

**BellSouth Monthly State Summary
Kentucky, October 2004**

Billing

Benchmark/
Analog

Billing Invoice Accuracy	
Invoice Accuracy Interconnection	99.04%
Invoice Accuracy Resale	99.04%
Invoice Accuracy UNE	99.04%

Billing Invoice Timeliness	
Invoice Timeliness Interconnection - CAGS	4.76
Invoice Timeliness Interconnection - CRIS	3.58
Invoice Timeliness UNE - CRIS	3.58

Mean Time to Deliver	2615925597	1243549233	2.1
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Non-Recurring Charge Completeness	
Non-Recur Charge Completeness Interconnection	98.48%
Non-Recur Charge Completeness Resale	99.24%
Non-Recur Charge Completeness UNE	98.63%

Percent Billing Errors Corrected in "x" Days	
% Billing Errors Corrected in X Days Interconnection	70
% Billing Errors Corrected in X Days Resale	25
% Billing Errors Corrected in X Days UNE	3108

Percent Usage Errors Corrected Within "X" Days	
% Daily Usage Feed Errors Cor in X Bus Days - Pack	100.00%
% Daily Usage Feed Errors Cor in X Bus Days	100.00%

Recurring Charge Completeness	
Recur Charge Completeness Interconnection	96.88%
Recur Charge Completeness Resale	96.83%
Recur Charge Completeness UNE	96.55%

Usage Data Delivery Accuracy	
Usage Data Delivery Accuracy	100.00%

Usage Data Delivery Completeness	
Usage Data Delivery Completeness	99.97%

Usage Data Delivery Timeliness	
Usage Data Delivery Timeliness	96.83%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
85810888	88640310	99.04%	579956	57376	99.36%			-24.6435	YES
85810888	88640310	99.04%	650310	64745	99.04%			-133.7819	YES
85810888	88640310	99.04%	4933240	4950941	99.84%				YES
5	1	4.76	44604	10000	4.37				YES
4	1	3.58	5520	1828	3.02				YES
4	1	3.58	7231	2449	2.95				YES
			2615925597	1243549233	2.1				YES
3450873	4436414	77.79%	28348	28497	98.48%				YES
			52507	52011	99.24%				YES
			184759	187319	98.63%				YES
			70	70	100.00%				Diagnostic
			25	25	100.00%				Diagnostic
			3108	3108	100.00%				Diagnostic
2274588	2487017	91.46%	1752	1752	96.88%				YES
			40772	40747	96.83%				YES
			216403	217355	96.55%				YES
208	208	100.00%	42576	42576	100.00%				YES
			1243237726	1243549233	99.97%				YES
			1241463040	1243549233	96.83%				YES

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Percent Quote Provided	
% Quotes Provided within X Business Days 10 Business Days	
% Quotes Provided within X Business Days 30 Business Days	
% Quotes Provided within X Business Days 60 Business Days	
Percent Request Processed Within "Y" Days	
% New Business Requests Processed within 30 days	

Bona Fide

Benchmark/Analog	90%
	90%
	90%
	90%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity

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Change Management

Associated Document Timeliness	
Associated Document Timeliness - Regional % Documentation Sent On Time	95.00%
Associated Document Timeliness - Regional % Documentation Sent On Time - Defects	95.00%
Change Management Document - Regional	
Change Management Document - Regional	
Change Management Notice - Regional	
Change Management Notice - Regional	
Interface Outage Notification - Regional CLEC Services Order Time Stamp	
Interface Outage Notification - Regional Electronic Communications Trouble Analysis	97.00%
Interface Outage Notification - Regional Electronic Data Interchange	97.00%
Interface Outage Notification - Regional Local Exchange Navigation System	97.00%
Interface Outage Notification - Regional Telecommunications Access Gateway	97.00%
Interface Outage Notification - Regional Trouble Analysis Facilitation Interface	97.00%
Notice Timeliness - Regional	
Notice Timeliness - Regional	95.00%
Number Of Defects In Production Releases	
Number of Defects in Production Releases - Regional Severity 1	0
Number of Defects in Production Releases - Regional Severity 2	0
Number of Defects in Production Releases - Regional Severity 3	0
Percent Change Requests Accepted Or Rejected Within 10 Days	
% Change Requests Accepted or Rejected Within 10 Days - Regional	95.00%
Percent Change Requests Rejected	
% Change Requests Rejected - Regional	Diagnose
Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization	
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 4	95.00%
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 5	95.00%
Percent Software Errors Corrected In *X* Business Days	
% Software Errors Corrected In X Business Days - Regional Software Errors Correct In	95.00%
% Software Errors Corrected In X Business Days - Regional Software Errors Correct In	95.00%
% Software Errors Corrected In X Business Days - Regional Software Errors Correct In	95.00%
Software Validation - Regional	
Software Validation - Regional	95%

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
95.00%										
95.00%										
97.00%	0	0								
97.00%	0	0								
97.00%	2	2	100.00%							YES
97.00%	1	1	100.00%							YES
97.00%	0	0								
95.00%	1	1	100.00%							YES
0										
0										
95.00%				3	3	100.00%				YES
Diagnose				2	3	66.67%				Diagnose
95.00%				1	6	16.67%				NO
95.00%				0	10	0.00%				NO
95.00%				0	15	0.00%				NO
95.00%				0	4	0.00%				NO
95%										

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Collocation

Arrangement Type	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equify
Average Arrangement Time Physical Caped										
Average Arrangement Time Physical Capless										
Average Arrangement Time Physical Capless Extraordinary										
Average Arrangement Time Physical Intermediate Augment										
Average Arrangement Time Physical Major Augment										
Average Arrangement Time Physical Minor Augment										
Average Arrangement Time Physical Simple Augment										
Average Arrangement Time Virtual Extraordinary										
Average Arrangement Time Virtual Intermediate Augment										
Average Arrangement Time Virtual Major Augment										
Average Arrangement Time Virtual Minor Augment										
Average Arrangement Time Virtual Simple Augment										
Average Response Time										
Average Response Time Physical Caped										
Average Response Time Physical Capless										
Average Response Time Virtual										
Percent Missed Due Date										
Percent Missed Due Dates Physical										
Percent Missed Due Dates Physical Augment										
Percent Missed Due Dates Virtual										
Percent Missed Due Dates Virtual Augment										

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equify
90 Days										
60 Days										
90 Days										
60 Days										
90 Days										
45 Days										
20 Days										
75 Days										
60 Days										
75 Days										
60 Days										
90 Days										
60 Days										
20 Days										
20 Days										
20 Days										
5%										
5%										
5%										

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Average Database Update Interval	
Average Database Update Interval Directory Assistance	
Average Database Update Interval Directory Listings	
Average Database Update Interval Line Information Database	
Percent Database Update Accuracy	
% Database Accuracy - Regional Directory Assistance	
% Database Accuracy - Regional Directory Listings	
% Database Accuracy - Regional Line Information Database	
Percent Loaded by Effective Date	
% INXOLRNS Loaded by LERSG - Regional	

Database Update

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Party by Design	837.43	26	336.9	837.26	26	336.89				Party by Design
Party by Design	0.84	26	0.03	0.84	26	0.03				Party by Design
Party by Design	4.86	26	0.19	4.86	26	0.19				Party by Design
85%				859	987	87.92%				YES
85%				897	854	94.32%				YES
85%				921	927	99.35%				YES
100%				49	50	98.00%				NO

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Directory Percent Answered Within "X" Seconds
Speed to Answer Performance/Average Speed to Answer - DA - % WITHIN 12 S

Directory Speed To Answer
Speed to Answer Performance/Average Speed to Answer - DA

Directory Assistance

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
Party by Design						90.40%				Party by Design
Party by Design						4.3				Party by Design

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E911 Accuracy	
E911 Interval	
E911 Timeliness	

E911

**Benchmark/
Analog**

Parity by Design
 Parity by Design
 Parity by Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
			100823	103483	97.43%				Parity by Design
			221207	1925	1.92				Parity by Design
			1925	1925	100.00%				Parity by Design

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Maintenance & Repair

Benchmark/Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
OSS Response Interval (M&R) DLTH	10465	21783	48.34%	526	2402	82.37%		0.01	-2.8956	YES
OSS Response Interval (M&R) DLB	1275	21783	5.85%	506	2402	82.37%		0.01	-3.2408	NO
OSS Response Interval (M&R) DLR	11328	21783	52.00%	363	7891	4.85%		0	24.5888	NO
OSS Response Interval (M&R) LMOB	2891	1891956	0.15%	2831	7891	35.88%		0.01	1.6111	YES
OSS Response Interval (M&R) LMOB	1882226	1891956	99.49%	285065	286746	99.42%		0	4.2896	NO
OSS Response Interval (M&R) LMOB	1895065	1891956	99.85%	286344	286746	99.86%		0	-1.6111	YES
OSS Response Interval (M&R) LMOB	6001	1061994	0.57%	748	110338	0.65%		0	-4.7596	NO
OSS Response Interval (M&R) LMOB	1021405	1061994	96.18%	105770	110338	95.86%		0	5.2455	NO
OSS Response Interval (M&R) LMOB	1055963	1061994	99.43%	105680	110338	99.32%		0	-0.1253	NO
OSS Response Interval (M&R) LMOB	100246	100458	99.73%	12377	12389	99.82%		0	1.177	MS
OSS Response Interval (M&R) LMOB	100182	100458	99.73%	12354	12389	99.82%		0	1.177	MS
OSS Response Interval (M&R) LMOB	4486	6172	72.68%	625	951	65.2%		0.02	4.4856	YES
OSS Response Interval (M&R) LMOB	1686	6172	27.32%	326	951	34.28%		0.02	-4.4856	YES
OSS Response Interval (M&R) LMOB	20	128	15.63%	0	19	0.00%		0.09	1.7504	YES
OSS Response Interval (M&R) LMOB	108	128	84.38%	19	19	100.00%		0.09	-1.7504	YES
OSS Response Interval (M&R) LMOB	105	128	82.03%	19	19	100.00%		0.09	-1.7504	YES
OSS Response Interval (M&R) LMOB	1868	5291	35.3%	130	437	29.8%		0.02	-0.5338	YES
OSS Response Interval (M&R) LMOB	5064	5291	95.7%	436	437	99.7%		0	6.3508	NO
OSS Response Interval (M&R) LMOB	30064	33272	90.34%	4263	5531	77.0%		0	-30.925	YES
OSS Response Interval (M&R) LMOB	3214	33272	9.66%	1268	5531	22.93%		0	-30.925	YES
OSS Response Interval (M&R) LMOB	25	276213	0.01%	2	31817	0.01%		0	0.4909	YES
OSS Response Interval (M&R) LMOB	275803	276213	99.89%	31782	31817	99.89%		0	-0.1124	YES
OSS Response Interval (M&R) LMOB	276168	276213	99.99%	31815	31817	99.99%		0	-0.4809	YES

Benchmark/Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
> 0 - <= 10 Seconds	10465	21783	48.34%	526	2402	82.37%		0.01	-2.8956	YES
> 0 - <= 10 Seconds	1275	21783	5.85%	506	2402	82.37%		0.01	-3.2408	NO
> 0 - <= 10 Seconds	11328	21783	52.00%	363	7891	4.85%		0	24.5888	NO
> 0 - <= 10 Seconds	2891	1891956	0.15%	2831	7891	35.88%		0.01	1.6111	YES
> 0 - <= 10 Seconds	1882226	1891956	99.49%	285065	286746	99.42%		0	4.2896	NO
> 0 - <= 10 Seconds	1895065	1891956	99.85%	286344	286746	99.86%		0	-1.6111	YES
> 0 - <= 10 Seconds	6001	1061994	0.57%	748	110338	0.65%		0	-4.7596	NO
> 0 - <= 10 Seconds	1021405	1061994	96.18%	105770	110338	95.86%		0	5.2455	NO
> 0 - <= 10 Seconds	1055963	1061994	99.43%	105680	110338	99.32%		0	-0.1253	NO
> 0 - <= 10 Seconds	100246	100458	99.73%	12377	12389	99.82%		0	1.177	MS
> 0 - <= 10 Seconds	100182	100458	99.73%	12354	12389	99.82%		0	1.177	MS
> 0 - <= 10 Seconds	4486	6172	72.68%	625	951	65.2%		0.02	4.4856	YES
> 0 - <= 10 Seconds	1686	6172	27.32%	326	951	34.28%		0.02	-4.4856	YES
> 0 - <= 10 Seconds	20	128	15.63%	0	19	0.00%		0.09	1.7504	YES
> 0 - <= 10 Seconds	108	128	84.38%	19	19	100.00%		0.09	-1.7504	YES
> 0 - <= 10 Seconds	105	128	82.03%	19	19	100.00%		0.09	-1.7504	YES
> 0 - <= 10 Seconds	1868	5291	35.3%	130	437	29.8%		0.02	-0.5338	YES
> 0 - <= 10 Seconds	5064	5291	95.7%	436	437	99.7%		0	6.3508	NO
> 0 - <= 10 Seconds	30064	33272	90.34%	4263	5531	77.0%		0	-30.925	YES
> 0 - <= 10 Seconds	3214	33272	9.66%	1268	5531	22.93%		0	-30.925	YES
> 0 - <= 10 Seconds	25	276213	0.01%	2	31817	0.01%		0	0.4909	YES
> 0 - <= 10 Seconds	275803	276213	99.89%	31782	31817	99.89%		0	-0.1124	YES
> 0 - <= 10 Seconds	276168	276213	99.99%	31815	31817	99.99%		0	-0.4809	YES

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Trunk Group Performance

The Number Of Consecutive Two Hour Periods When CLEC Blocking Exceeded BellSouth Blocking By More Than 0.5%

Miscellaneous

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
						0.00%				YES

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Operator Percent Answered Within 'X' Seconds
Speed to Answer Performance/Answered Within 'X' Seconds - Toll % WITHIN 10 S

Operator Speed to Answer
Speed to Answer Performance/Average Speed to Answer - Toll

Operator Services

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
					98.50%				Parity by Design
					5.5				Parity by Design

Benchmark/
Analog

Parity by Design

Parity by Design

Bellsouth Monthly State Summary Kentucky, October 2004

Ordering

Acknowledgment Completeness	Benchmark/ Analog	BST Numerator	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
Acknowledge Message Completeness EDI TAGLENSX/AML	100%	313217		313217	313217	100.00%				YES
Acknowledge Message Completeness TAGLENSX/AML	100%	289529		289529	289529	100.00%				YES

Acknowledgment Timeliness	Benchmark/ Analog	BST Numerator	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
Acknowledge Message Timeliness EDI TAGLENSX/AML	95% <= 30 Minutes	313217		313217	313217	100.00%				YES
Acknowledge Message Timeliness TAGLENSX/AML	95% <= 30 Minutes	289529		289529	289529	100.00%				YES

Firm Order Confirmation/Project Completeness	Benchmark/ Analog	BST Numerator	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z-score	Equity
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop Design	97%	2		2	2	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop Non-Design	97%	29		29	29	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Design										
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Design	97%	1		1	1	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Design	97%	630		630	631	99.84%				YES
FOC & Ret Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Fully Mech) LNP (Standalone)										
FOC & Ret Resp Comp (Fully Mech) Local Interconnection Trunks										
FOC & Ret Resp Comp (Fully Mech) Local Interconnection Trunks (Unbundled Interoffice Transport)										
FOC & Ret Resp Comp (Fully Mech) Resale Business	97%	81		81	81	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) Resale PBX										
FOC & Ret Resp Comp (Fully Mech) Resale ISDN										
FOC & Ret Resp Comp (Fully Mech) Resale Resistance	97%	1951		1951	1951	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) Resale - Other										
FOC & Ret Resp Comp (Fully Mech) UNE ISDN	97%	20		20	20	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) UNE Line Sharing	97%	106		106	106	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) UNE Other Design	97%	21835		21835	21835	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) UNE Other Non-Design	97%	65		65	65	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) UNE Switch Ports	97%	4527		4527	4527	100.00%				YES
FOC & Ret Resp Comp (Fully Mech) UNE and UCL										
FOC & Ret Resp Comp (Fully Mech) Local Interconnection Trunks	97%	26		26	26	100.00%				YES
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop Design	97%	1		1	1	100.00%				YES
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop Non-Design										
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Design										
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Design	97%	3		3	3	100.00%				YES
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Design	97%	3		3	3	100.00%				YES
FOC & Ret Resp Comp (Non Mech) 2W Analog Loop w/LNP - Non-Design										
FOC & Ret Resp Comp (Non Mech) LNP (Standalone)	97%	63		63	63	100.00%				YES
FOC & Ret Resp Comp (Non Mech) LNP (Standalone)	97%	27		27	29	93.10%				NO
FOC & Ret Resp Comp (Non Mech) Local Interconnection Trunks	97%	2		2	2	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Local Interconnection Trunks (Unbundled Interoffice Transport)										
FOC & Ret Resp Comp (Non Mech) Resale Business	97%	61		61	61	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale Centrex	97%	3		3	3	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale Design										
FOC & Ret Resp Comp (Non Mech) Resale ISDN	97%	1		1	1	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale PBX	97%	39		39	41	95.12%				NO
FOC & Ret Resp Comp (Non Mech) Resale Resistance	97%	41		41	41	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale - Other										
FOC & Ret Resp Comp (Non Mech) UNE ISDN	97%	45		45	47	95.74%				NO
FOC & Ret Resp Comp (Non Mech) UNE Line Sharing	97%	8		8	9	88.89%				NO
FOC & Ret Resp Comp (Non Mech) UNE Loop + Port Combinations	97%	313		313	319	96.12%				YES
FOC & Ret Resp Comp (Non Mech) UNE Other Design	97%	6		6	6	100.00%				YES
FOC & Ret Resp Comp (Non Mech) UNE Other Non-Design	97%	186		186	190	98.95%				YES
FOC & Ret Resp Comp (Non Mech) UNE Switch Ports	97%	2		2	2	100.00%				YES
FOC & Ret Resp Comp (Non Mech) UNE and UCL										
FOC & Ret Resp Comp (Non Mech) Local Interconnection Trunks	97%	2		2	2	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Local Interconnection Trunks (Unbundled Interoffice Transport)										
FOC & Ret Resp Comp (Non Mech) Resale Business										
FOC & Ret Resp Comp (Non Mech) Resale Design										
FOC & Ret Resp Comp (Non Mech) Resale ISDN										
FOC & Ret Resp Comp (Non Mech) Resale PBX	97%	657		657	657	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale Resistance	97%	19		19	19	100.00%				YES
FOC & Ret Resp Comp (Non Mech) Resale - Other	97%	5		5	5	100.00%				YES
FOC & Ret Resp Comp (Non Mech) UNE ISDN	97%	3508		3508	3509	99.97%				YES
FOC & Ret Resp Comp (Non Mech) UNE Line Sharing	97%	18		18	18	100.00%				YES
FOC & Ret Resp Comp (Non Mech) UNE Loop + Port Combinations	97%	644		644	644	100.00%				YES
FOC & Ret Resp Comp (Non Mech) UNE Other Design										
FOC & Ret Resp Comp (Non Mech) UNE Switch Ports										

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Ordering

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity YES
FOC 3 Rpt Resp Comp (Partial Mech) UNE xDSL, HDLSL, ADSL, and UCL)			4	4	100.00%				
Firm Order Confirmation Timeliness									
FOC Timeliness (Fully Mech) ZW Analog Loop Design		95% <= 3 Hours	2	2	100.00%				YES
FOC Timeliness (Fully Mech) ZW Analog Loop Non-Design		95% <= 3 Hours	29	29	100.00%				YES
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Design		95% <= 3 Hours	1	1	100.00%				YES
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Design		95% <= 3 Hours	577	577	100.00%				YES
FOC Timeliness (Fully Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Fully Mech) Local Interconnection Trunks		95% <= 3 Hours	81	81	100.00%				YES
FOC Timeliness (Fully Mech) Local Transport (Unbonded Interface Transport)									
FOC Timeliness (Fully Mech) Resale Business									
FOC Timeliness (Fully Mech) Resale Centrex									
FOC Timeliness (Fully Mech) Resale ISDN									
FOC Timeliness (Fully Mech) Resale PBX									
FOC Timeliness (Fully Mech) Resale Residence									
FOC Timeliness (Fully Mech) Resale Other									
FOC Timeliness (Fully Mech) UNE EELs									
FOC Timeliness (Fully Mech) UNE ISDN									
FOC Timeliness (Fully Mech) UNE Line Sharing									
FOC Timeliness (Fully Mech) UNE Loop + Port Combinations									
FOC Timeliness (Fully Mech) UNE Loop + Port Other Design									
FOC Timeliness (Fully Mech) UNE Other Non-Design									
FOC Timeliness (Fully Mech) UNE Switch Ports									
FOC Timeliness (Non Mech) ZW Analog Loop Design		95% <= 3 Hours	25	25	96.15%				YES
FOC Timeliness (Non Mech) ZW Analog Loop Non-Design		95% <= 3 Hours	1	1	100.00%				YES
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design		95% <= 24 Hours	2	2	100.00%				YES
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Non Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Non Mech) Local Interconnection Trunks									
FOC Timeliness (Non Mech) Local Transport (Unbonded Interface Transport)									
FOC Timeliness (Non Mech) Resale Business									
FOC Timeliness (Non Mech) Resale Centrex									
FOC Timeliness (Non Mech) Resale ISDN									
FOC Timeliness (Non Mech) Resale PBX									
FOC Timeliness (Non Mech) Resale Residence									
FOC Timeliness (Non Mech) Resale Other									
FOC Timeliness (Non Mech) UNE EELs									
FOC Timeliness (Non Mech) UNE ISDN									
FOC Timeliness (Non Mech) UNE Line Sharing									
FOC Timeliness (Non Mech) UNE Loop + Port Combinations									
FOC Timeliness (Non Mech) UNE Loop + Port Other Design									
FOC Timeliness (Non Mech) UNE Other Non-Design									
FOC Timeliness (Non Mech) UNE Switch Ports									
FOC Timeliness (Partial Mech) ZW Analog Loop Design									
FOC Timeliness (Partial Mech) ZW Analog Loop Non-Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Design									
FOC Timeliness (Partial Mech) ZW Analog Loop w/INP - Non-Design									
FOC Timeliness (Partial Mech) Local Interconnection Trunks									
FOC Timeliness (Partial Mech) Local Transport (Unbonded Interface Transport)									
FOC Timeliness (Partial Mech) Resale Business									
FOC Timeliness (Partial Mech) Resale Centrex									
FOC Timeliness (Partial Mech) Resale ISDN									
FOC Timeliness (Partial Mech) Resale PBX									
FOC Timeliness (Partial Mech) Resale Residence									
FOC Timeliness (Partial Mech) Resale Other									
FOC Timeliness (Partial Mech) UNE EELs									
FOC Timeliness (Partial Mech) UNE ISDN									
FOC Timeliness (Partial Mech) UNE Line Sharing									
FOC Timeliness (Partial Mech) UNE Loop + Port Combinations									
FOC Timeliness (Partial Mech) UNE Loop + Port Other Design									
FOC Timeliness (Partial Mech) UNE Other Non-Design									
FOC Timeliness (Partial Mech) UNE Switch Ports									
FOC Timeliness (Partial Mech) UNE xDSL, HDLSL, ADSL, and UCL)									
Percent Flow Through									
Achieved Flow Through Aggregate			52,868	56,327	89.48%				Diagnostic
Achieved Flow Through Business			52,15	8,01	62.92%				Diagnostic

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Category	Value
Achieved Flow Through Residences	
Achieved Flow Through Summary	
Flow Through UNE-L	
Achieved Flow Through UNE-P	
Flow Through Aggregate	
Flow Through Residences	
Flow Through Summary	
Flow Through UNE-L	
Flow Through UNE-P	
LNP Flow Through Aggregate	
LNP Flow Through Summary	

Ordering

Benchmark/Analog	BSM Numerator	BSM Denominator	BSM	BSM	CLEC Numerator	CLEC Denominator	CLEC	CLEC	Standard Deviation	Standard Error	Z-scores	Equity
Diagnostic	73346	524668	0.1398	88.65%	1851	20	0.09%	66.67%				Diagnostic
Diagnostic	10609	478694	0.0222	75.28%	20	1	5.00%	28.57%				Diagnostic
Diagnostic	524668	539822	97.18%	90.96%	562	116	2.00%	2.56%				Diagnostic
Diagnostic	5215	5790	90.07%	97.85%	7	4627	0.15%	0.15%				Diagnostic
Diagnostic	73346	74412	98.57%	97.85%	0	26	0.00%	100.00%				Diagnostic
Diagnostic	10609	539822	0.1967%	90.96%	10	12	83.33%	83.33%				Diagnostic
Diagnostic	478694	493284	97.05%	96.82%	0	3	0.00%	0.00%				Diagnostic
Diagnostic	11348	11719	96.82%	96.82%	5	1851	0.27%	0.27%				Diagnostic
Diagnostic	0	2	0.00%	0.00%	0	29	0.00%	0.00%				Diagnostic
Diagnostic	0	29	0.00%	0.00%	0	1	0.00%	0.00%				Diagnostic
Diagnostic	53	631	8.40%	8.40%	0	81	0.00%	0.00%				Diagnostic
Diagnostic	0	81	0.00%	0.00%	5	1851	0.27%	0.27%				Diagnostic
Diagnostic	0	1851	0.00%	0.27%	1	20	5.00%	28.57%				Diagnostic
Diagnostic	1	20	5.00%	28.57%	562	116	2.00%	2.56%				Diagnostic
Diagnostic	0	65	0.00%	0.15%	0	26	0.00%	100.00%				Diagnostic
Diagnostic	7	4627	0.15%	0.15%	0	3	0.00%	0.00%				Diagnostic
Diagnostic	0	26	0.00%	100.00%	10	12	83.33%	83.33%				Diagnostic
Diagnostic	0	3	0.00%	0.00%	2	3	66.67%	66.67%				Diagnostic
Diagnostic	18	63	28.57%	28.57%	0	29	0.00%	0.00%				Diagnostic
Diagnostic	0	29	0.00%	0.00%	43	61	70.49%	70.49%				Diagnostic
Diagnostic	3	61	70.49%	70.49%	1	1	100.00%	100.00%				Diagnostic
Diagnostic	4	12	33.33%	33.33%	26	41	63.41%	63.41%				Diagnostic
Diagnostic	23	47	48.94%	48.94%	2	9	22.22%	22.22%				Diagnostic
Diagnostic	2	9	22.22%	22.22%	186	319	58.31%	58.31%				Diagnostic
Diagnostic	186	319	58.31%	58.31%	2	6	33.33%	33.33%				Diagnostic
Diagnostic	84	197	42.64%	50.00%	5	20	25.00%	25.00%				Diagnostic
Diagnostic	1	5	20.00%	20.00%	1	2	50.00%	50.00%				Diagnostic
Diagnostic	1	2	50.00%	50.00%	101	404	25.00%	25.00%				Diagnostic
Diagnostic	101	404	25.00%	25.00%	78	122	63.93%	63.93%				Diagnostic
Diagnostic	78	122	63.93%	63.93%								Diagnostic

Percent Reject Service Request (Fully Mech) ZW Analog Loop Design												
Percent Reject Service Request (Fully Mech) ZW Analog Loop Non-Design												
Percent Reject Service Request (Fully Mech) ZW Analog Loop w/NP - Design												
Percent Reject Service Request (Fully Mech) ZW Analog Loop w/NP - Non-Design												
Percent Reject Service Request (Fully Mech) ZW Analog Loop w/LNP - Design												
Percent Reject Service Request (Fully Mech) ZW Analog Loop w/LNP - Non-Design												
Percent Reject Service Request (Fully Mech) LNP (Standalone)												
Percent Reject Service Request (Fully Mech) Local Interconnection Trunks												
Percent Reject Service Request (Fully Mech) Local Transport (Unbundled Interface Transport)												
Percent Reject Service Request (Fully Mech) Resale Business												
Percent Reject Service Request (Fully Mech) Resale Centrex												
Percent Reject Service Request (Fully Mech) Resale SOV												
Percent Reject Service Request (Fully Mech) Resale Standalone												
Percent Reject Service Request (Fully Mech) Resale Resid. Other												
Percent Reject Service Request (Fully Mech) UNE Digital Loop < DS1												
Percent Reject Service Request (Fully Mech) UNE Digital Loop >= DS1												
Percent Reject Service Request (Fully Mech) UNE EELs												
Percent Reject Service Request (Fully Mech) UNE Line Sharing												
Percent Reject Service Request (Fully Mech) UNE Loop + Port Combinations												
Percent Reject Service Request (Fully Mech) UNE Other Non-Design												
Percent Reject Service Request (Fully Mech) UNE Switch Ports												
Percent Reject Service Request (Fully Mech) UNE XDSL, ADSL, and UCL												
Percent Reject Service Request (Non Mech) ZW Analog Loop Design												
Percent Reject Service Request (Non Mech) ZW Analog Loop Non-Design												
Percent Reject Service Request (Non Mech) ZW Analog Loop w/NP - Design												
Percent Reject Service Request (Non Mech) ZW Analog Loop w/NP - Non-Design												
Percent Reject Service Request (Non Mech) ZW Analog Loop w/LNP - Design												
Percent Reject Service Request (Non Mech) ZW Analog Loop w/LNP - Non-Design												
Percent Reject Service Request (Non Mech) LNP (Standalone)												
Percent Reject Service Request (Non Mech) Local Interconnection Trunks												
Percent Reject Service Request (Non Mech) Local Transport (Unbundled Interface Trunk)												
Percent Reject Service Request (Non Mech) Resale Business												
Percent Reject Service Request (Non Mech) Resale Centrex												
Percent Reject Service Request (Non Mech) Resale ISDN												
Percent Reject Service Request (Non Mech) Resale SOV												
Percent Reject Service Request (Non Mech) Resale Standalone												
Percent Reject Service Request (Non Mech) Resale Resid. Other												
Percent Reject Service Request (Non Mech) UNE Digital Loop < DS1												
Percent Reject Service Request (Non Mech) UNE Digital Loop >= DS1												
Percent Reject Service Request (Non Mech) UNE EELs												
Percent Reject Service Request (Non Mech) UNE ISDN												
Percent Reject Service Request (Non Mech) UNE Line Sharing												
Percent Reject Service Request (Non Mech) UNE Loop + Port Combinations												
Percent Reject Service Request (Non Mech) UNE Other Design												
Percent Reject Service Request (Non Mech) UNE Other Non-Design												
Percent Reject Service Request (Non Mech) UNE Switch Ports												
Percent Reject Service Request (Non Mech) UNE XDSL, ADSL, and UCL												
Percent Reject Service Request (Non Mech) ZW Analog Loop Non-Design												
Percent Reject Service Request (Partial Mech) ZW Analog Loop w/NP - Design												
Percent Reject Service Request (Partial Mech) ZW Analog Loop w/NP - Non-Design												
Percent Reject Service Request (Partial Mech) ZW Analog Loop w/LNP - Design												
Percent Reject Service Request (Partial Mech) ZW Analog Loop w/LNP - Non-Design												
Percent Reject Service Request (Partial Mech) LNP (Standalone)												
Percent Reject Service Request (Partial Mech) Local Interconnection Trunks												
Percent Reject Service Request (Partial Mech) Local Transport (Unbundled Interface Transport)												
Percent Reject Service Request (Partial Mech) Resale Business												
Percent Reject Service Request (Partial Mech) Resale Centrex												
Percent Reject Service Request (Partial Mech) Resale Design												

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Reject Interval (Partial Mech) UNE ISDN
Reject Interval (Partial Mech) UNE Line Sharing
Reject Interval (Partial Mech) UNE Loop + Port Combinations
Reject Interval (Partial Mech) UNE Other Design
Reject Interval (Partial Mech) UNE Other Non-Design
Reject Interval (Partial Mech) UNE Speed of Answer
Reject Interval (Partial Mech) UNE ADSL (VDSL, ADSL, and UCL)

Service Inquiry Firm Order Confirmation
Service Inquiry w/ LSR FOC UNE XDSL (ADSL, HDSL, UCL)
Service Inquiry w/ LSR FOC UNE-UDF
Service Inquiry w/ LSR FOC Unbonded Interoffice Transport

Speed of Answer
Speed of Answer in Ordering Center LOCAL CARRIER SERVICE CENTER

Ordering

Benchmark/ Analog
90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours
90 % or 7 Hours

Retail Rate / Bus Service Center

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
1	50	100.00%	1	1	100.00%				YES
2008	2052	97.85%	2008	50	100.00%				YES
B	8	100.00%	B	8	100.00%				YES
507	524	96.75%	507	524	96.75%				YES
2	2	100.00%	2	2	100.00%				YES

675645625	5666742	119.19	1475494	44695	33.01				YES
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Provisioning

Hold Order Interval

FOCI LINE xDSL With Conditioning Dispatch < 10 Circuits
FOCI LINE xDSL With Conditioning Dispatch >= 10 Circuits
FOCI LINE xDSL With Conditioning Non-Dispatch < 10 Circuits
FOCI LINE xDSL With Conditioning Non-Dispatch >= 10 Circuits
FOCI LINE xDSL Without Conditioning Dispatch < 10 Circuits
FOCI LINE xDSL Without Conditioning Dispatch >= 10 Circuits
FOCI LINE xDSL Without Conditioning Non-Dispatch < 10 Circuits
FOCI LINE xDSL Without Conditioning Non-Dispatch >= 10 Circuits

Benchmark/Analog

12 Days
12 Days
12 Days
12 Days
6 Days
6 Days
6 Days
6 Days

Hold Order Intvl & Mean ZW Analog Loop Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop Design >= 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop Non-Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop Non-Design >= 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Design >= 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Non-Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Non-Design >= 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Design >= 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Non-Design < 10 Circuits
Hold Order Intvl & Mean ZW Analog Loop w/NP - Non-Design >= 10 Circuits
Hold Order Intvl & Mean INP (Standalone) < 10 Circuits
Hold Order Intvl & Mean INP (Standalone) >= 10 Circuits
Hold Order Intvl & Mean INP (Standalone) < 10 Circuits
Hold Order Intvl & Mean INP (Standalone) >= 10 Circuits
Hold Order Intvl & Mean Local Interconnection Trunks
Hold Order Intvl & Mean Local Transport (Unbundled Interface Transport) < 10 Circuit
Hold Order Intvl & Mean Local Transport (Unbundled Interface Transport) >= 10 Circuit
Hold Order Intvl & Mean Resale Business < 10 Circuits
Hold Order Intvl & Mean Resale Business >= 10 Circuits
Hold Order Intvl & Mean Resale Business < 10 Circuits
Hold Order Intvl & Mean Resale Business >= 10 Circuits
Hold Order Intvl & Mean Resale Design < 10 Circuits
Hold Order Intvl & Mean Resale Design >= 10 Circuits
Hold Order Intvl & Mean Resale ISDN < 10 Circuits
Hold Order Intvl & Mean Resale ISDN >= 10 Circuits
Hold Order Intvl & Mean Resale PBX < 10 Circuits
Hold Order Intvl & Mean Resale PBX >= 10 Circuits
Hold Order Intvl & Mean Resale Resistance < 10 Circuits
Hold Order Intvl & Mean Resale Resistance >= 10 Circuits
Hold Order Intvl & Mean UNE Combin - Other < 10 Circuits
Hold Order Intvl & Mean UNE Combin - Other >= 10 Circuits
Hold Order Intvl & Mean Digital Loop < 10 Circuits
Hold Order Intvl & Mean Digital Loop >= 10 Circuits
Hold Order Intvl & Mean UNE Digital Loop < DS1 < 10 Circuits
Hold Order Intvl & Mean UNE Digital Loop >= DS1 < 10 Circuits
Hold Order Intvl & Mean UNE Digital Loop >= DS1 >= 10 Circuits
Hold Order Intvl & Mean UNE ISDN < 10 Circuits
Hold Order Intvl & Mean UNE ISDN >= 10 Circuits
Hold Order Intvl & Mean UNE Line Sharing < 10 Circuits
Hold Order Intvl & Mean UNE Line Sharing >= 10 Circuits
Hold Order Intvl & Mean UNE Loop + Port Combinations < 10 Circuits
Hold Order Intvl & Mean UNE Loop + Port Combinations >= 10 Circuits
Hold Order Intvl & Mean UNE Other Design < 10 Circuits
Hold Order Intvl & Mean UNE Other Design >= 10 Circuits
Hold Order Intvl & Mean UNE Other Non-Design < 10 Circuits
Hold Order Intvl & Mean UNE Other Non-Design >= 10 Circuits
Hold Order Intvl & Mean UNE Switch Ports < 10 Circuits
Hold Order Intvl & Mean UNE Switch Ports >= 10 Circuits
Hold Order Intvl & Mean UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits
Hold Order Intvl & Mean UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits

Retail Residence and Business Dispatch

Retail Residence and Business Dispatch

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business Dispatch

Retail Residence and Business Dispatch

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business Dispatch

Retail Residence and Business (POTS)

Retail Residence and Business (POTS)

Retail Residence and Business (POTS)

Local Interconnection Trunks

Retail DS1/DS3 Interface

Retail Business

Retail Business

Retail Center

Retail Design

Retail Design

Retail ISDN

Retail ISDN

Retail PBX

Retail PBX

Retail Residence

Retail Residence

Retail Residence, Business and Design Dispatch

Retail Residence and Design Dispatch

Retail Digital Loop < DS1

Retail Digital Loop > DS1

Retail Digital Loop >= DS1

Retail ISDN - BRI

Retail ISDN - BRI

ADSL Provided to Retail

Retail Residence and Business

Retail Residence and Business

Retail Design

Retail Design

Retail Residence and Business

Retail Residence and Business

Retail Residence and Business (POTS)

Retail Residence and Business (POTS)

ADSL Provided to Retail

ADSL Provided to Retail

Hot Cut Timeliness

CCC - Hot Cuts Timeliness COORDINATED TIME SPECIFIC (SL1)
CCC - Hot Cuts Timeliness COORDINATED, NON-TIME SPECIFIC (SL2)
CCC - Hot Cuts Timeliness COORDINATED, NON-TIME SPECIFIC (SL1)
CCC - Hot Cuts Timeliness COORDINATED, TIME SPECIFIC (SL2)

Jeopardy Notice Interval

% Jeopardy (Mech) ZW Analog Loop Design
% Jeopardy (Mech) ZW Analog Loop Non-Design
% Jeopardy (Mech) ZW Analog Loop w/NP - Design
% Jeopardy (Mech) ZW Analog Loop w/NP - Non-Design
% Jeopardy (Mech) ZW Analog Loop w/NP - Design
% Jeopardy (Mech) ZW Analog Loop w/NP - Non-Design
% Jeopardy (Mech) INP (Standalone)
% Jeopardy (Mech) INP (Standalone)
% Jeopardy (Mech) Local Transport (Unbundled Interface Transport)
% Jeopardy (Mech) Resale Business
% Jeopardy (Mech) Resale Business
% Jeopardy (Mech) Resale Center
% Jeopardy (Mech) Resale Design

398	5396	7.35%	0	1	0.00%				YES
393	97490	0.40%	0	9	0.00%				YES
385	5396	7.35%							
393	97490	0.40%							
398	5396	7.35%							
393	97490	0.40%							
393	97490	0.40%							
393	97490	0.40%							
147	214	68.69%							
129	8624	1.50%							
10	1281	0.78%							
48	412	11.65%							

Retail Residence and Business Dispatch

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business Dispatch

Retail Residence and Business (POTS) Excluding Switch -Based Orders

Retail Residence and Business (POTS)

Retail Residence and Business (POTS)

Local Interconnection Trunks

Retail DS1/DS3 Interface

Retail Business

Retail Center

Retail Design

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
24	1	24				0			
99	9	11				13.784			
52	2	26				26.8701			
1892	55	34.4	7	1	7	63.7352	84.312	0.426	YES
2043	66	30.95				58.9504			
413	7	59				86.5409			
413	7	59				86.5409			
1991	64	31.11	176	8	22	59.7763	22.4161	0.4064	YES
52	2	26				26.8701			
1991	64	31.11				59.7763			
1991	64	31.11				59.7763			
413	7	59				86.5409			
1	1	100.00%							YES
2	2	100.00%							YES

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 Kentucky, October 2004

Provisioning

Item	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Z score	Equity
% Missed Installation Appoints Local Transport (Unbonded Interoffice Transport) Non-C	0	0		0	0	0.00%				
% Missed Installation Appoints Local Transport (Unbonded Interoffice Transport) Non-C	53	1563	3.39%	1	12	8.33%			-0.3853	YES
% Missed Installation Appoints Resale Business Dispatch >= 10 Circuits	3	32	9.38%							
% Missed Installation Appoints Resale Business Dispatch >= 10 Circuits	4	6942	0.06%	1	108	0.83%			-0.3539	YES
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	0	56	0.00%							
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	1	86	1.15%							
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	0	8	0.00%							
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	0	1134	0.00%							
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	0	13	0.00%							
% Missed Installation Appoints Resale Business Non-Dispatch >= 10 Circuits	0	72	0.00%	0	1	0.00%				YES
% Missed Installation Appoints Resale Design Dispatch >= 10 Circuits	0	27	0.00%							
% Missed Installation Appoints Resale Design Dispatch >= 10 Circuits	2	85	2.35%							
% Missed Installation Appoints Resale Design Dispatch >= 10 Circuits	0	9	0.00%							
% Missed Installation Appoints Resale Design Dispatch >= 10 Circuits	0	74	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	36	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	10	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	10	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	2	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	2	0.00%	0	1	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	3	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	765	3699	20.66%	14	100	14.00%			0.7294	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	7	86365	0.01%	1	1596	0.06%			-0.6563	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	825	5484	15.04%	0	27	0.00%			0.5945	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	4	62	6.45%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	3082	0.04%	0	3	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	108	38	0.00%	1	20	5.00%			-0.0362	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	443	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	1	4630	0.02%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	1	65	1.54%	0	30	0.00%			0.1083	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	68	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	10	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	2	238	0.86%	0	27	0.00%			0.1229	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits										
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits										
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	51	0.00%	1	10	10.00%				NO
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	7	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	108	2354	4.59%	0	4	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	27	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	4593	0.00%	0	42	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	108	2354	4.59%	1	11	9.09%			-0.2143	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	1	27	0.00%	0	18	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	1	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	818	5262	15.55%	66	624	10.56%			1.3078	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	4	40	10.00%	2	2	0.00%			0.3043	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	9	30040	0.03%	2	6253	0.03%			-0.0016	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	50	0.00%	0	3	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	2	5481	0.00%	0	10783	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	11	93527	0.01%	2	1038	0.01%			0	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	7	56	0.00%	0	4	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	2	222	3.15%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	2	85	2.35%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	818	5262	15.55%	1	11	9.09%			0.178	YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	40	10.00%	0	18	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	93527	0.01%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	817	5176	10.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	11	82339	0.01%	0	4	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	51	0.00%	1	10	10.00%				NO
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	0	7	0.00%							
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	108	2354	4.59%	0	10	0.00%				YES
% Missed Installation Appoints Resale ISDN Dispatch >= 10 Circuits	1	4593	0.00%							

Bellsouth Monthly State Summary
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% Prov. Trouble w/ 30 Days UNE Line Sharing Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Line Sharing Non-Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Line Sharing Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch Dispatch If
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch Switch Bar
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch Switch Bar
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Other Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Switch Ports Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Switch Ports Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE Switch Ports Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE Switch Ports Non-Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch >= 10 Circuits
% Prov. Trouble w/ 30 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch < 10 Circuits
% Prov. Trouble w/ 30 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch >= 10 Circuits

Percent Troubles within 'X' Days

Hot Calls %Prov. Trbl w/ 7 Days Design (SL2) Dispatch
Hot Calls %Prov. Trbl w/ 7 Days Design (SL2) Non-Dispatch
Hot Calls %Prov. Trbl w/ 7 Days Non-Design (SL1) Dispatch
Hot Calls %Prov. Trbl w/ 7 Days Non-Design (SL1) Non-Dispatch

Recovery Time

CGC Avg Recovery Time Interim Number Portability (INP) - Loop
CGC Avg Recovery Time Local Number Portability (LNP) - Loop

Service Order Accuracy

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

Provisioning

Benchmark/

ADSL Provided to Retail
ADSL Provided to Retail
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Design
Retail Design
Retail Design
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
ADSL Provided to Retail
ADSL Provided to Retail
ADSL Provided to Retail

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
204	4552	4.48%	0	52	0.00%			1.5531	YES
661	5821	11.36%	70	719	9.74%			1.2915	YES
5	26	19.23%	0	1	0.00%			0.4788	YES
2075	32270	6.43%	359	7236	4.96%			4.6037	YES
0	25	0.00%	1	5	20.00%				NO
2171	65903	3.30%	284	12534	2.27%			5.9365	YES
0	3	0.00%	1	1	100%				NO
426	9873	4.31%	643	10770	3.35%			6.7881	YES
13	219	5.94%	1	9	20.00%				NO
9	48	18.75%							
4	70	5.71%							
1	8	12.50%							
661	5821	11.36%	0	12	0.00%			1.2366	YES
5	26	19.23%							
4248	99073	4.33%	0	23	0.00%			1.0201	YES
0	28	0.00%							
52	271	19.23%							
4240	97766	4.24%							
89	2148	4.10%	1	13	7.69%			-0.652	YES
1	13	7.69%							
204	4552	4.48%	0	1	0.00%			0.2166	YES

<= 5 %
<= 5 %
<= 5 %
<= 5 %
Diagnostic
Diagnostic
95.00%
95.00%
95.00%
95.00%

5591
35557
4876
5775
36370
6021
97.69%
97.76%
97.11%
YES
YES
YES

BellSouth Monthly State Summary
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Special Access - M & R

Benchmark/
Analog

Customer Trouble Report Rate - Failure Rate	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DS0 + DS1)	12	371	1.55%	485	16537	2.94%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCh)	4	106	3.90%	167	4219	3.16%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS0	8	665	1.16%	337	14139	2.18%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1 (Non-Opt)	0	37	0.84%	6	1205	0.47%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical)	15	919	1.63%	543	18406	2.95%			Diagnostic
Customer Trouble Report Rate - Failure Rate Below DS3 (DS0 + DS1)	4	48	2.09%	2	1331	0.15%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS0	11	83	4.62%	210	3920	5.95%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS1 (Non-Optical)	1	859	1.32%	333	14486	2.30%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCh)	0	47	2.13%	2	1227	0.16%			Diagnostic

Maintenance Average Duration (Mean Time to Restore)	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Below DS3 (DS0 + DS1)	10.83	4	2.71	246.88	148	1.67			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) DS3 and Above (DS3 + OCh)	0.2	1	0.2	1.18	1	1.18			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS0	2.12	1	2.12	112.12	54	2.08			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS1	0.2	3	2.91	134.77	94	1.43			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS3	0	1	0.2	1.18	1	1.18			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Below DS3 (DS0 + DS1)	0	15	0.00%	4	543	0.74%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) DS3 and Above (DS3 + OCh)	0	1	0.00%	0	2	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0	0	4	0.00%	2	210	0.95%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1	0	11	0.00%	2	333	0.60%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3	0	1	0.00%	0	2	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Optical OCh)	61.6	15	4.11	1686.92	543	3.49			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Below DS3 (DS0 + DS1)	2.4	4	6.0	71.3	2	2.5			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS0	37.5	11	3.41	1179.58	333	3.54			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS1 (Non-Optical)	0.2	1	0.2	5	2	2.5			Diagnostic

Percent Repeat Troubles	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Percent Repeat Troubles Below DS3 (DS0 + DS1)	3	15	20.00%	81	543	14.92%			Diagnostic
Percent Repeat Troubles DS3 and Above (DS3 + OCh)	0	4	0.00%	21	210	10.00%			Diagnostic
Percent Repeat Troubles Special Access DS0	3	11	27.27%	60	333	18.02%			Diagnostic
Percent Repeat Troubles Special Access DS1 (Non-Optical)	0	1	0.00%	0	2	0.00%			Diagnostic

Customer Trouble Report Rate - Failure Rate	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DS0 + DS1)	12	371	1.55%	485	16537	2.94%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCh)	4	106	3.90%	167	4219	3.16%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS0	8	665	1.16%	337	14139	2.18%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1 (Non-Opt)	0	37	0.84%	6	1205	0.47%			Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical)	15	919	1.63%	543	18406	2.95%			Diagnostic
Customer Trouble Report Rate - Failure Rate Below DS3 (DS0 + DS1)	4	48	2.09%	2	1331	0.15%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS0	11	83	4.62%	210	3920	5.95%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS1 (Non-Optical)	1	859	1.32%	333	14486	2.30%			Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCh)	0	47	2.13%	2	1227	0.16%			Diagnostic

Maintenance Average Duration (Mean Time to Restore)	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Below DS3 (DS0 + DS1)	10.83	4	2.71	246.88	148	1.67			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) DS3 and Above (DS3 + OCh)	0.2	1	0.2	1.18	1	1.18			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS0	2.12	1	2.12	112.12	54	2.08			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS1	0.2	3	2.91	134.77	94	1.43			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK:TKR) Special Access DS3	0	1	0.2	1.18	1	1.18			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Below DS3 (DS0 + DS1)	0	15	0.00%	4	543	0.74%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) DS3 and Above (DS3 + OCh)	0	1	0.00%	0	2	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0	0	4	0.00%	2	210	0.95%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1	0	11	0.00%	2	333	0.60%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3	0	1	0.00%	0	2	0.00%			Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Optical OCh)	61.6	15	4.11	1686.92	543	3.49			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Below DS3 (DS0 + DS1)	2.4	4	6.0	71.3	2	2.5			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS0	37.5	11	3.41	1179.58	333	3.54			Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS1 (Non-Optical)	0.2	1	0.2	5	2	2.5			Diagnostic

Percent Repeat Troubles	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Zscore	Equity
Percent Repeat Troubles Below DS3 (DS0 + DS1)	3	15	20.00%	81	543	14.92%			Diagnostic
Percent Repeat Troubles DS3 and Above (DS3 + OCh)	0	4	0.00%	21	210	10.00%			Diagnostic
Percent Repeat Troubles Special Access DS0	3	11	27.27%	60	333	18.02%			Diagnostic
Percent Repeat Troubles Special Access DS1 (Non-Optical)	0	1	0.00%	0	2	0.00%			Diagnostic

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Special Access - Ordering

FOC Receipt Past Due

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

Firm Order Confirmation Timeliness (FOC Receipt)

Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS0
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DST
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Non-Optical)
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Optical OCh)

Offered Versus Requested Due Date

Offered Versus Requested Due Date Special Access DS0
Offered Versus Requested Due Date Special Access DST
Offered Versus Requested Due Date Special Access DS3 (Non-Optical)
Offered Versus Requested Due Date Special Access DS3 (Optical OCh)

**Benchmark/
Analogy**

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

>= 88%, within 2 Business Days
>= 88%, within 2 Business Days
>= 88%, within 2 Business Days
>= 88%, within 5 Business Days

Diagnostic
Diagnostic
Diagnostic

BST Numerator

Diagnostic	1	20	5.00%	Diagnostic	Equity
Diagnostic	11	171	6.43%	Diagnostic	Diagnostic
Diagnostic	0	1	0.00%	Diagnostic	Diagnostic
Diagnostic	1	23	4.35%	Diagnostic	Diagnostic
Diagnostic	8	250	2.40%	Diagnostic	Diagnostic
Diagnostic	5	44	11.36%	Diagnostic	Diagnostic

Diagnostic	7	46	15.22%	Diagnostic	Diagnostic
Diagnostic	147	414	35.51%	Diagnostic	Diagnostic
Diagnostic	19	56	33.83%	Diagnostic	Diagnostic
Diagnostic	0	1	0.00%	Diagnostic	Diagnostic

Diagnostic	30	35	85.71%	Diagnostic	Diagnostic
Diagnostic	206	326	60.80%	Diagnostic	Diagnostic
Diagnostic	32	32	100.00%	Diagnostic	Diagnostic
Diagnostic	1	1	100.00%	Diagnostic	Diagnostic

Special Access - Provisioning

Bellsouth Monthly State Summary
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Benchmark/ Alerting	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Interval - Requested/Installed	154	20	7.7	3673	343	10.71				Diagnostic
Average Interval - Installed Below DS3 (DS0 + DS1)	72	1	23	451	10	16.1				Diagnostic
Average Interval - Installed Above DS3 + OCh	36	3	12	367	33	11.12				Diagnostic
Average Interval - Installed Special Access DS0	118	17	6.84	3306	310	10.66				Diagnostic
Average Interval - Installed Special Access DS3 (Non-Optical)	0	0	0	161	10	16.1				Diagnostic
Average Interval - Installed Special Access DS3 (Optical OCh)	23	1	23	0	0	0				Diagnostic
Average Interval - Offered Below DS3 (DS0 + DS1)	134	20	6.7	3453	343	10.07				Diagnostic
Average Interval - Offered Above DS3 + OCh	20	1	20	117	10	11.7				Diagnostic
Average Interval - Offered Special Access DS0	29	3	9.67	316	33	9.95				Diagnostic
Average Interval - Offered Special Access DS3 (Non-Optical)	105	17	6.18	3137	310	10.12				Diagnostic
Average Interval - Offered Special Access DS3 (Optical OCh)	0	0	0	17	0	0				Diagnostic
Average Interval - Requested DS3 and Above (DS3 + OCh)	135	20	6.75	3312	343	9.86				Diagnostic
Average Interval - Requested Below DS3 (DS0 + DS1)	30	3	10	273	33	9.4				Diagnostic
Average Interval - Requested DS3 and Above (DS3 + OCh)	30	3	10	273	33	9.4				Diagnostic
Average Interval - Requested Special Access DS0	105	17	6.18	3039	310	9.8				Diagnostic
Average Interval - Requested Special Access DS3 (Non-Optical)	0	0	0	94	10	9.4				Diagnostic
Average Interval - Requested Special Access DS3 (Optical OCh)	20	1	20	0	0	0				Diagnostic
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 + OCh)										Diagnostic
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)										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS3 (Optical OCh)										Diagnostic
Days Late Below DS3 (DS0 + DS1)	9	1	9	131	21	6.24				Diagnostic
Days Late DS3 and Above (DS3 + OCh)										Diagnostic
Days Late Special Access DS0	9	1	9	21	4	5.25				Diagnostic
Days Late Special Access DS1										Diagnostic
Days Late Special Access DS3 (Non-Optical)										Diagnostic
Days Late Special Access DS3 (Optical OCh)										Diagnostic
On-time Performance To FOC Due Date										
On-time Performance FOC Due Date (With CNR) Below DS3 (DS0 + DS1)	18	20	90.00%	309	343	90.05%				Diagnostic
On-time Performance FOC Due Date (With CNR) DS3 and Above (DS3 + OCh)	1	3	100.00%	10	10	100.00%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS0	3	3	100.00%	29	33	87.85%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS1	15	17	88.24%	290	310	90.32%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Non-Optical)										Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Optical OCh)										Diagnostic
On-time Performance FOC Due Date (Without CNR) Below DS3 (DS0 + DS1)	14	20	70.00%	288	343	83.97%				Diagnostic
On-time Performance FOC Due Date (Without CNR) DS3 and Above (DS3 + OCh)	1	3	100.00%	4	10	40.00%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS0	3	3	100.00%	25	33	75.76%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS1	14	17	82.35%	282	310	90.97%				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 OCh)										Diagnostic
Past Due Circuits										
Past Due Circuits - % Cancellations Below DS3 (DS0 + DS1)										Diagnostic
Past Due Circuits - % Cancellations DS3 and Above (DS3 + OCh)										Diagnostic
Past Due Circuits - % Cancellations Special Access DS0										Diagnostic
Past Due Circuits - % Cancellations Special Access DS1										Diagnostic
Past Due Circuits - % Cancellations Special Access DS3 (Non-Optical)										Diagnostic
Past Due Circuits - % Cancellations Special Access DS3 (Optical OCh)										Diagnostic
Past Due Circuits - BST Facilities Below DS3 (DS0 + DS1)										Diagnostic
Past Due Circuits - BST Facilities DS3 and Above (DS3 + OCh)										Diagnostic
Past Due Circuits - BST Facilities Special Access DS0										Diagnostic
Past Due Circuits - BST Facilities Special Access DS1										Diagnostic
Past Due Circuits - BST Facilities Special Access DS3 (Non-Optical)										Diagnostic
Past Due Circuits - BST Facilities Special Access DS3 (Optical OCh)										Diagnostic
Past Due Circuits - IXC Reasons Below DS3 (DS0 + DS1)										Diagnostic
Past Due Circuits - IXC Reasons DS3 and Above (DS3 + OCh)										Diagnostic
Past Due Circuits - IXC Reasons Special Access DS0										Diagnostic
Past Due Circuits - IXC Reasons Special Access DS1										Diagnostic
Past Due Circuits - IXC Reasons Special Access DS3 (Non-Optical)										Diagnostic
Past Due Circuits - IXC Reasons Special Access DS3 (Optical OCh)										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate)										
Percent Provisioning Troubles (New Installation Trouble Report Rate) Below DS3 (DS0 + DS1)										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) DS3 and Above (DS3 + OCh)										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access D										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access D										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access D										Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access D										Diagnostic