance FOC Due Date (Without CNR) DS3 and Above (DS3 + OCn)										Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS0										Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS1	2	7	28.57%	326	396	82.32%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS3 (Non-Optical)										Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS3 (Optical OCn)										Diagnostic
Past Due Circuits										
Past Due Circuits - % Cancellations Below DS3 (DS0 + DS1)										
Past Due Circuits - % Cancellations DS3 and Above (DS3 + OCn)										
Past Due Circuits - % Cancellations Special Access DS0										
Past Due Circuits - % Cancellations Special Access DS1										
Past Due Circuits - % Cancellations Special Access DS3 (Non-Optical)										
Past Due Circuits - % Cancellations Special Access DS3 (Optical OCn)										
Past Due Circuits - BST Facilities Below DS3 (DS0 + DS1)										
Past Due Circuits - BST Facilities DS3 and Above (DS3 + OCn)										
Past Due Circuits - BST Facilities Special Access DS0										
Past Due Circuits - BST Facilities Special Access DS1										
Past Due Circuits - BST Facilities Special Access DS3 (Non-Optical)										
Past Due Circuits - BST Facilities Special Access DS3 (Optical OCn)										
Past Due Circuits - BST Reasons Below DS3 (DS0 + DS1)										
Past Due Circuits - BST Reasons DS3 and Above (DS3 + OCn)										
Past Due Circuits - BST Reasons Special Access DS0	<= 3%									
Past Due Circuits - BST Reasons Special Access DS1	<= 3%									
Past Due Circuits - BST Reasons Special Access DS3 (Non-Optical)	<= 3%									
Past Due Circuits - BST Reasons Special Access DS3 (Optical OCn)	<= 3%									
Past Due Circuits - IXC Reasons Below DS3 (DS0 + DS1)										
Past Due Circuits - IXC Reasons DS3 and Above (DS3 + OCn)										
Past Due Circuits - IXC Reasons Special Access DS0										
Past Due Circuits - IXC Reasons Special Access DS1										
Past Due Circuits - IXC Reasons Special Access DS3 (Non-Optical)										
Past Due Circuits - IXC Reasons Special Access DS3 (Optical OCn)										
Percent Provisioning Troubles (New Installation Trouble Report Rate)										
Percent Provisioning Troubles (New Installation Trouble Report Rate) Below DS3 (DS0 + DS1)	1	20	5.00%	22	485	4.54%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) DS3 and Above (DS3 + OCn)										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS0	0	1	0.00%	1	53	1.89%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS1	1	19	5.26%	21	432	4.86%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS3 (Non-Optical)										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS3 (Optical OCn)										Diagnostic

BellSouth Monthly State Summary
Kentucky, September 2005

Trunk Group Performance

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

Benchmark/
Analog

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