

Exhibit JMB-8

Hearing Transcripts Georgia Third Party
Test Hearing May 8, 2001

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

In the Matter of: :
: :
Investigation into Development of :
Electronic Interfaces for BellSouth's: Docket No. 8354-U
OPERATIONAL SUPPORT SYSTEMS :
: :

Hearing Room 110
244 Washington Street
Atlanta, Georgia

Tuesday, May 8, 2001

The above-entitled matter came on for hearing
pursuant to Notice at 10:00 a.m.

BEFORE:

LAUREN MCDONALD, JR., Chairman
STAN WISE, Vice Chairman
ROBERT BAKER, Commissioner
ROBERT DURDEN, Commissioner
DAVID BURGESS, Commissioner

* * *

APPEARANCES:

On behalf of the Commission Staff:

DANIEL WALSH, Attorney
Assistant Attorney General
State Law Department
40 Capitol Square
Atlanta, Georgia 30334

On behalf of the Consumers' Utility Counsel:

KEALIN CULBREATH, Attorney
Consumers' Utility Counsel Division
Balcony Level, 2 MLK Jr. Drive
Atlanta, Georgia 30334

On behalf of AT&T Communications of the Southern States, Inc.:

SUZANNE OCKLEBERRY, Attorney
AT&T Communications of the Southern States, Inc.
1200 Peachtree Street, Suite 8100
Atlanta, Georgia 30309

-and-

THOMAS A. LEMMER, Attorney
TAMI LYN AZORSKY, Attorney
McKenna & Cuneo, L.L.P.
Washington, D.C. 20006-1108
Denver, Colorado 80202-1370

-and-

TIMOTHY G. BARBER, Attorney
Womble, Carlyle, Sandridge & Rice
3300 One First Union Center
301 South College Street
Charlotte, North Carolina 28202-6025

On behalf of BellSouth Telecommunications, Inc.:

BENNETT ROSS, Attorney
FRED MCCALLUM, Attorney
BellSouth Telecommunications, Inc.
125 Perimeter Center West, Room 376
Atlanta, Georgia 30346

APPEARANCES (Continued)

On behalf of Covad Communications Company:

CATHERINE F. BOONE, Attorney
Covad Communications Company
Suite 650, 10 Glenlake Parkway
Atlanta, Georgia 30328

On behalf of Sprint Communications Company, L.P.:

WILLIAM R. ATKINSON, Attorney
STEPHEN H. KUKTA, Attorney
Sprint Communications
3100 Cumberland Circle
Atlanta, Georgia 30339

On behalf of KPMG Consulting:

WILLIAM B. HILL, JR., Attorney
Paul, Hastings, Janofsky & Walker L.L.P.
600 Peachtree Street, Suite 2400
Atlanta, Georgia 30308-2222

I N D E X

<u>WITNESSES:</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RE CROSS</u>
David Frey				
Mike Weeks				
By Mr. Barber	--	14	--	--
By Ms. Azorsky	--	51	--	--
By Mr. Ross	--	83	--	--
By Ms. Boone	--	86	--	--
By Mr. Atkinson	--	143	--	--
By Ms. Azorsky	--	159	--	--
By Mr. Lemmer	--	167	--	--
By Mr. Ross	--	179	--	--
By Ms. Boone	--	183	--	--
By Mr. Lemmer	--	185	--	--
By Mr. Lemmer	--	205	--	--
By Mr. Barber	--	208	--	--
By Mr. McCallum	--	230	--	--
By Ms. Boone	--	236	--	--
By Mr. Atkinson	--	238	--	--

<u>EXHIBITS:</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
------------------	---------------------------	--------------------

AT&T:

1 - October Flow-Through Verification	172	185
2 - October 2000 Flow-Through Verification	175	185

1 the industry that the more orders -- order types that can be
2 eligible for flow-through, the more readily the bonding --
3 electronic bonding that takes place between the parties can
4 take place and facilitate larger volumes of order processing
5 because fewer human beings need to get involved, and the
6 overall flow of business will be facilitated.

7 Q In preparing this report, did KCI review
8 BellSouth's systems for flow-through of BellSouth orders
9 placed with BellSouth?

10 A (Witness Weeks) Yeah, I think I'm struggling with
11 the question. Could you rephrase it?

12 Q Okay, let me rephrase. In doing work to develop
13 this report, did KCI review the electronic systems through
14 which orders placed with BellSouth would flow through?

15 A (Witness Weeks) We didn't review the systems, per
16 se. If by that you mean performing extensive reviews and
17 evaluations of the software code and so on on the BellSouth
18 side, we did look at BellSouth documentation, the things
19 that would be commercially available to a CLEC, those sorts
20 of things. So I'm not quite sure the level at which you
21 meant "review the systems."

22 Q Did you do a -- did KCI did a comparison between
23 the flow-through achieved with orders placed with BellSouth
24 versus the flow-through that would be available to CLEC
25 orders?

1 A (Witness Weeks) It's our understanding -- we're
2 not aware of a retail electronic bonding interface. So the
3 notion of flow-through on electronic bonded interface, we
4 wouldn't believe there was a retail analog for that, so we
5 wouldn't have made that analysis.

6 Q Now, the Commission requested that an audit be
7 performed of flow-through performance data; do you recall
8 that?

9 A (Witness Weeks) Yes.

10 Q And did KCI perform an audit of BellSouth's flow-
11 through performance data?

12 A (Witness Weeks) Yes. That is the report that you
13 referenced earlier.

14 Q Well, let me ask you to turn to the second and
15 third page of that report, if you would, please. And I'm
16 looking down at the bottom of Page 2 and onto the top of
17 Page 3. At the bottom of Page 2 it says KCI, quote, "has
18 not independently verified to the accuracy or completeness
19 of the information provided. Accordingly, KCI expresses no
20 opinion on such data." Do you see that language?

21 A (Witness Weeks) That's correct.

22 Q So is it a fair interpretation of that language
23 that KCI did not independently verify information received
24 from BellSouth for purposes of performing this flow-through
25 analysis?

1 A (Witness Weeks) I think it's a more accurate
2 characterization to say that we did in many cases verify
3 information in the flow-through reports by comparing and
4 tracing and tracking information from the pseudo-CLEC and
5 its transactions, and so there would be cases where we in
6 fact did do validation; there would be other cases where
7 representations were made to us by the company which we did
8 not subject to any kind of validation.

9 Q And would you give the Commission an example of
10 the type of information that was not validated.

11 A (Witness Weeks) Yes. There would have been
12 certain MNPs in the LCSC, for example, that we took at face
13 value, the company's representation of how they operated.
14 And we would just have examined the result that came out of
15 that process, without actually verifying the company's
16 statements about how those MNPs worked.

17 Q Now, if you turn over to the third page, it says,
18 "KCI has no conducted an audit or review of the historical
19 data provided to us in accordance with generally accepted
20 auditing procedures and/or standards promulgated by the
21 American Institute of Certified Public Accountants." Do you
22 see that?

23 A (Witness Weeks) Yes, I do.

24 Q Is it fair to say that this statement that I just
25 read from Page 3 of the report states that KCI did not

1 A (Witness Strickland) Yes.

2 Q Now, let me show you another document, if I could.

3 MR. LEMMER: Okay, Mr. Burgess, I would ask that
4 this document be identified as Exhibit #2 for this hearing.

5 COMMISSIONER BURGESS: Identified as AT&T 2.

6 (The documents referred to
7 were marked for identification
8 as AT&T Exhibit #2.)

9 BY MR. LEMMER:

10 Q And, Mr. Strickland, do you recognize what's been
11 identified as AT&T Exhibit 2?

12 A (Witness Strickland) Yes.

13 Q Is this a document that you prepared?

14 A (Witness Strickland) Yes.

15 Q And is the reason for preparing this document
16 similar to why you've prepared what's by identified as
17 Exhibit #1?

18 A (Witness Strickland) Yes.

19 Q And is the -- the bottom line or the basic intent
20 of this document to again compare the results of raw data
21 provided to you versus information BellSouth was providing
22 on its flow-through statistics?

23 A (Witness Strickland) Yes.

24 Q The statistics that are on the very first page of
25 Exhibit #2, can you tell me the source of that data? And

1 I'm looking specifically at the line that's in bold.

2 A (Witness Strickland) Page 2?

3 Q No, first page.

4 A (Witness Strickland) Okay. That would be a flow-
5 through report provided by BellSouth.

6 Q And if you would turn to Page #9, that has
7 numbered Page 9 on the bottom. And if you look at --
8 there's a line of information called "total interfaces,"
9 on -- on that page. Do you see that?

10 A (Witness Strickland) Yes.

11 Q Should then the numbers that are on Page 9 under
12 the "total interface" line, should that equal the numbers
13 that are on Page 1 in bold?

14 A (Witness Strickland) They should; in this
15 instance they don't.

16 Q And do you know why they don't?

17 A (Witness Strickland) No. I don't believe I
18 recognize the second document.

19 Q Do you recognize any part of Exhibit 2, other than
20 the first page?

21 A (Witness Strickland) It resembles a flow-through
22 document for October, but I don't know if it's the specific
23 one that I used in my examination.

24 Q Now, you look at this Exhibit 2, there is a number
25 of pages labeled, "Detail." And then, if you go further

1 into the report -- for example, I just turned to Page 15 --
2 it says "Residence Detail."

3 A (Witness Strickland) That's correct.

4 Q Do you see that? What is the difference between a
5 page containing detail and a page containing residence
6 detail?

7 A (Witness Strickland) To the best of my
8 understanding, the residence detail is a disaggregate or a
9 further breakdown of the flow-through calculation.

10 Q Was there any -- did you perform any analysis of
11 the disaggregated flow-through information to verify the
12 accuracy of BellSouth's disaggregated flow-through data?

13 A (Witness Strickland) No.

14 Q That's all I have. Thank you.

15 COMMISSIONER BURGESS: Thank you.

16 MR. HILL: Mr. Burgess, since the witness has
17 testified he only recognizes the first page of this
18 document, I'd ask that AT&T's Exhibit #2 be amended, and it
19 be a one-page document consisting only of the first page.

20 COMMISSIONER BURGESS: Response, Mr. Lemmer?

21 MR. LEMMER: If I can ask one question, I believe
22 I can solve the problem.

23 BY MR. LEMMER:

24 Q If -- Mr. Strickland would correct me if I'm
25 wrong, but I believe you indicated that the documents or the

1 pages attached to the first page of Exhibit #2 were familiar
2 to you because you had seen reports like this?

3 A (Witness Strickland) That's correct.

4 MR. LEMMER: On that basis, Mr. Burgess, I would
5 submit that it's a valid exhibit.

6 COMMISSIONER BURGESS: Mr. Hill, one more time.

7 MR. HILL: Your Honor, he can only identify what
8 he can identify. He identifies Page 1. I have no idea
9 where these other pages came from. Neither does Mr.
10 Strickland. And if AT&T wants to have it in evidence, they
11 should have someone vouch for it.

12 COMMISSIONER BURGESS: Let me ask you, Mr.
13 Strickland, did you utilize these other pages in any of your
14 analysis in coming up with the summary sheet on the front of
15 this document?

16 WITNESS STRICKLAND: I used similar pages. But
17 one thing I know for a fact is that the total mechanized
18 LSRs on the document I used were 341,108.

19 COMMISSIONER BURGESS: So these specific pages
20 that are attached to this document you did not use in your
21 analysis in coming up with the summary sheet?

22 WITNESS STRICKLAND: No, sir. No, sir.

23 COMMISSIONER BURGESS: Well, I'm going to, in that
24 case, then, sustain Mr. Hill's objection, and the parts of
25 this document that will be allowed in the record will be the

1 Q Okay. Meaning what? The exclusion is being
2 applied or it's not being applied?

3 A (Witness Freundlich) They have deleted the
4 exclusion from the code itself, so it is no longer being
5 applied.

6 Q All right. Would it be accurate for anyone to
7 suggest that KPMG routinely ignored exclusions that were
8 being applied by BellSouth, but that were omitted from
9 BellSouth's SQMs?

10 A (Witness Freundlich) That would not be an
11 accurate characterization.

12 Q Thank you. No further question, Mr. Chairman.
13 COMMISSIONER BURGESS: CTAG? No response.
14 Ms. Boone?

15 FURTHER CROSS-EXAMINATION

16 BY MS. BOONE:

17 Q Hi. Cathy Boone with Covad Communications. Did
18 KPMG evaluate the local number portability measures in flow-
19 through?

20 A (Witness Weeks) No.

21 Q Why not?

22 A (Witness Weeks) It's out of the scope.

23 Q I'm sorry?

24 COMMISSIONER BURGESS: You got to use that mic,
25 Mr. Frey, please.

1 MR. LEMMER: Thank you, Commissioner, no.

2 COMMISSIONER BURGESS: Okay. Thank you. With
3 that we will proceed.

4 FURTHER CROSS EXAMINATION

5 BY MR. LEMMER:

6 Q Gentlemen, change management. So we're on Section
7 8 of the report. Describe briefly for me what -- when we
8 talk about change management in the context of Section 8,
9 what are we talking about?

10 A (Witness Weeks) I think you could characterize
11 change management as a process test as opposed to some sort
12 of transaction test. It is attempting to determine whether
13 or not the practices in place by the company that govern how
14 it does change management changes of its interfaces visa a
15 via the interface specifications and what the capabilities
16 of those systems are get noticed out to parties and the
17 process surrounding defining what those would be, when they
18 will take place, how the -- the form of providing
19 documentation about those changes to the interface and those
20 sorts of things.

21 Q What is the -- in your opinion, what is the
22 importance of providing documentation to CLECs about
23 changes?

24 A (Witness Weeks) If CLECs are going to -- if the
25 ILEC is going to change its interface and the CLECs are to

1 take advantage of those changes or somehow be subjected to
2 those changes, then they need to be made aware of those
3 changes in advance if they're going to have time to react to
4 those changes on their side of the wall and do whatever
5 changes to business practices, software or anything else
6 they need to do so that as the interface itself changes on
7 the ILEC side, the CLEC is prepared to start doing business
8 with that new interface.

9 Q So if I understand what you told me, one important
10 aspect of change management is for the CLEC to have a clear
11 understanding of the changes that the ILEC -- in this case
12 BellSouth -- is intending to make. Is that a fair
13 statement?

14 A (Witness Weeks) I think that's fair.

15 Q And that clear understanding has to be available
16 within sufficient time for the CLEC to be able to do
17 whatever modifications it might have to do internally to
18 accommodate the changes; is that a fair statement?

19 A (Witness Weeks) I think that's fair.

20 Q Now at the point in time that KCI finished its
21 testing or its review of change management, what was the
22 state of BellSouth's change management procedures?

23 A (Witness Weeks) At the end of the test, the
24 company was just coming out of a year long period of
25 revision to its change control processes and procedures,

1 wherein it had taken input from the CLECs and was making
2 selective changes to the historical definition of that
3 process.

4 Q So it would be fair to say that the -- that
5 BellSouth's change management system was still evolving at
6 the point in time that your review concluded?

7 A (Witness Weeks) And continues through today to do
8 so.

9 MR. LEMMER: That's all I have. Thank you.

10 COMMISSIONER BURGESS: BellSouth.

11 MR. MCCALLUM: No questions.

12 COMMISSIONER BURGESS: Covad.

13 MS. BOONE: No questions.

14 COMMISSIONER BURGESS: Sprint.

15 MR. ATKINSON: No questions, Mr. Chairman.

16 COMMISSIONER BURGESS: Mr. Hill.

17 MR. HILL: No, sir.

18 COMMISSIONER BURGESS: This panel is dismissed.
19 We're moving right along.

20 (Panel excused.)

21 COMMISSIONER BURGESS: RSIMMS and Encore Systems
22 review and Systems Capacity Management is next. Mr. Barber,
23 are you ready to proceed?

24 MR. BARBER: Thank you, sir.

25 FURTHER CROSS EXAMINATION

Exhibit JMB-9

Hearing Exhibit Georgia Third Party Test
Hearing May 8, 2001

October 2000 Flow Through Verification

Test: Percent Flow-Through Service Request Report Evaluation
 Prepared by: Steve Strickland

Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Base Calculation	CLEC Error Excluded Calculation
			202331	12354	126423	341108	29910	40824	3987	266377	39750	30931	8819	226627	85.08%	87.99%
						341108	30028	41568	3989							
						0	-118	-744	8							
						0.00%	-0.39%	-1.79%	0.20%							

Reconciled based on coding error elimination LSRs with more than one Auto Clar
 Error impacts all subsequent calculations

**AT&T Hearing
 Exhibit 2**

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 10/01/2000 - 10/31/2000

	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE	
REGION ALL SERVICES	88.96%
BST AGGREGATE	
REGION	
- RETAIL RESIDENCE	95.20%
- RETAIL BUSINESS **	0 **
<p>Note **: According to the FCC's ordering flow-through definition in the Louisiana II Order, stating that orders must be transmitted electronically through the gateway without manual intervention, BellSouth has uncovered that BST retail business orders have no mechanized service order generation and therefore do not fall within the FCC's flow-through definition. Therefore, the appropriate BST business retail flow-through is really 0.</p>	

Remaining Portions of AT&T
Hearing exhibit 2 Excluded from
the record.

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG											
Name	RESH / OCM	Mechanized Interface Used				Manual	Rejects	Validated		Errors			Issued SO's	Base Calculation	CLEC Error Excluded Calculation			
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout		
#1		2	0	0	13	13	0	6	0	7	7	3	4	0	0.00%	0.00%		
#2		35	1205	0	0	1205	62	97	7	1039	316	302	14	723	69.59%	70.54%		
#3		0	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%		
#4		12	41	0	0	41	3	5	0	33	9	4	5	24	72.73%	85.71%		
#5		1	64	0	0	64	4	7	2	51	12	9	3	39	76.47%	81.25%		
#6		17	1084	0	0	1084	54	84	20	926	333	309	24	593	64.04%	65.74%		
#7		0	7	0	0	7	0	2	1	4	3	3	0	1	25.00%	25.00%		
#8		1	12	0	0	12	2	7	0	3	1	1	0	2	66.67%	66.67%		
#9		2	12	0	0	12	5	0	0	7	1	1	0	6	85.71%	85.71%		
#10		30	3673	0	0	3673	252	266	25	3130	500	440	60	2630	84.03%	85.67%		
#11		29	825	0	0	825	240	85	20	490	214	183	31	266	55.42%	59.24%		
#12		3	305	0	0	305	9	12	0	284	17	14	3	267	94.01%	95.02%		
#13		41	0	0	148	148	4	51	0	93	40	25	15	53	56.99%	67.95%		
#14		41	416	0	0	416	49	35	12	320	53	49	4	267	83.44%	84.49%		
#15		7	76	0	0	76	8	11	5	52	20	19	1	32	61.54%	62.75%		
#16		12	225	0	0	225	30	39	0	156	72	13	59	84	53.85%	86.60%		
#17		10	0	148	0	148	70	26	23	27	11	7	4	16	59.26%	69.57%		
#18		10	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%		
#19		38	1063	0	0	1063	89	223	12	739	103	64	39	636	86.06%	90.86%		
#20		16	434	0	0	434	16	50	2	366	38	34	4	328	89.62%	90.61%		
#21		1	17	0	0	17	1	2	0	14	0	0	0	14	100.00%	100.00%		
#22		2	614	0	0	614	19	24	3	568	16	13	3	552	97.18%	97.70%		
#23		33	0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%		
#24		33	2702	0	0	2702	104	201	15	2382	136	106	30	2246	94.29%	95.49%		
#25		7	18	0	0	18	8	0	0	10	0	0	0	10	100.00%	100.00%		
#26		30	341	0	0	341	39	53	9	240	62	54	8	178	74.17%	76.72%		
#27		3	126	0	0	126	9	17	0	100	9	7	2	91	91.00%	92.86%		
#28		2	21	0	0	21	0	3	0	18	5	4	1	13	72.22%	76.47%		
#29		5	61	0	0	61	0	2	0	59	4	3	1	55	93.22%	94.83%		
#30		4	863	0	0	863	19	43	0	801	25	20	5	776	96.88%	97.49%		
#31		0	66	0	0	66	1	13	0	52	7	7	0	45	86.54%	86.54%		
#32		0	0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%		
#33		7	255	0	0	255	50	18	7	180	64	54	10	116	64.44%	68.24%		
#34		10	192	0	0	192	7	12	1	172	7	4	3	165	95.93%	97.63%		
#35		19	638	0	0	638	62	86	3	487	33	31	2	454	93.22%	93.61%		
#36		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%		
#37		0	228	0	0	228	10	18	3	197	13	13	0	184	93.40%	93.40%		
#38		0	4	0	0	4	0	0	1	3	2	2	0	1	33.33%	33.33%		
#39		65	18742	0	0	18742	1236	1804	149	15553	966	676	290	14587	93.79%	95.57%		
#40		0	76	0	0	76	7	8	0	61	15	14	1	46	75.41%	76.67%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION												LSR PROCESSING												FLOWTHROUGH	
Company Info		LEO												LESOG													
Name	RESH / OCN	Mechanized Interface Used						Validated						Errors						Base Calculation	CLEC Error Excluded Calculation						
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Faltout	Auto Clarification	Pending Supps	LSR's	Total System Faltout	BST Caused Faltout	CLEC Caused Faltout	Issued SO's													
#41		8	123	0	0	123	27	11	2	83	43	32	11	40	48 19%	55 56%											
#42		0	24	0	0	24	0	1	0	23	0	0	0	23	100 00%	100 00%											
#43		9	164	0	0	164	4	24	0	136	18	16	2	118	86 76%	88 06%											
#44		0	10	0	0	10	2	4	0	4	1	1	0	3	75 00%	75 00%											
#45		9	0	0	2	2	0	0	0	1	1	1	0	0	0 00%	0 00%											
#46		9	0	186	0	186	128	24	22	12	8	0	0	4	33 33%	33 33%											
#47		2	21	0	0	21	2	0	0	19	10	9	1	9	47 37%	50 00%											
#48		1	85	0	0	85	11	8	0	66	8	4	4	58	87 88%	93 55%											
#49		42	0	212	0	212	163	22	11	16	11	8	3	5	31 25%	38 46%											
#50		368	0	325	0	325	179	35	14	97	32	28	4	65	67 01%	69 89%											
#51		368	4939	0	0	4939	1280	634	128	2897	1137	1026	111	1760	60 75%	63 17%											
#52		0	3	0	0	3	1	0	0	2	1	1	0	1	50 00%	50 00%											
#53		0	42	0	0	42	12	7	0	23	17	17	0	6	26 09%	26 09%											
#54		30	0	0	5115	5115	78	480	0	4557	82	43	39	4475	98 20%	99 05%											
#55		30	74	0	0	74	2	15	0	57	0	0	0	57	100 00%	100 00%											
#56		20	0	0	330	330	12	29	11	278	15	9	6	263	94 60%	96 69%											
#57		20	10	0	0	10	0	1	0	9	0	0	0	9	100 00%	100 00%											
#58		10	75	0	0	75	13	6	0	56	22	16	6	34	60 71%	68 00%											
#59		19	325	0	0	325	12	12	4	297	14	12	2	283	95 29%	95 93%											
#60		8	29	0	0	29	0	7	6	16	11	4	7	5	31 25%	55 56%											
#61		1	42	0	0	42	4	4	2	32	6	4	2	26	81 25%	86 67%											
#62		0	370	0	0	370	44	34	2	290	23	22	1	267	92 07%	92 39%											
#63		0	139	0	0	139	17	10	3	109	40	37	3	69	63 30%	65 09%											
#64		14	939	0	0	939	34	51	5	849	61	52	9	788	92 82%	93 81%											
#65		36	0	464	0	464	343	35	42	44	33	24	9	11	25 00%	31 43%											
#66		36	18	0	0	18	8	2	1	7	6	4	2	1	14 29%	20 00%											
#67		0	6	0	0	6	3	1	0	2	1	0	1	1	50 00%	100 00%											
#68		1	28	0	0	28	27	0	0	1	1	1	0	0	0 00%	0 00%											
#69		4	1317	0	0	1317	32	90	15	1180	58	46	12	1122	95 08%	96 06%											
#70		0	4	0	0	4	1	0	0	3	0	0	0	3	100 00%	100 00%											
#71		65	0	0	1033	1033	27	106	0	900	79	35	44	821	91 22%	95 91%											
#72		65	305	0	0	305	62	42	8	193	25	14	11	168	87 05%	92 31%											
#73		1	33	0	0	33	18	3	0	12	4	3	1	8	66 67%	72 73%											
#74		120	0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%											
#75		120	0	1084	0	1084	166	154	2	762	111	68	43	651	85 43%	90 54%											
#76		120	5103	0	0	5103	366	428	85	4224	511	386	125	3713	87 50%	90 58%											
#77		86	0	0	2266	2266	94	214	17	1941	78	51	27	1863	95 98%	97 34%											
#78		86	110	0	0	110	28	12	3	67	11	6	5	56	83 58%	90 32%											
#79		3	337	0	0	337	28	15	2	292	31	25	6	261	89 38%	91 26%											
#80		34	1856	0	0	1856	223	208	19	1406	233	216	17	1173	83 43%	84 45%											

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG							Base Calculation	CLEC Error Excluded Calculation			
Name	RESH / OCN	Mechanized Interface Used				Total Mech LSR's	Manual		Auto Clarification	Pending Supps	Validated		Errors					
		FATAL REJECTS	LENS	EDI	TAG		Total	Rejects			LSR's	Total System Failout	BST Caused Failout			CLEC Caused Failout	Issued SO's	
#81		0	152	0	0	152	3	7	0	142	4	3	1	138	97.18%	97.87%		
#82		2	6	0	0	6	0	0	0	6	2	2	0	4	66.67%	66.67%		
#83		0	32	0	0	32	3	5	2	22	6	6	0	16	72.73%	72.73%		
#84		5	205	0	0	205	26	6	7	166	41	35	6	125	75.30%	78.13%		
#85		106	0	0	2847	2847	57	278	46	2466	89	39	50	2377	96.39%	98.39%		
#86		108	625	0	0	625	32	80	22	491	79	42	37	412	83.91%	90.75%		
#87		0	0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%		
#88		23	405	0	0	405	19	39	1	346	21	16	5	325	93.93%	95.31%		
#89		11	621	0	0	621	36	50	3	532	81	38	43	451	84.77%	92.23%		
#90		1	21	0	0	21	11	3	0	7	2	2	0	5	71.43%	71.43%		
#91		74	0	6	0	6	4	0	0	2	0	0	0	2	100.00%	100.00%		
#92		74	1124	0	0	1124	204	141	23	756	315	253	62	441	58.33%	63.54%		
#93		50	0	245	0	245	109	53	44	39	23	19	4	16	41.00%	45.71%		
#94		3	119	0	0	119	36	11	0	72	27	21	6	45	62.50%	68.18%		
#95		12	568	0	0	568	33	88	28	419	137	117	20	282	67.30%	70.88%		
#96		376	0	0	9023	9023	203	773	115	7932	158	96	60	7778	98.03%	98.78%		
#97		376	3610	0	0	3610	344	368	76	2822	358	280	76	2466	87.38%	89.80%		
#98		11	340	0	0	340	47	64	4	225	78	54	24	147	65.33%	73.13%		
#99		68	0	2111	0	2111	1052	174	167	718	272	133	139	446	82.12%	77.03%		
#100		68	161	0	0	161	23	12	1	125	39	34	5	86	68.00%	71.67%		
#101		14	253	0	0	253	62	25	5	161	32	27	5	129	80.12%	82.69%		
#102		16	0	964	0	964	261	60	0	643	2	1	1	641	99.69%	99.84%		
#103		7	1061	0	0	1061	10	52	9	990	29	21	8	961	97.07%	97.86%		
#104		0	0	102	0	102	2	16	2	82	5	2	3	77	83.90%	97.47%		
#105		0	226	0	0	226	4	12	0	210	8	7	1	202	96.19%	96.65%		
#106		0	14	0	0	14	1	1	4	8	6	7	1	0	0.00%	0.00%		
#107		448	0	0	3089	3089	221	324	61	2483	219	158	61	2264	91.19%	93.48%		
#108		448	38575	0	0	38575	938	2866	208	34563	1857	648	1209	32706	94.63%	98.06%		
#109		41	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#110		41	4455	0	0	4455	270	329	65	3791	187	157	30	3604	95.07%	95.83%		
#111		3	775	0	0	775	100	161	2	512	111	92	19	401	78.32%	81.34%		
#112		0	46	0	0	46	3	5	0	38	7	5	2	31	81.58%	86.11%		
#113		0	6	0	0	6	5	0	0	1	0	0	0	1	100.00%	100.00%		
#114		0	28	0	0	28	4	3	0	21	11	5	6	10	47.62%	66.67%		
#115		4	0	0	158	158	3	15	1	139	16	7	9	123	88.49%	94.62%		
#116		4	363	0	0	363	9	24	3	327	34	23	11	293	89.60%	92.72%		
#117		4	92	0	0	92	38	10	1	43	19	11	8	24	55.81%	68.57%		
#118		3	19	0	0	19	3	4	0	12	3	2	1	9	75.00%	81.82%		
#119		11	1164	0	0	1164	81	154	1	948	49	32	17	899	94.83%	96.36%		
#120		15	140	0	0	140	0	33	7	100	63	26	37	37	37.00%	58.73%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING										FLOWTHROUGH			
Company Info		LEO					Mechanized Interface Used					LEGO					Errors					Base Calculation			
Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	GEM LSR's	Mech LSR's	Manual LSR's	GEM Manual	Manual	Rejects	Pending Supps	Validated LSR's	GEM Stripes Folloff	BST Caused Folloff	CLEC Caused Folloff	CLEC	Issued SD's	Base Calculation	CLEC Error Excluded Calculation					
																					Auto Clarification	Auto Clarification	Auto Clarification	Auto Clarification	Auto Clarification
#121		172	0	3340	0	3340	0	38	767	0	60	2475	1327	1170	157	1148	46.38%	49.53%							
#122		0	13	0	0	13	0	0	0	0	0	0	11	7	4	3	36.36%	50.00%							
#123		5	359	0	0	359	62	20	265	105	93	285	105	93	12	160	69.38%	63.24%							
#124		5	474	0	0	474	90	33	353	104	14	248	70.54%	93	0	0	73.45%	73.45%							
#125		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0.00%	0.00%							
#126		0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0.00%	0.00%							
#127		44	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0.00%	0.00%							
#128		44	0	0	0	0	0	0	0	0	0	0	13	1	0	0	58.54%	58.54%							
#129		116	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#130		116	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#131		124	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#132		124	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#133		90	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#134		90	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#135		90	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#136		8	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#137		8	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#138		10	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#139		10	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#140		21	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#141		21	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#142		4	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#143		4	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#144		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#145		25	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#146		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#147		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#148		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#149		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#150		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#151		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#152		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#153		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#154		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#155		0	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#156		18	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#157		18	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#158		263	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#159		4	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							
#160		2	0	0	0	0	0	0	0	0	0	0	13	1	0	0	92.31%	92.31%							

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES	Company/Info	LSR SUBMISSION										LSR PROCESSING										FLOWTHROUGH			
		LEO					LE300					Validated					Errors					Base Calculation	C/EC Error Excluded Calculation		
		Name	RESM/LOON	FATAL REJECTS	LENS	EM	TAG	Total Match	Manual Manual	Auto Classification	Pending Supps	LSR%	System Failure	BET Caused Failure	C/EC Caused Failure	Issued 50%	Calculation								
																		LSR%	LSR%	LSR%	LSR%			LSR%	LSR%
#161		2	134	0	0	0	134	14	0	0	111	0	0	111	26	19	56	35	20	18.02%	36.32%				
#162		113	0	0	0	0	113	139	9	8	0	0	0	26	1	0	14	0	9	31.62%	39.13%				
#163		113	1	0	0	0	113	0	0	246	0	12	2878	117	0	106	11	0	1	100.00%	100.00%				
#164		3284	0	0	0	0	3284	159	159	28	28	21	483	483	213	188	25	270	270	55.90%	58.90%				
#165		10	660	0	0	0	660	128	6	5	3	0	0	0	0	0	28	0	75	97.63%	98.63%				
#166		1	98	0	0	0	98	6	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#167		10	467	0	0	0	467	24	24	3	3	0	424	424	31	1	28	3	353	92.63%	93.35%				
#168		0	17	0	0	0	17	3	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#169		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#170		0	210	0	0	0	210	210	21	10	10	10	144	144	17	7	3	2	10	75.92%	76.92%				
#171		0	118	0	0	0	118	11	13	13	0	0	0	0	0	0	0	0	0	58.82%	59.33%				
#172		0	23	0	0	0	23	2	2	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#173		0	379	0	0	0	379	77	1	49	0	0	249	249	87	0	68	19	162	63.06%	63.95%				
#174		0	28	0	0	0	28	1	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#175		0	402	0	0	0	402	41	1	34	0	7	320	320	39	30	30	9	281	87.61%	87.61%				
#176		0	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#177		342	7104	0	0	0	7104	1027	1663	0	99	4315	1599	1304	1	1	1	2	2716	66.67%	66.67%				
#178		0	146	0	0	0	146	20	4	206	0	122	122	5	30	20	5	116	116	95.00%	95.00%				
#179		0	69	0	0	0	69	39	20	0	52	52	52	22	22	22	0	1881	98.44%	98.44%					
#180		0	488	0	0	0	488	6	4	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#181		0	21	0	0	0	21	6	4	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#182		0	646	0	0	0	646	33	22	0	6	0	0	0	0	0	0	0	0	100.00%	100.00%				
#183		0	298	0	0	0	298	12	14	0	5	0	0	0	0	0	0	0	0	100.00%	100.00%				
#184		0	0	0	0	0	0	197	12	11	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#185		0	15	0	0	0	15	13	14	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#186		0	82	0	0	0	82	12	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#187		0	0	0	0	0	0	8	8	3	3	1	60	60	19	1	15	4	41	66.67%	66.67%				
#188		0	1854	0	0	0	1854	40	3	89	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#189		0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#190		0	411	0	0	0	411	43	0	18	0	5	345	345	16	16	0	0	329	95.36%	95.36%				
#191		0	619	0	0	0	619	36	28	28	2	2	553	553	31	22	22	522	94.39%	94.39%					
#192		0	1083	0	0	0	1083	146	146	20	746	286	256	460	460	30	30	0	0	100.00%	100.00%				
#193		0	1261	0	0	0	1261	34	34	13	13	0	1185	1185	38	26	0	0	0	100.00%	100.00%				
#194		0	51	0	0	0	51	13	12	3	10	0	0	0	0	0	0	0	0	100.00%	100.00%				
#195		3	3	0	0	0	3	1	1	42	677	47	3	0	0	0	0	0	0	100.00%	100.00%				
#196		156	0	0	0	0	156	1751	0	0	0	0	985	985	400	0	0	0	0	100.00%	100.00%				
#197		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#198		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#199		0	7	0	0	0	7	1	1	2	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#200		0	7168	0	0	0	7168	435	459	1	1	0	6172	6172	270	0	0	0	0	95.63%	95.63%				
#201		0	824	0	0	0	824	45	56	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				
#202		11	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	100.00%				

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO				LESOG						Errors					Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated			Errors					Base Calculation	CLEC Error Excluded Calculation	
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual F/Out	Auto Clarification	Pending Supps	LSR's	Total System F/Out	BST Caused F/Out	CLEC Caused F/Out	Issued SO's				
#201		1	42	0	0	42	9	5	0	28	12	10	2	16	57.14%	61.54%		
#202		23	1148	0	0	1148	81	108	2	957	76	49	27	881	92.06%	94.73%		
#203		27	3777	0	0	3777	227	435	5	3110	95	69	26	3015	96.95%	97.76%		
#204		22	169	0	0	169	13	3	2	151	72	58	14	79	52.32%	57.66%		
#205		8	52	0	0	52	12	7	0	33	13	10	3	20	60.61%	66.67%		
#206		0	4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%		
#207		2	1921	0	0	1921	83	236	24	1578	186	130	56	1392	88.21%	91.46%		
#208		3413	0	0	58140	58140	9506	9097	943	38594	10659	8788	1871	27935	72.38%	76.07%		
#209		3413	2426	0	0	2426	248	465	49	1664	507	410	97	1157	89.53%	73.84%		
#210		1	0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%		
#211		1	343	0	0	343	32	33	7	271	25	15	10	246	90.77%	94.25%		
#212		0	97	0	0	97	16	4	1	76	6	5	1	70	92.11%	93.33%		
#213		46	513	0	0	513	71	92	10	340	134	116	18	206	60.59%	63.98%		
#214		5	20	0	0	20	0	2	0	18	2	2	0	16	88.89%	88.89%		
#215		15	76	0	0	76	18	6	3	49	22	2	0	27	55.10%	55.10%		
#216		9	377	0	0	377	28	79	5	265	31	20	11	234	88.30%	92.13%		
#217		0	18	0	0	18	7	3	0	8	2	0	2	6	75.00%	100.00%		
#218		28	1480	0	0	1480	117	150	10	1203	98	81	17	1105	91.85%	93.17%		
#219		3	165	0	0	165	11	17	1	136	8	7	1	128	94.12%	94.81%		
#220		155	11644	0	0	11644	181	815	40	10608	607	528	79	10001	94.28%	94.98%		
#221		3	138	0	0	138	8	11	4	115	16	9	7	99	86.09%	91.67%		
#222		0	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%		
#223		14	585	0	0	585	28	105	4	448	94	69	25	354	79.02%	83.69%		
#224		11	858	0	0	858	50	62	4	742	49	43	6	693	93.40%	94.16%		
#225		0	0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%		
#226		1	60	0	0	60	4	11	1	44	29	24	5	15	34.09%	38.46%		
#227		2	4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%		
#228		1	144	0	0	144	40	31	3	70	6	5	1	64	91.43%	92.75%		
#229		1	1195	0	0	1195	45	101	28	1021	69	42	27	952	93.24%	95.77%		
#230		6	111	0	0	111	20	15	1	75	18	14	4	57	76.00%	80.28%		
#231		0	49	0	0	49	2	4	1	42	12	10	2	30	71.43%	75.00%		
#232		7	494	0	0	494	45	31	10	408	191	169	22	217	53.19%	56.22%		
#233		66	0	0	15	15	12	1	0	2	1	1	0	1	50.00%	50.00%		
#234		66	1661	0	0	1661	283	324	31	1023	363	304	59	660	64.52%	68.46%		
#235		0	29	0	0	29	0	11	0	18	0	0	0	18	100.00%	100.00%		
#236		7	720	0	0	720	50	48	10	612	10	9	1	602	98.37%	98.53%		
#237		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%		
#238		0	19	0	0	19	0	0	0	19	1	0	1	18	94.74%	100.00%		
#239		18	228	0	0	228	24	36	1	167	23	20	3	144	86.23%	87.80%		
#240		0	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING						FLOWTHROUGH	
Company Info		LEO										LESOG						Base Calculation	CLEC Error Excluded Calculation
Name	RESH / DCN	Mechanized Interface Used					Manual	Rejects		Validated	Errors			Issued SO's					
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout						
#241		0	290	0	0	0	290	14	19	3	254	11	10	1	243	95.67%	96.05%		
#242		0	7	0	0	0	7	2	2	0	3	1	1	0	2	66.67%	66.67%		
#243		0	0	0	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#244		15	0	0	32	32	0	0	0	0	32	32	31	1	0	0.00%	0.00%		
#245		2	146	0	0	146	8	21	1	116	5	4	1	111	95.69%	96.52%			
#246		0	87	0	0	87	9	14	0	64	10	8	2	54	84.38%	87.10%			
#247		21	2457	0	0	2457	220	216	23	1998	178	125	53	1620	91.09%	93.57%			
#248		8	1553	0	0	1553	90	134	27	1302	134	117	17	1168	89.71%	90.89%			
#249		15	849	0	0	849	47	38	5	759	48	41	7	711	93.68%	94.55%			
#250		39	0	0	790	790	400	8	23	359	154	136	18	205	57.10%	60.12%			
#251		28	2613	0	0	2613	195	130	27	2281	293	256	35	1968	87.04%	88.41%			
#252		0	356	0	0	356	19	40	0	297	25	22	3	272	91.59%	92.52%			
#253		0	100	0	0	100	7	6	0	87	6	6	0	81	93.10%	93.10%			
#254		1	14	0	0	14	0	2	0	12	4	2	2	8	66.67%	80.00%			
#255		53	0	0	490	490	57	55	3	375	41	26	15	334	89.07%	92.78%			
#256		63	138	0	0	138	37	16	1	84	20	19	1	64	76.19%	77.11%			
#257		1	27	0	0	27	1	14	1	11	3	1	2	8	72.73%	88.89%			
#258		4	203	0	0	203	29	28	0	146	23	22	1	123	84.25%	84.83%			
#259		38	325	0	0	325	53	26	7	239	46	36	10	193	80.75%	84.28%			
#260		0	106	0	0	106	14	4	2	86	10	10	0	76	88.37%	88.37%			
#261		9	753	0	0	753	44	115	1	593	53	41	12	540	91.06%	92.94%			
#262		0	5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%			
#263		1	181	0	0	181	10	18	1	152	18	13	5	134	88.16%	91.16%			
#264		0	12	0	0	12	0	0	0	12	2	2	0	10	83.33%	83.33%			
#265		0	65	0	0	65	1	0	3	81	3	2	1	58	95.08%	96.07%			
#266		3	0	0	270	270	8	15	1	246	26	5	21	220	89.43%	97.78%			
#267		3	136	0	0	136	26	18	2	90	15	12	3	75	83.33%	86.21%			
#268		3	69	0	0	69	6	12	2	49	32	31	1	17	34.69%	35.42%			
#269		0	21	0	0	21	2	6	2	11	3	3	0	8	72.73%	72.73%			
#270		1	127	0	0	127	19	25	7	76	48	37	11	28	36.84%	43.08%			
#271		10	161	0	0	161	50	18	2	91	38	36	2	53	58.24%	59.55%			
#272		0	2	0	0	2	1	0	0	1	0	0	0	1	100.00%	100.00%			
#273		5	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%			
#274		5	123	0	0	123	16	46	2	59	12	9	3	47	79.66%	83.93%			
#275		50	0	0	220	220	7	19	0	194	10	7	3	184	94.85%	96.34%			
#276		50	666	0	0	666	71	67	4	524	105	79	26	419	79.96%	84.14%			
#277		9	100	0	0	100	15	22	4	59	29	23	6	30	50.85%	56.60%			
#278		0	10	0	0	10	1	1	0	8	5	3	2	3	37.50%	50.00%			
#279		0	39	0	0	39	6	5	3	25	14	13	1	11	44.00%	45.83%			
#280		4	84	0	0	84	6	8	2	68	8	6	2	60	88.24%	90.91%			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION												LSR PROCESSING												FLOWTHROUGH	
Company Info		LEO												LESOG												Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	Mechanized Interface Used					Manual	Rejects	Validated			Errors				Issued SO's											
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout														
#281		13	689	0	0	689	75	83	7	524	48	36	12	476	90.84%	92.97%											
#282		9	0	0	7	7	6	0	0	1	1	1	0	0	0.00%	0.00%											
#283		9	767	0	0	767	120	186	12	449	168	132	36	281	62.58%	68.04%											
#284		6	335	0	0	335	10	27	3	295	47	45	2	248	84.07%	84.64%											
#285		6	25	0	0	25	1	19	0	5	5	4	1	0	0.00%	0.00%											
#286		8	541	0	0	541	106	120	16	299	111	93	18	188	62.88%	66.90%											
#287		0	49	0	0	49	3	3	0	43	4	3	1	39	90.70%	92.86%											
#288		105	3940	0	0	3940	369	386	47	3138	1339	1223	116	1799	57.33%	59.53%											
#289		0	14	0	0	14	1	6	0	7	7	7	0	0	0.00%	0.00%											
#290		1	512	0	0	512	63	32	1	416	16	14	2	400	96.15%	96.62%											
#291		4	58	0	0	58	1	2	3	52	30	29	1	22	42.31%	43.14%											
#292		5	76	0	0	76	9	16	1	50	7	2	5	43	86.00%	95.56%											
#293		1	165	0	0	165	14	17	2	132	12	9	3	120	90.91%	93.02%											
#294		0	26	0	0	26	7	2	0	17	5	2	3	12	70.59%	85.71%											
#295		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%											
#296		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%											
#297		4	242	0	0	242	3	30	3	206	6	5	1	200	97.09%	97.56%											
#298		1	27	0	0	27	1	3	2	21	7	5	2	14	66.67%	73.68%											
#299		23	0	89	0	89	21	17	14	37	25	15	10	12	32.43%	44.44%											
#300		25	0	143	0	143	91	36	11	5	2	2	0	3	60.00%	60.00%											
#301		25	4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%											
#302		0	0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%											
LENS Subtotal		8099	186785	0	0	186785	13402	18105	1968	153410	18628	14446	4182	134782	87.86%	90.32%											
EDI Subtotal		1137	0	12335	0	12335	2815	2255	463	6802	3031	2425	606	3771	55.44%	60.86%											
TAG Subtotal		8074	0	125914	0	125914	11963	16513	1372	96066	13888	10535	3353	82178	85.54%	88.84%											
TOTAL INTERFACES		15310	186785	12335	125914	325034	28180	36873	3703	256278	35547	27406	8141	220731	86.13%	88.96%											

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION													LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG								Base		CLEC Error				
Name	RESH / OCN	Mechanized Interface Used					Manual			Rejects		Validated		Errors			Issued SO's	Calculation	Excluded Calculation		
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Manual Fallback	Auto Clarification	Pending Supps	LSR's	Total System Fallback	BST Caused Fallback	CLEC Caused Fallback								
#1		35	1205	0	0	1205	62	97	7	1039	316	302	14	723	69.59%	70.54%					
#2		0	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%					
#3		12	35	0	0	35	2	5	0	28	7	3	4	21	75.00%	87.50%					
#4		1	44	0	0	44	0	6	2	36	8	5	3	28	77.78%	84.85%					
#5		17	1082	0	0	1082	54	83	20	925	333	309	24	592	64.00%	65.70%					
#6		2	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%					
#7		30	3648	0	0	3648	239	263	25	3121	496	436	60	2625	84.11%	85.76%					
#8		29	214	0	0	214	11	27	7	169	54	46	8	115	68.05%	71.43%					
#9		3	305	0	0	305	9	12	0	284	17	14	3	267	94.01%	95.02%					
#10		41	225	0	0	225	26	25	3	171	28	26	2	143	83.63%	84.62%					
#11		41	0	0	111	111	1	43	0	67	27	18	9	40	59.70%	68.97%					
#12		7	24	0	0	24	1	2	0	21	4	4	0	17	80.95%	80.95%					
#13		38	1063	0	0	1063	89	223	12	739	103	64	39	636	86.06%	90.88%					
#14		16	433	0	0	433	16	50	2	365	36	34	4	327	89.59%	90.58%					
#15		1	17	0	0	17	1	2	0	14	0	0	0	14	100.00%	100.00%					
#16		2	614	0	0	614	19	24	3	568	16	13	3	552	97.18%	97.70%					
#17		33	2656	0	0	2656	95	185	15	2361	132	103	29	2229	94.41%	95.58%					
#18		33	0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%					
#19		30	102	0	0	102	14	10	2	76	30	26	4	46	60.53%	63.89%					
#20		3	122	0	0	122	9	17	0	96	7	5	2	89	92.71%	94.68%					
#21		2	21	0	0	21	0	3	0	18	5	4	1	13	72.22%	76.47%					
#22		5	61	0	0	61	0	2	0	59	4	3	1	55	93.22%	94.83%					
#23		4	863	0	0	863	19	43	0	801	25	20	5	776	96.88%	97.49%					
#24		0	66	0	0	66	1	13	0	52	7	7	0	45	86.54%	86.54%					
#25		0	0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%					
#26		10	192	0	0	192	7	12	1	172	7	4	3	165	95.93%	97.63%					
#27		19	638	0	0	638	62	86	3	487	33	31	2	454	93.22%	93.61%					
#28		0	225	0	0	225	10	17	3	195	12	12	0	183	93.85%	93.85%					
#29		65	18742	0	0	18742	1236	1804	149	15553	966	678	290	14587	93.79%	95.37%					
#30		6	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%					
#31		0	24	0	0	24	0	1	0	23	0	0	0	23	100.00%	100.00%					
#32		9	163	0	0	163	3	24	0	136	18	16	2	118	86.76%	88.06%					
#33		0	10	0	0	10	2	4	0	4	1	1	0	3	75.00%	75.00%					
#34		1	79	0	0	79	8	8	0	63	7	4	3	56	88.89%	93.33%					
#35		368	144	0	0	144	26	16	4	98	22	19	3	76	77.55%	80.00%					
#36		368	0	0	42	42	21	7	1	13	5	3	2	8	61.54%	72.73%					
#37		30	74	0	0	74	2	15	0	57	0	0	0	57	100.00%	100.00%					
#38		30	0	0	5115	5115	78	480	0	4557	82	43	39	4475	98.20%	99.05%					
#39		20	10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%					
#40		20	0	0	330	330	12	29	11	278	15	9	6	263	94.00%	96.63%					

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOC							Base Calculation	CLEC Error Excluded Calculation			
Name	RESH / OCN	Mechanized Interface Used					Manual		Rejects		Validated	Errors						
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Manual Manual	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
#81		41	4455	0	0	4455	270	329	65	3791	187	157	30	3604	95.07%	95.83%		
#82		41	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#83		3	160	0	0	160	5	43	1	111	15	14	1	96	86.49%	87.27%		
#84		0	37	0	0	37	0	4	0	33	5	3	2	28	84.85%	90.32%		
#85		0	27	0	0	27	4	3	0	20	10	4	6	10	50.00%	71.43%		
#86		4	363	0	0	363	9	24	3	327	34	23	11	293	89.60%	92.72%		
#87		4	0	0	158	158	3	15	1	139	16	7	9	123	88.49%	94.62%		
#88		4	15	0	0	15	13	0	0	2	1	1	0	1	50.00%	50.00%		
#89		3	17	0	0	17	2	4	0	11	2	1	1	9	81.82%	90.00%		
#90		11	1178	0	0	1178	81	150	1	944	46	29	17	898	95.13%	96.87%		
#91		172	0	3339	0	3339	38	767	60	2474	1326	1170	156	1148	46.40%	49.53%		
#92		5	111	0	0	111	12	11	0	88	24	19	5	64	72.73%	77.11%		
#93		5	424	0	0	424	77	22	7	318	82	70	12	236	74.21%	77.12%		
#94		44	18	0	0	16	3	0	0	13	1	1	0	12	92.31%	92.91%		
#95		44	0	0	651	651	47	106	19	479	263	153	110	216	45.09%	58.54%		
#96		116	278	0	0	278	43	84	3	148	67	47	20	81	54.73%	63.28%		
#97		118	0	0	211	211	27	56	8	120	40	20	20	80	66.67%	80.00%		
#98		124	235	0	0	235	2	24	0	209	7	6	1	202	96.65%	97.12%		
#99		124	0	0	20495	20495	301	2208	0	17986	341	214	127	17645	98.10%	98.80%		
#100		80	294	0	0	294	1	69	1	223	9	5	4	214	95.96%	97.72%		
#101		80	0	0	15277	15277	196	1611	0	13470	902	247	655	12568	93.30%	98.07%		
#102		8	83	0	0	83	2	6	0	75	1	1	0	74	98.67%	98.67%		
#103		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%		
#104		0	3	0	0	3	1	0	0	2	0	0	0	2	100.00%	100.00%		
#105		18	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#106		18	0	0	6	6	0	3	0	3	2	2	0	1	33.33%	33.33%		
#107		289	0	2624	0	2624	8	782	33	1801	1122	941	181	679	37.70%	41.91%		
#108		2	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#109		22	3291	0	0	3291	158	245	12	2876	116	105	11	2760	95.97%	96.34%		
#110		10	386	0	0	386	51	14	12	309	133	120	13	176	56.96%	59.46%		
#111		1	85	0	0	85	6	4	0	75	1	0	1	74	98.67%	100.00%		
#112		10	457	0	0	457	24	3	6	424	31	28	3	393	92.69%	93.35%		
#113		0	4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%		
#114		9	39	0	0	39	5	6	2	26	10	6	4	16	61.54%	72.73%		
#115		9	0	0	3	3	1	1	0	1	0	0	0	1	100.00%	100.00%		
#116		8	118	0	0	116	11	13	1	91	18	15	3	73	80.22%	82.95%		
#117		23	219	0	0	219	20	25	2	172	34	27	7	138	80.23%	83.64%		
#118		0	28	0	0	28	1	0	0	27	0	0	0	27	100.00%	100.00%		
#119		3	402	0	0	402	41	34	7	320	39	30	9	281	87.81%	90.35%		
#120		0	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOD											
Name	RESH / OCN	Mechanized Interface Used					Manual	Rejects		Validated	Errors			Issued SO's	Base Calculation	CLEC Error Excluded Calculation		
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Faltout	Auto Clarification	Pending Supps	LSR's	Total System Faltout	BST Caused Faltout	CLEC Caused Faltout					
#121		342	6352	0	0	6352	838	1498	83	3933	1348	1122	226	2585	65.73%	69.73%		
#122		0	146	0	0	146	20	4	0	122	6	5	1	116	95.08%	95.87%		
#123		69	488	0	0	488	20	73	9	386	41	27	14	345	89.38%	92.74%		
#124		69	0	0	2236	2236	39	206	52	1939	52	30	22	1887	97.32%	98.44%		
#125		6	644	0	0	644	33	22	6	583	23	22	1	560	96.05%	96.22%		
#126		4	298	0	0	298	13	14	5	266	57	49	8	209	78.57%	81.01%		
#127		9	197	0	0	197	12	11	0	174	8	4	4	166	95.40%	97.65%		
#128		3	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%		
#129		3	6	0	0	6	3	1	0	2	1	1	0	1	50.00%	50.00%		
#130		34	1854	0	0	1854	40	89	4	1721	93	78	15	1628	94.60%	95.43%		
#131		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#132		9	411	0	0	411	43	18	5	345	16	16	0	329	95.36%	95.36%		
#133		7	617	0	0	617	36	28	1	552	30	21	9	522	84.57%	96.13%		
#134		30	11	0	0	11	1	3	1	6	4	4	0	2	33.33%	33.33%		
#135		16	1253	0	0	1253	29	34	13	1177	37	25	12	1140	98.86%	97.85%		
#136		156	0	0	1687	1687	37	638	47	965	386	262	124	579	60.00%	88.85%		
#137		47	7166	0	0	7166	435	499	60	6172	270	242	28	5902	95.63%	96.06%		
#138		47	0	0	11	11	0	2	0	9	0	0	0	9	100.00%	100.00%		
#139		11	823	0	0	823	45	56	1	721	31	22	9	690	95.70%	96.91%		
#140		1	39	0	0	39	7	5	0	27	11	9	2	16	59.26%	64.00%		
#141		23	1145	0	0	1145	79	108	2	956	75	48	27	881	92.15%	94.83%		
#142		27	3777	0	0	3777	227	495	5	3110	95	69	28	3015	98.95%	97.76%		
#143		22	2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%		
#144		0	4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%		
#145		2	1904	0	0	1904	81	236	23	1564	179	129	50	1385	88.55%	91.48%		
#146		3413	84	0	0	84	3	52	0	9	4	4	0	5	55.56%	55.56%		
#147		3413	0	0	413	413	279	95	1	38	37	8	29	1	2.63%	11.11%		
#148		1	341	0	0	341	32	33	6	270	25	15	10	245	90.74%	94.23%		
#149		0	97	0	0	97	16	4	1	76	6	5	1	70	92.11%	93.33%		
#150		46	38	0	0	38	1	14	0	23	4	4	0	19	82.61%	82.61%		
#151		5	20	0	0	20	0	2	0	18	2	2	0	16	88.89%	88.89%		
#152		9	329	0	0	329	25	58	2	244	21	14	7	223	91.39%	94.09%		
#153		0	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%		
#154		28	1480	0	0	1480	117	150	10	1203	98	81	17	1105	91.85%	93.17%		
#155		3	154	0	0	154	10	13	1	130	4	4	0	128	96.92%	96.92%		
#156		155	11643	0	0	11643	181	815	40	10607	607	528	79	10000	94.28%	94.98%		
#157		3	138	0	0	138	8	11	4	115	16	9	7	99	86.09%	91.67%		
#158		14	585	0	0	585	28	105	4	448	94	69	25	354	79.02%	83.69%		
#159		11	853	0	0	853	50	61	4	738	47	41	6	691	83.63%	94.40%		
#160		1	14	0	0	14	0	4	0	10	7	6	1	3	30.00%	33.33%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LEO												LESOG					FLOWTHROUGH	
Company Info		Mechanized Interface Used						Manual						Errors					Base	CLEC Error
Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Rejects	Auto Clarification	Pending Supps	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Calculation	Excluded Calculation			
#161		1	1195	0	0	1195	45	101	28	1021	69	42	27	952	93.24%	95.77%				
#162		0	49	0	0	49	2	4	1	42	12	10	2	30	71.43%	75.00%				
#163		7	483	0	0	483	41	29	10	403	190	168	22	213	52.85%	55.91%				
#164		66	18	0	0	18	0	9	0	9	9	9	0	0	0.00%	0.00%				
#165		0	29	0	0	29	0	11	0	18	0	0	0	18	100.00%	100.00%				
#166		7	719	0	0	719	50	48	10	611	10	9	1	601	98.36%	98.52%				
#167		0	17	0	0	17	0	0	0	17	1	0	1	16	94.12%	100.00%				
#168		18	198	0	0	198	22	27	1	148	16	14	2	132	89.19%	90.41%				
#169		0	290	0	0	290	14	19	3	254	11	10	1	243	95.67%	96.05%				
#170		0	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%				
#171		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%				
#172		2	141	0	0	141	8	19	1	113	5	4	1	108	95.58%	96.43%				
#173		0	86	0	0	86	9	14	0	63	9	7	2	54	85.71%	88.52%				
#174		21	2442	0	0	2442	218	215	22	1987	173	121	52	1814	91.29%	93.75%				
#175		8	1546	0	0	1546	89	134	26	1297	133	116	17	1164	89.75%	90.94%				
#176		15	844	0	0	844	46	38	5	755	47	40	7	708	93.77%	94.65%				
#177		28	2613	0	0	2613	195	130	27	2261	293	258	35	1968	87.04%	88.41%				
#178		0	356	0	0	356	19	40	0	297	25	22	3	272	91.58%	92.52%				
#179		0	100	0	0	100	7	6	0	87	6	6	0	81	93.10%	93.10%				
#180		1	14	0	0	14	0	2	0	12	4	2	2	8	56.67%	80.00%				
#181		53	138	0	0	138	37	16	1	84	20	19	1	64	76.19%	77.11%				
#182		53	0	0	490	490	57	55	3	375	41	26	15	334	89.07%	92.78%				
#183		1	8	0	0	8	0	1	1	6	0	0	0	6	100.00%	100.00%				
#184		4	202	0	0	202	29	28	0	145	23	22	1	122	84.14%	84.72%				
#185		38	320	0	0	320	50	26	7	237	45	35	10	192	81.01%	84.58%				
#186		0	108	0	0	108	14	4	2	86	10	10	0	76	88.37%	88.37%				
#187		9	746	0	0	746	44	114	1	587	52	41	11	535	91.14%	92.88%				
#188		0	3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%				
#189		1	181	0	0	181	10	18	1	152	18	13	5	134	88.16%	91.16%				
#190		0	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%				
#191		0	65	0	0	65	1	0	3	61	3	2	1	58	95.08%	96.67%				
#192		3	136	0	0	136	26	18	2	90	15	12	3	75	83.33%	86.21%				
#193		3	0	0	268	268	8	15	1	244	26	5	21	218	89.34%	97.76%				
#194		3	69	0	0	69	6	12	2	49	32	31	1	17	34.62%	35.42%				
#195		0	20	0	0	20	2	6	2	10	3	3	0	7	70.00%	70.00%				
#196		1	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%				
#197		0	2	0	0	2	1	0	0	1	0	0	0	1	100.00%	100.00%				
#198		50	666	0	0	666	71	67	4	524	105	79	26	419	79.96%	84.14%				
#199		50	0	0	220	220	7	19	0	194	10	7	3	184	94.85%	96.34%				
#200		9	38	0	0	38	7	5	0	26	10	7	3	16	61.54%	69.57%				

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG											
		Mechanized Interface Used					Manual		Rejects			Validated		Errors			Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
#201		4	84	0	0	84	6	8	2	88	8	6	2	60				
#202		13	688	0	0	688	75	83	7	523	48	36	12	475				
#203		9	7	0	0	7	0	2	0	5	5	3	2	0				
#204		8	335	0	0	335	10	27	3	295	47	45	2	248				
#205		6	4	0	0	4	0	2	0	2	2	1	1	0				
#206		8	386	0	0	386	50	93	12	231	67	57	10	164				
#207		0	49	0	0	49	3	3	0	43	4	3	1	39				
#208		105	3805	0	0	3805	337	366	44	3058	1300	1189	111	1758				
#209		0	14	0	0	14	1	6	0	7	7	7	0	0				
#210		1	512	0	0	512	63	32	1	416	16	14	2	400				
#211		4	58	0	0	58	1	2	3	52	30	29	1	22				
#212		5	76	0	0	76	9	16	1	50	7	2	5	43				
#213		1	161	0	0	161	12	11	2	130	12	9	3	118				
#214		0	26	0	0	26	7	2	0	17	5	2	3	12				
#215		0	1	0	0	1	0	0	0	1	0	0	0	1				
#216		4	242	0	0	242	3	30	3	206	6	5	1	200				
#217		1	27	0	0	27	1	3	2	21	7	5	2	14				
#218		23	0	17	0	17	0	13	2	2	0	0	0	2				
LENS Subtotal		7770	166029	0	0	166029	9215	15020	1404	140390	13378	10122	3256	127012				
EDI Subtotal		781	0	7641	0	7641	303	1794	150	5394	2639	2202	437	2755				
TAG Subtotal		5769	0	0	65976	65976	1716	7276	383	56601	2867	1433	1434	53734				
TOTAL INTERFACES		14320	166029	7641	65976	239646	11234	24090	1837	202385	18864	13757	6127	183501				
															90.47%	92.62%		
															90.82%	92.95%		
															0.00%	0.00%		
															84.07%	84.64%		
															0.00%	0.00%		
															71.00%	74.21%		
															90.70%	92.86%		
															57.49%	59.65%		
															0.00%	0.00%		
															96.15%	96.62%		
															42.31%	43.14%		
															86.00%	95.56%		
															90.77%	92.91%		
															70.59%	85.71%		
															100.00%	100.00%		
															97.09%	97.56%		
															66.67%	73.68%		
															100.00%	100.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION														LSR PROCESSING				FLOWTHROUGH	
Company Info		LEO						LESOG				Validated				Errors		Flowthrough			
Name	RESH / OCN	Mechanized Interface Used						Manual		Rejects		Pending Supps	LSR's	Errors				Base Calculation	CLEC Error Excluded Calculation		
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			Issued SO's							
#1		2	0	0	13	13	0	6	0	7	7	3	4	0	0.00%	0.00%					
#2		12	6	0	0	6	1	0	0	5	2	1	1	3	60.00%	75.00%					
#3		1	20	0	0	20	4	1	0	15	4	4	0	11	73.33%	73.33%					
#4		17	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%					
#5		0	7	0	0	7	0	2	1	4	3	3	0	1	25.00%	25.00%					
#6		2	11	0	0	11	5	0	0	6	1	1	0	5	83.33%	83.33%					
#7		30	25	0	0	25	13	3	0	9	4	4	0	5	55.56%	55.56%					
#8		29	610	0	0	610	228	58	13	311	160	137	23	151	49.55%	52.43%					
#9		41	191	0	0	191	23	10	9	149	25	23	2	124	83.22%	84.35%					
#10		41	0	0	37	37	3	8	0	26	13	7	6	13	50.00%	65.00%					
#11		7	52	0	0	52	7	9	5	31	16	15	1	15	48.39%	50.00%					
#12		12	12	0	0	12	3	7	0	2	1	1	0	1	50.00%	50.00%					
#13		10	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%					
#14		16	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%					
#15		33	48	0	0	46	9	16	0	21	4	3	1	17	80.95%	85.00%					
#16		7	16	0	0	16	8	0	0	8	0	0	0	8	100.00%	100.00%					
#17		30	238	0	0	238	25	42	7	164	32	28	4	132	80.49%	82.50%					
#18		3	4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%					
#19		7	253	0	0	253	50	18	6	179	63	54	9	116	68.80%	68.24%					
#20		0	3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%					
#21		0	4	0	0	4	0	0	1	3	2	2	0	1	33.33%	33.33%					
#22		0	70	0	0	76	7	8	0	61	15	14	1	46	75.41%	76.67%					
#23		6	121	0	0	121	27	10	2	82	42	31	11	40	48.78%	56.34%					
#24		9	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%					
#25		2	21	0	0	21	2	0	0	19	10	9	1	9	47.37%	50.00%					
#26		1	6	0	0	6	3	0	0	3	1	0	1	2	66.67%	100.00%					
#27		368	693	0	0	693	327	46	24	296	121	110	11	175	59.12%	61.40%					
#28		368	0	0	59	59	27	6	6	20	8	7	1	12	60.00%	63.16%					
#29		0	4	0	0	4	2	0	0	2	2	2	0	0	0.00%	0.00%					
#30		10	65	0	0	65	11	6	0	48	22	16	6	26	54.17%	61.90%					
#31		8	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%					
#32		1	3	0	0	3	0	1	0	2	2	0	2	0	0.00%	0.00%					
#33		0	13	0	0	13	6	1	0	6	2	2	0	4	66.67%	66.67%					
#34		14	12	0	0	12	1	5	0	6	0	0	0	6	100.00%	100.00%					
#35		36	18	0	0	18	8	2	1	7	6	4	2	1	14.29%	20.00%					

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG											
		Mechanized Interface Used					Manual	Rejects		Validated	Errors							
Name	REBH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Base Calculation	CLEC Error Excluded Calculation		
#36		0	6	0	0	6	3	1	0	2	1	0	1	1	50.00%	100.00%		
#37		1	27	0	0	27	26	0	0	1	1	1	0	0	0.00%	0.00%		
#38		1	28	0	0	28	18	2	0	8	3	3	0	5	62.50%	62.50%		
#39		3	39	0	0	39	12	2	0	25	15	12	3	10	40.00%	45.45%		
#40		34	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#41		2	6	0	0	6	0	0	0	6	2	2	0	4	66.67%	66.67%		
#42		0	17	0	0	17	3	2	2	10	5	5	0	5	50.00%	50.00%		
#43		5	109	0	0	109	14	4	4	87	28	25	3	59	67.82%	70.24%		
#44		11	3	0	0	3	2	0	0	1	0	0	0	1	100.00%	100.00%		
#45		1	19	0	0	19	11	3	0	5	1	1	0	4	80.00%	80.00%		
#46		74	936	0	0	936	190	108	22	616	256	210	46	360	58.44%	63.16%		
#47		74	0	5	0	5	4	0	0	1	0	0	0	1	100.00%	100.00%		
#48		3	91	0	0	91	34	3	0	54	25	19	6	29	53.70%	60.42%		
#49		12	141	0	0	141	11	17	8	105	42	38	4	63	60.00%	62.38%		
#50		11	309	0	0	309	42	40	4	223	76	53	23	147	65.92%	73.50%		
#51		68	142	0	0	142	22	9	1	110	37	32	5	73	66.36%	69.52%		
#52		68	0	1623	0	1623	962	108	114	439	194	111	83	245	55.81%	68.82%		
#53		14	112	0	0	112	56	11	4	41	14	11	3	27	65.85%	71.05%		
#54		7	3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%		
#55		0	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%		
#56		448	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%		
#57		3	615	0	0	615	95	116	1	401	96	78	18	305	76.06%	79.63%		
#58		0	9	0	0	9	3	1	0	5	2	2	0	3	60.00%	60.00%		
#59		0	6	0	0	6	5	0	0	1	0	0	0	1	100.00%	100.00%		
#60		0	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%		
#61		4	77	0	0	77	25	10	1	41	18	10	8	23	56.10%	69.70%		
#62		3	2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%		
#63		11	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#64		0	13	0	0	13	2	0	0	11	7	4	3	4	38.36%	50.00%		
#65		5	248	0	0	248	50	19	2	177	81	74	7	96	54.24%	56.47%		
#66		5	50	0	0	50	13	1	1	35	22	20	2	13	37.14%	39.39%		
#67		1	3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%		
#68		116	734	0	0	734	105	62	22	545	321	281	40	224	41.10%	44.36%		
#69		116	0	0	464	464	293	40	4	127	51	38	13	76	59.84%	66.67%		
#70		0	3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES Company Info	LSR SUBMISSION										LSR PROCESSING										FLOWTHROUGH						
	LEO					Mechanized Interface Used					LEBOG					Rejects					Errors					Base Calculation	CLEC Error Excluding Calculation
	RESH / OCN	FAYAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallowt	Manual	Auto Clarification	Pending Supps	Validated LSR's	Total System Fallowt	BST Caused Fallowt	CLEC Caused Fallowt	Issued SO's	Base Calculation	CLEC Error Excluding Calculation										
																		LEO	Mechanized Interface Used	LEBOG	Rejects	Errors					
#71	0	0	4	0	4	2	2	0	0	2	1	0	1	1	1	50.00%	100.00%										
#72	10	0	0	11	11	5	5	2	1	3	3	2	1	0	0	0.00%	0.00%										
#73	21	74	0	0	74	39	39	11	0	24	3	6	5	13	0	54.17%	68.42%										
#74	4	4	0	0	4	0	0	1	3	3	2	2	0	1	0	33.33%	33.33%										
#75	0	17	0	0	17	3	3	2	0	12	1	1	0	11	0	91.67%	91.67%										
#76	0	0	0	2	2	0	0	0	0	1	1	0	1	0	0	0.00%	0.00%										
#77	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	100.00%	100.00%										
#78	0	3	0	0	3	2	2	1	0	1	0	0	0	1	0	100.00%	100.00%										
#79	0	5	0	0	5	2	2	1	0	2	1	1	0	1	0	50.00%	100.00%										
#80	0	1	0	0	1	0	0	0	0	1	1	0	0	1	0	0.00%	0.00%										
#81	0	2	0	0	2	0	0	0	0	2	1	0	0	2	0	100.00%	100.00%										
#82	0	0	0	6	6	0	0	4	1	1	1	1	0	0	0	0.00%	0.00%										
#83	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	100.00%	100.00%										
#84	0	0	0	3	3	3	3	0	0	0	0	0	0	0	0	0.00%	0.00%										
#85	0	0	0	0	0	3	3	0	0	18	3	1	2	15	0	83.33%	93.75%										
#86	18	0	0	313	313	60	60	56	1	196	63	49	14	133	0	67.86%	73.08%										
#87	4	0	0	18	18	1	1	8	1	8	4	3	1	4	0	57.14%	57.14%										
#88	4	0	0	133	133	14	14	8	1	110	91	56	35	19	0	17.27%	25.33%										
#89	2	0	0	11	11	3	3	0	0	6	6	2	4	2	0	25.00%	50.00%										
#90	2	0	0	9	9	0	0	5	0	4	2	2	0	2	0	50.00%	50.00%										
#91	113	0	0	0	0	1	1	0	0	2	1	1	0	1	0	50.00%	50.00%										
#92	22	3	0	0	0	3	3	14	9	174	80	68	12	94	0	54.02%	58.02%										
#93	10	274	0	0	274	77	77	14	1	2	2	1	0	1	0	50.00%	50.00%										
#94	1	3	0	0	3	0	0	0	10	3	3	0	7	70.00%	70.00%	56.48%	56.48%										
#95	0	13	0	0	13	3	3	16	8	115	54	47	7	61	0	81.82%	81.82%										
#96	9	159	0	0	159	20	20	43	7	2	5	2	3	9	0	44.44%	44.44%										
#97	9	0	0	66	66	43	43	11	0	66	42	30	12	24	0	0.00%	0.00%										
#98	23	127	0	0	127	50	50	11	0	0	0	0	0	0	0	0.00%	0.00%										
#99	23	0	0	2	2	2	2	0	0	0	1	1	0	0	0	0.00%	0.00%										
#100	0	1	0	0	1	0	0	0	0	1	1	0	0	1	0	34.29%	41.85%										
#101	342	752	0	0	752	189	189	165	16	382	251	182	69	131	0	27.27%	30.00%										
#102	0	21	0	0	21	6	6	4	0	11	8	7	1	3	0	100.00%	100.00%										
#103	0	2	0	0	2	0	0	0	0	2	1	0	1	1	0	100.00%	100.00%										
#104	3	13	0	0	13	12	12	0	0	58	18	14	4	40	0	68.97%	74.07%										
#105	3	76	0	0	76	10	10	7	1	58	18	14	4	40	0	68.97%	74.07%										

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION										LSR PROCESSING					FLOWTHROUGH	
Company Info		LEO					LESOG											
		Mechanized Interface Used					Manual	Rejects	Validated		Errors							
Name	RESH / OCN	FATAL REJECTS	LENB	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Base Calculation	CLEC Error Excluded Calculation		
#106		0	4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%		
#107		7	2	0	0	2	0	1	1	1	1	0	0	0	0.00%	0.00%		
#108		30	1072	0	0	1072	170	143	19	740	282	252	30	458	61.89%	64.51%		
#109		16	8	0	0	8	0	0	0	8	1	1	0	7	87.50%	87.50%		
#110		9	51	0	0	51	13	12	3	23	12	10	2	11	47.83%	52.38%		
#111		156	0	0	64	64	5	39	0	20	14	11	3	6	30.00%	35.29%		
#112		0	5	0	0	5	3	1	0	1	0	0	0	1	100.00%	100.00%		
#113		11	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%		
#114		1	3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%		
#115		23	3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%		
#116		22	167	0	0	167	13	3	1	150	72	58	14	78	52.00%	57.35%		
#117		6	52	0	0	52	12	7	0	33	13	10	3	20	60.61%	66.87%		
#118		2	17	0	0	17	2	0	1	14	7	1	6	7	50.00%	87.50%		
#119		3413	64	0	0	64	14	25	0	25	24	23	1	1	4.00%	4.17%		
#120		3413	0	0	107	107	37	59	1	10	10	2	8	0	0.00%	0.00%		
#121		1	2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%		
#122		46	475	0	0	475	70	78	10	317	130	112	18	187	58.99%	62.54%		
#123		15	76	0	0	76	18	6	3	49	22	22	0	27	55.10%	55.10%		
#124		9	48	0	0	48	3	21	3	21	10	6	4	11	52.38%	64.71%		
#125		0	17	0	0	17	7	2	0	8	2	0	2	6	75.00%	100.00%		
#126		3	11	0	0	11	1	4	0	6	4	3	1	2	33.33%	40.00%		
#127		155	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#128		0	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%		
#129		11	5	0	0	5	0	1	0	4	2	2	0	2	50.00%	50.00%		
#130		1	46	0	0	46	4	7	1	34	22	18	4	12	35.29%	40.00%		
#131		2	4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%		
#132		1	3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%		
#133		6	111	0	0	111	20	15	1	75	18	14	4	57	76.00%	80.28%		
#134		7	11	0	0	11	4	2	0	5	1	1	0	4	80.00%	80.00%		
#135		66	25	0	0	25	7	5	0	13	3	2	1	10	76.92%	83.33%		
#136		7	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%		
#137		0	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%		
#138		18	30	0	0	30	2	9	0	19	7	6	1	12	63.16%	66.67%		
#139		0	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%		
#140		0	5	0	0	5	2	2	0	1	1	1	0	0	0.00%	0.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION					LSR PROCESSING					FLOWTHROUGH				
Company Info		LEO					LESOG									
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Base Calculation	CLEC Error Excluded Calculation
#141		2	5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%
#142		0	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%
#143		21	12	0	0	12	2	1	0	9	3	3	0	6	66.67%	66.67%
#144		8	7	0	0	7	1	0	1	5	1	1	0	4	80.00%	80.00%
#145		15	5	0	0	5	1	0	0	4	1	1	0	3	75.00%	75.00%
#146		1	18	0	0	18	1	13	0	4	2	1	1	2	50.00%	66.67%
#147		4	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#148		38	5	0	0	5	3	0	0	2	1	1	0	1	50.00%	50.00%
#149		9	7	0	0	7	0	1	0	6	1	0	1	5	83.33%	100.00%
#150		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%
#151		0	10	0	0	10	0	0	0	10	1	1	0	9	90.00%	90.00%
#152		3	0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%
#153		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#154		1	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#155		10	6	0	0	6	3	0	0	3	3	3	0	0	0.00%	0.00%
#156		9	62	0	0	62	8	17	4	33	19	16	3	14	42.42%	46.67%
#157		0	10	0	0	10	1	1	0	8	5	3	2	3	37.50%	50.00%
#158		0	39	0	0	39	6	5	3	25	14	13	1	11	44.00%	45.83%
#159		13	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#160		9	9	0	0	9	2	3	0	4	0	0	0	4	100.00%	100.00%
#161		6	2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%
#162		8	154	0	0	154	56	26	4	68	44	36	8	24	35.29%	40.00%
#163		105	135	0	0	135	32	20	3	80	39	34	5	41	51.25%	54.67%
#164		1	4	0	0	4	2	0	0	2	0	0	0	2	100.00%	100.00%
#165		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#166		25	4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%
#167		25	0	3	0	3	1	1	0	1	0	0	0	1	100.00%	100.00%
#168		0	0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%
LENS Subtotal		5194	10826	0	0	10826	2440	1342	236	6808	2953	2440	513	3855	56.82%	61.24%
EDI Subtotal		288	0	1644	0	1644	969	114	114	447	197	113	84	250	55.93%	68.87%
TAG Subtotal		4165	0	0	1180	1180	483	235	17	445	188	128	60	257	57.75%	66.75%
TOTAL INTERFACES		10647	10826	1644	1180	13650	3892	1691	367	7700	3338	2681	657	4382	56.85%	61.83%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION													LSR PROCESSING				FLOWTHROUGH	
Company Info		LEO													LESOG					
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			Issued SO's	Base Calculation	CLEC Error Excluded Calculation			
		FATAL REJECTS	LENB	EDI	TAG	Total Mech LSR's	Total Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout							
#1		1	12	0	0	12	2	7	0	3	1	1	0	2	66.67%	66.67%				
#2		29	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%				
#3		12	213	0	0	213	27	32	0	154	71	12	59	83	53.90%	87.37%				
#4		10	0	146	0	146	70	26	23	27	11	7	4	16	59.26%	69.57%				
#5		7	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%				
#6		30	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%				
#7		7	2	0	0	2	0	0	1	1	1	0	1	0	0.00%	0.00%				
#8		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%				
#9		9	0	186	0	186	128	24	22	12	8	8	0	4	33.33%	33.33%				
#10		9	0	0	2	2	1	0	0	1	1	1	0	0	0.00%	0.00%				
#11		42	0	212	0	212	163	22	11	16	11	8	3	5	31.25%	38.46%				
#12		368	4102	0	0	4102	927	572	100	2503	994	897	97	1509	60.29%	62.72%				
#13		368	0	0	224	224	131	22	7	64	19	18	1	45	70.31%	71.43%				
#14		0	3	0	0	3	1	0	0	2	1	1	0	1	50.00%	50.00%				
#15		0	38	0	0	38	10	7	0	21	15	15	0	6	28.57%	28.57%				
#16		8	27	0	0	27	0	6	6	15	10	3	7	5	33.33%	62.50%				
#17		36	0	464	0	464	343	35	42	44	33	24	9	11	25.00%	31.43%				
#18		120	0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%				
#19		0	0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%				
#20		50	0	245	0	245	109	53	44	99	23	19	4	18	41.03%	45.71%				
#21		11	31	0	0	31	5	24	0	2	2	1	1	0	0.00%	0.00%				
#22		68	0	15	0	15	1	5	2	7	3	1	2	4	57.14%	80.00%				
#23		16	0	964	0	964	261	60	0	643	2	1	1	641	99.69%	99.84%				
#24		0	12	0	0	12	1	1	4	6	6	6	0	0	0.00%	0.00%				
#25		440	0	0	8	8	0	8	0	0	0	0	0	0	0.00%	0.00%				
#26		11	7	0	0	7	0	4	0	3	3	3	0	0	0.00%	0.00%				
#27		15	140	0	0	140	0	33	7	100	63	26	37	37	37.00%	58.73%				
#28		172	0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%				
#29		0	0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%				
#30		116	40	0	0	40	10	16	1	13	13	12	1	0	0.00%	0.00%				
#31		116	0	0	43	43	18	17	1	7	6	5	1	1	14.29%	16.67%				
#32		8	8	0	0	8	6	0	0	2	2	0	2	0	0.00%	0.00%				
#33		0	5	0	0	5	1	3	0	1	1	1	0	0	0.00%	0.00%				
#34		21	0	313	0	313	191	45	23	54	12	6	6	42	77.78%	87.50%				
#35		25	0	104	0	104	26	25	6	47	46	6	40	1	2.13%	14.29%				
#36		0	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%				
#37		113	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%				

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION				LSR PROCESSING				FLOWTHROUGH						
Company Info		LED				LESDC				FLOWTHROUGH						
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated	Errors			Issued SO's	Base Calculation	CLEC Error Excluded Calculation		
		FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps	LSR's	Total System Fallout				BSY Caused Fallout	CLEC Caused Fallout
#38		113	0	165	0	165	139	4	0	22	15	12	3	7	31.82%	36.84%
#39		9	12	0	0	12	2	7	0	3	3	2	1	0	0.00%	0.00%
#40		9	0	0	9	9	5	2	0	2	2	0	2	0	0.00%	0.00%
#41		23	33	0	0	33	7	13	2	11	11	11	0	0	0.00%	0.00%
#42		3	0	23	0	23	1	9	3	10	3	1	2	7	70.00%	87.50%
#43		3413	2298	0	0	2298	231	388	49	1630	479	363	96	1151	70.61%	75.03%
#44		3413	0	0	57620	57620	9190	8943	941	38546	10612	8778	1834	27934	72.47%	76.09%
#45		1	0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%
#46		0	0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%
#47		1	141	0	0	141	40	30	3	68	5	4	1	63	92.65%	94.03%
#48		66	1618	0	0	1618	276	310	31	1001	351	293	58	650	64.94%	68.93%
#49		66	0	0	15	15	12	1	0	2	1	1	0	1	50.00%	50.00%
#50		0	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%
#51		15	0	0	32	32	0	0	0	32	32	31	1	0	0.00%	0.00%
#52		21	3	0	0	3	0	0	0	2	2	1	1	0	0.00%	0.00%
#53		39	0	0	790	790	400	8	23	359	154	136	18	205	57.10%	60.12%
#54		1	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%
#55		1	125	0	0	125	19	24	7	75	48	37	11	27	36.00%	42.19%
#56		10	155	0	0	155	47	18	2	88	35	33	2	53	60.23%	61.63%
#57		5	123	0	0	123	16	46	2	59	12	9	3	47	79.66%	83.93%
#58		5	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#59		9	751	0	0	751	118	181	12	440	163	129	34	277	62.95%	68.23%
#60		9	0	0	7	7	6	0	0	1	1	1	0	0	0.00%	0.00%
#61		6	19	0	0	19	0	17	0	2	2	2	0	0	0.00%	0.00%
#62		8	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%
#63		23	0	89	0	89	21	17	14	37	25	15	10	12	32.43%	44.44%
#64		25	0	123	0	123	90	22	9	2	2	2	0	0	0.00%	0.00%
LENS Subtotal		4309	9930	0	0	9930	1747	1743	228	6212	2297	1884	413	3915	63.02%	67.51%
EDI Subtotal		613	0	3050	0	3050	1543	347	199	961	195	110	85	766	79.71%	87.44%
TAG Subtotal		4618	0	0	58758	58758	9764	9002	972	39020	10833	8974	1859	28187	72.24%	75.85%
TOTAL INTERFACES		9540	9930	3050	58758	71738	13954	11092	1399	46193	13325	10968	2357	32868	71.15%	74.98%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))							CAUSATION		
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused					
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused			
8825	12589	16.33%	16.33%	MISCELLANEOUS	3575	28.40%	5.78%	9014	71.60%	59.295%			
1000	7272	9.43%	25.76%	MISCELLANEOUS	7020	96.53%	11.34%	252	3.47%	1.658%			
7400	4726	6.13%	31.89%	CLEC DOES NOT OWN THIS ACCOUNT.	4725	99.98%	7.63%	1	0.02%	0.007%			
8190	3005	3.90%	35.79%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 II S8BC /TN /PKG VM	3005	100.00%	4.85%	0	0.00%	0.000%			
9641	2866	3.72%	39.50%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2864	99.93%	4.63%	2	0.07%	0.013%			
8175	2687	3.49%	42.99%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N II ESXDC	2687	100.00%	4.34%	0	0.00%	0.000%			
7435	2567	3.33%	46.32%	WKGC SVC - INPUT ADL. CONVSN ORD OR NOTE ABAND STA	2567	100.00%	4.15%	0	0.00%	0.000%			
8970	2325	3.02%	49.33%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	2321	99.83%	3.75%	4	0.17%	0.026%			
7055	2319	3.01%	52.34%	NUM= TELNO= ACCOUNT IS FINAL	2303	99.31%	3.72%	16	0.69%	0.105%			
9602	2303	2.93%	55.34%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2291	99.26%	3.70%	17	0.74%	0.112%			
8150	2195	2.85%	58.18%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	551	25.10%	0.89%	1644	74.90%	10.814%			
9627	2113	2.74%	60.92%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	2108	99.76%	3.41%	5	0.24%	0.033%			
8830	1838	2.38%	63.31%	CLEC ALREADY OWNS THIS ACCOUNT	1810	98.46%	2.92%	28	1.52%	0.184%			
7805	1727	2.24%	65.55%	SITE COULD NOT BE DETERMINED	1141	66.07%	1.84%	586	33.93%	3.855%			
7465	1686	2.19%	67.73%	CANNOT CANCEL ORDER	1098	65.12%	1.77%	588	34.88%	3.868%			
8167	1375	1.78%	69.52%	INVALID USOC CHARACTER. FORMAT SAE 013 II CREXI	1375	100.00%	2.22%	0	0.00%	0.000%			
8189	1345	1.74%	71.26%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 II CREXG	1345	100.00%	2.17%	0	0.00%	0.000%			
7645	1219	1.58%	72.84%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	482	39.54%	0.78%	737	60.46%	4.848%			
9481	1128	1.46%	74.31%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1122	99.47%	1.81%	6	0.53%	0.039%			
7718	1043	1.35%	75.66%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	417	39.98%	0.67%	626	60.02%	4.118%			
7860	1005	1.30%	76.96%	RSAG - NO EXACT MATCH ON STREET NAME	1002	99.70%	1.62%	3	0.30%	0.020%			
9529	1004	1.30%	78.26%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1003	99.90%	1.62%	1	0.10%	0.007%			
9515	949	1.23%	79.50%	WKGC SVC-INPUT ADL. CONVERSION ORDER OR NOTE ABANDONED STATION	942	99.26%	1.52%	7	0.74%	0.046%			
9637	920	1.19%	80.69%	STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE	911	99.02%	1.47%	9	0.98%	0.059%			
7250	915	1.19%	81.88%	LSR HOUSENUMBER INCORRECT	911	99.56%	1.47%	4	0.44%	0.026%			
8187	889	1.15%	83.03%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 II EMP1S /TN	889	100.00%	1.44%	0	0.00%	0.000%			
9805	806	1.05%	84.07%	NO DENIAL INDICATOR ON CUSTOMER RECORD	806	100.00%	1.30%	0	0.00%	0.000%			
7110	732	0.95%	85.02%	COFFI NOT AVAILABLE	301	41.12%	0.49%	431	58.88%	2.835%			
8195	633	0.82%	85.84%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 II GCJ /TN /CFND	633	100.00%	1.02%	0	0.00%	0.000%			
7020	607	0.79%	86.63%	NUM= TELNO= TN NOT FOUND IN CRIS	605	99.67%	0.98%	2	0.33%	0.013%			
9496	565	0.73%	87.36%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	492	87.06%	0.79%	73	12.92%	0.480%			
7630	526	0.68%	88.05%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH.	193	36.69%	0.31%	333	63.31%	2.191%			
7735	493	0.64%	88.69%	INVALID/MISSING LISTING NAME OR TYPE	493	100.00%	0.80%	0	0.00%	0.000%			
7660	468	0.61%	89.29%	USOC FUJIX NOT FOR RESALE	466	99.57%	0.75%	2	0.43%	0.013%			
8240	434	0.56%	89.86%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	434	100.00%	0.70%	0	0.00%	0.000%			
8940	432	0.56%	90.42%	CALL FORWARDING NUMBER MISSING OR INVALID	430	99.54%	0.69%	2	0.46%	0.013%			
8820	344	0.45%	90.86%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	227	65.99%	0.37%	117	34.01%	0.770%			
8197	342	0.44%	91.31%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	342	100.00%	0.55%	0	0.00%	0.000%			

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))			CAUSATION					
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused				
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused		
7710	341	0.44%	91.75%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	237	69.50%	0.38%	104	30.50%	0.684%		
8204	319	0.41%	92.16%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN /SED 08-03-	319	100.00%	0.52%	0	0.00%	0.000%		
8209	317	0.41%	92.57%	USOC COMBINATION IS INVALID. FORMAT SAE 587 II ESXDC /TN	317	100.00%	0.51%	0	0.00%	0.000%		
9442	282	0.37%	92.94%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	279	98.94%	0.45%	3	1.06%	0.020%		
9860	282	0.37%	93.30%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	282	100.00%	0.46%	0	0.00%	0.000%		
8173	263	0.34%	93.65%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	263	100.00%	0.42%	0	0.00%	0.000%		
9647	243	0.32%	93.96%	BAN DOES NOT EXIST FOR COMPANY CODE	243	100.00%	0.39%	0	0.00%	0.000%		
9488	239	0.31%	94.27%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	239	100.00%	0.39%	0	0.00%	0.000%		
7890	230	0.30%	94.57%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	228	99.13%	0.37%	2	0.87%	0.013%		
8207	218	0.28%	94.85%	BRD/SQRX9 INVALID USOC COMBINATION. FORMAT SAE 576 II NX9 /TN	218	100.00%	0.35%	0	0.00%	0.000%		
7225	195	0.25%	95.11%	USOC=: EXC IS MISSING	194	99.49%	0.31%	1	0.51%	0.007%		
9439	189	0.25%	95.35%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	188	99.47%	0.30%	1	0.53%	0.007%		
7905	183	0.24%	95.59%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	183	100.00%	0.30%	0	0.00%	0.000%		
7115	172	0.22%	95.81%	OSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	69	40.12%	0.11%	103	59.88%	0.678%		
9160	169	0.22%	96.03%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	169	100.00%	0.27%	0	0.00%	0.000%		
7500	163	0.21%	96.24%	DUE DATE COULD NOT BE DETERMINED	37	22.70%	0.06%	126	77.30%	0.829%		
8170	154	0.20%	96.44%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 II GREX1 /TN 305 556-3023 /RMKR (/	154	100.00%	0.26%	0	0.00%	0.000%		
7245	136	0.18%	96.62%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	130	95.59%	0.21%	6	4.41%	0.039%		
7715	136	0.18%	96.79%	SOC5 TIMEOUT NOT AVAILABLE	60	44.12%	0.10%	76	55.88%	0.500%		
9626	130	0.17%	96.96%	CLASS OF SERVICE LNPR1 NOT ELIGIBLE FOR CONVERSION TO PORTLOOP	130	100.00%	0.21%	0	0.00%	0.000%		
9475	129	0.17%	97.13%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	129	100.00%	0.21%	0	0.00%	0.000%		
9800	125	0.16%	97.29%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	125	100.00%	0.20%	0	0.00%	0.000%		
9605	123	0.16%	97.45%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	123	100.00%	0.20%	0	0.00%	0.000%		
7145	109	0.14%	97.59%	INTERVAL BETWEEN DATE RECEIVED AND DDD IS INVALID	108	99.08%	0.17%	1	0.92%	0.007%		
7555	109	0.14%	97.73%	FID MISSING IN FEATURE DETAIL	99	90.83%	0.16%	10	9.17%	0.066%		
9654	106	0.14%	97.87%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDL	106	100.00%	0.17%	0	0.00%	0.000%		
7910	98	0.13%	98.00%	RSAG - NO MATCH ON EXACT STREET NAME	60	61.22%	0.10%	38	38.78%	0.250%		
7725	84	0.11%	98.11%	WAITING PERIOD EQUALS 5 MINUTES	18	19.05%	0.03%	68	80.95%	0.447%		
7380	74	0.10%	98.20%	LINE - ACTL INVALID	74	100.00%	0.12%	0	0.00%	0.000%		
8179	70	0.09%	98.29%	NFA NXX NOT VALID. FORMAT SAE 184 II NXMCR	70	100.00%	0.11%	0	0.00%	0.000%		
7815	64	0.08%	98.38%	FID=RCU INVALID OR MISSING DATA	57	89.06%	0.09%	7	10.94%	0.046%		
7900	60	0.08%	98.46%	RSAG - NO MATCH ON STREET NAME	58	96.67%	0.09%	2	3.33%	0.013%		
9245	55	0.07%	98.53%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUN	55	100.00%	0.09%	0	0.00%	0.000%		
7945	51	0.07%	98.59%	RSAG SYSTEM ERROR	6	11.76%	0.01%	45	88.24%	0.296%		
8177	50	0.06%	98.66%	USOC INVALID FOR THIS SWITCH. FORMAT SAE 183 II TTR	50	100.00%	0.08%	0	0.00%	0.000%		
7315	47	0.06%	98.72%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	42	89.36%	0.07%	5	10.64%	0.033%		
9470	43	0.06%	98.77%	LOCATION QUANTITY DOES NOT EQUAL THE NUMBER OF END USER DETAIL RECORDS F	43	100.00%	0.07%	0	0.00%	0.000%		
8183	41	0.05%	98.83%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN .0	41	100.00%	0.07%	0	0.00%	0.000%		

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				CAUSATION						
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of GLEC	Count	% of Agg	% of BST Caused
7300	40	0.05%	98.88%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	40	100.00%	0.06%	0	0.00%	0.000%
7360	38	0.05%	98.93%	LIFELINE SERVICE NOT AVAILABLE	13	34.21%	0.02%	25	65.79%	0.164%
7230	37	0.05%	98.98%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	36	97.30%	0.06%	1	2.70%	0.007%
9015	36	0.05%	99.02%	SUP FAILED TO UPDATE DUE DATE	21	58.33%	0.03%	15	41.67%	0.099%
7445	34	0.04%	99.07%	UNE - CALL FORWARD TN REQUIRED	34	100.00%	0.05%	0	0.00%	0.000%
8199	34	0.04%	99.11%	GCJRCGJ COMBINATION INVALID. FORMAT SAE 560 11 GCJRC /TN /PKG VM-CSP-S98	34	100.00%	0.05%	0	0.00%	0.000%
8415	34	0.04%	99.16%	LSF LP ALREADY EXISTS ON ACCOUNT	34	100.00%	0.05%	0	0.00%	0.000%
9620	34	0.04%	99.20%	INVALID LINE ACTIVITY FOR SUSPENDED ACCOUNT	34	100.00%	0.05%	0	0.00%	0.000%
7295	33	0.04%	99.24%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	20	60.61%	0.03%	13	39.39%	0.085%
8180	31	0.04%	99.28%	CALL WAITING DELUXE USOC MUST CHANGE. FORMAT SAE 312	31	100.00%	0.05%	0	0.00%	0.000%
9479	28	0.04%	99.32%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	28	100.00%	0.05%	0	0.00%	0.000%
9165	25	0.03%	99.35%	INVALID NPA NXX	25	100.00%	0.04%	0	0.00%	0.000%
7375	24	0.03%	99.38%	UNE - BOCABS SCREEN ERROR 'BOE001 ACCOUNT NUMBER NOT FOUND	24	100.00%	0.04%	0	0.00%	0.000%
9516	24	0.03%	99.41%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	21	87.50%	0.03%	3	12.50%	0.020%
9543	24	0.03%	99.44%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HD	24	100.00%	0.04%	0	0.00%	0.000%
9471	22	0.03%	99.47%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	21	95.45%	0.03%	1	4.55%	0.007%
9466	21	0.03%	99.50%	UNABLE TO DETERMINE BLOCK CHOICE	20	95.24%	0.03%	1	4.76%	0.007%
9616	21	0.03%	99.53%	YPH INVALID	21	100.00%	0.03%	0	0.00%	0.000%
9628	21	0.03%	99.56%	REQUEST DOES NOT QUALIFY FOR STAR 99 SERVICE	21	100.00%	0.03%	0	0.00%	0.000%
9000	20	0.03%	99.58%	LSOLOCBAN (NPA/NXX) MISSING OR INVALID	19	95.00%	0.03%	1	5.00%	0.007%
7690	19	0.02%	99.61%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	19	100.00%	0.03%	0	0.00%	0.000%
9476	17	0.02%	99.63%	IS NOT FOUND ON CSR TO DISCONNECT	17	100.00%	0.03%	0	0.00%	0.000%
7267	16	0.02%	99.65%	UNE - LOCBAN MISSING FOR LINP ORDER	16	100.00%	0.03%	0	0.00%	0.000%
8835	16	0.02%	99.67%	USOC/FID CANNOT BE DELETED FOR WORKING TN	16	100.00%	0.03%	0	0.00%	0.000%
9155	16	0.02%	99.69%	UNE - PORTED OUT NUMBER	16	100.00%	0.03%	0	0.00%	0.000%
9484	16	0.02%	99.71%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	15	93.75%	0.02%	1	6.25%	0.007%
7255	15	0.02%	99.73%	NUM= TELNO= DEGREE OR PROF AFFILIATION NOT ALLOWED ON RESIDENTIAL SERVICE	15	100.00%	0.02%	0	0.00%	0.000%
8606	14	0.02%	99.75%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	14	100.00%	0.02%	0	0.00%	0.000%
9060	10	0.01%	99.76%	EU-STREET-1 REQUIRED	10	100.00%	0.02%	0	0.00%	0.000%
9495	10	0.01%	99.77%	EATN= MUST EXIST FOR ACT P AND Q	10	100.00%	0.02%	0	0.00%	0.000%
9523	10	0.01%	99.79%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS	9	90.00%	0.01%	1	10.00%	0.007%
7495	9	0.01%	99.80%	UNE - DIR LOCATOR PROBLEM	2	22.22%	0.00%	7	77.78%	0.046%
7880	9	0.01%	99.81%	RSAG - NO MATCH ON TELEPHONE NUMBER	4	44.44%	0.01%	5	55.56%	0.033%
8250	9	0.01%	99.82%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	9	100.00%	0.01%	0	0.00%	0.000%
9772	9	0.01%	99.83%	UNE - EOCKT PROHIBITED WITH LINE ACTIVITY OF A	8	88.89%	0.01%	1	11.11%	0.007%
8995	8	0.01%	99.84%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	8	100.00%	0.01%	0	0.00%	0.000%
9517	7	0.01%	99.85%	UNDC INVALID IF PIC ALREADY EXISTS	7	100.00%	0.01%	0	0.00%	0.000%
7095	6	0.01%	99.86%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	3	50.00%	0.00%	3	50.00%	0.020%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))							CAUSATION		
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused					
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused			
7570	6	0.01%	99.87%	SEQ1X NOT ALLOWED WITH ZNB	4	66.67%	0.01%	2	33.33%	0.013%			
8945	6	0.01%	99.88%	LINECLSVC AND TOS DO NOT MATCH	6	100.00%	0.01%	0	0.00%	0.000%			
7740	5	0.01%	99.88%	LOCAL CALLING PLUS INDICATOR NOT FOUND	4	80.00%	0.01%	1	20.00%	0.007%			
8155	5	0.01%	99.89%	DIRECTORY DELIVERY INVALID WHEN ACT IS W	3	60.00%	0.00%	2	40.00%	0.013%			
7850	4	0.01%	99.89%	RSAG - NEED ADDITIONAL ADDRESS OR TN	4	100.00%	0.01%	0	0.00%	0.000%			
7875	4	0.01%	99.90%	RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY NUMBERED RANGES	4	100.00%	0.01%	0	0.00%	0.000%			
8885	4	0.01%	99.91%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	3	75.00%	0.00%	1	25.00%	0.007%			
9629	4	0.01%	99.91%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHND USOC S98AF	4	100.00%	0.01%	0	0.00%	0.000%			
9815	4	0.01%	99.92%	INVALID LINE ACTIVITY FOR DENIED ACCOUNT	4	100.00%	0.01%	0	0.00%	0.000%			
7785	3	0.00%	99.92%	RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH	2	66.67%	0.00%	1	33.33%	0.007%			
7935	3	0.00%	99.92%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	3	100.00%	0.00%	0	0.00%	0.000%			
8185	3	0.00%	99.93%	ESC/ESWCZ NOT VALID COMBINATION. FORMAT SAE 424 11 ESCWT	3	100.00%	0.00%	0	0.00%	0.000%			
8193	3	0.00%	99.93%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 11 NXMCZ /TN	3	100.00%	0.00%	0	0.00%	0.000%			
8980	3	0.00%	99.94%	LINE ACTIVITY INVALID	2	66.67%	0.00%	1	33.33%	0.007%			
9110	3	0.00%	99.94%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY	3	100.00%	0.00%	0	0.00%	0.000%			
9115	3	0.00%	99.94%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	3	100.00%	0.00%	0	0.00%	0.000%			
9190	3	0.00%	99.95%	ZIP CODE IS NOT NUMERIC	3	100.00%	0.00%	0	0.00%	0.000%			
9263	3	0.00%	99.95%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	3	100.00%	0.00%	0	0.00%	0.000%			
9432	3	0.00%	99.95%	DLNUM=0001 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORK IN LTEXT	3	100.00%	0.00%	0	0.00%	0.000%			
9438	3	0.00%	99.96%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	3	100.00%	0.00%	0	0.00%	0.000%			
9618	3	0.00%	99.96%	EQUAL NUMBER OF COMPLETE CHOICE AND COMPLETE CHOICE CREDIT USOCs REQUI	3	100.00%	0.00%	0	0.00%	0.000%			
7100	2	0.00%	99.96%	PICL/PIC IS REQUIRED ON INWARD ACTIVITY	0	0.00%	0.00%	2	100.00%	0.013%			
7150	2	0.00%	99.97%	UNE - ERROR GENERATING ECCKT	0	0.00%	0.00%	2	100.00%	0.013%			
8425	2	0.00%	99.97%	LSF OF DE INVALID ON ACT TYPE A OR V	2	100.00%	0.00%	0	0.00%	0.000%			
9005	2	0.00%	99.97%	LINECLSVC NOT ALLOWED ON R ACCOUNT ACTIVITY	2	100.00%	0.00%	0	0.00%	0.000%			
9045	2	0.00%	99.98%	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING	2	100.00%	0.00%	0	0.00%	0.000%			
9434	2	0.00%	99.98%	DLNUM=0001 LTN= HTN ACCOUNT DOES NOT HAVE AN EXACT MATCH WITH DL DATA	2	100.00%	0.00%	0	0.00%	0.000%			
9474	2	0.00%	99.98%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	2	100.00%	0.00%	0	0.00%	0.000%			
9487	2	0.00%	99.98%	INVALID ACT TYPE FOR FULL MIGRATION	2	100.00%	0.00%	0	0.00%	0.000%			
9600	2	0.00%	99.99%	TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST	1	50.00%	0.00%	1	50.00%	0.007%			
9639	2	0.00%	99.99%	CATEGORY L USOC MUST APPEAR FOR SAME TN	2	100.00%	0.00%	0	0.00%	0.000%			
9646	2	0.00%	99.99%	INVALID BAN FOR REQTY/COMPANY CODE COMBINATION OR INVALID COMPANY CODE	2	100.00%	0.00%	0	0.00%	0.000%			
6056	1	0.00%	99.99%	REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR	1	100.00%	0.00%	0	0.00%	0.000%			
7755	1	0.00%	99.99%	UNE - NPANXX NOT FOUND IN CLLI TABLE	0	0.00%	0.00%	1	100.00%	0.007%			
7870	1	0.00%	99.99%	RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY UNNUMBERED RANGES	1	100.00%	0.00%	0	0.00%	0.000%			
8130	1	0.00%	100.00%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%	0	0.00%	0.000%			
8925	1	0.00%	100.00%	CFN HAS INVALID FORMAT ON COFFI SCREEN	0	0.00%	0.00%	1	100.00%	0.007%			
9090	1	0.00%	100.00%	NUM= TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY IS SS OR RS	0	0.00%	0.00%	1	100.00%	0.007%			

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				CAUSATION									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			BST Caused						
Error Type (by error code)	Count	%	Σ %	Error Description			Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
9125	1	0.00%	100.00%	NUM=-TELNO=	TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE			1	100.00%	0.00%	0	0.00%	0.000%
	77100	100.00%					61898		100.00%		15202		100.000%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1015	3837	30.979%	30.979%	PON DUPLICATE ON INITIAL LSR
2025	813	6.564%	37.542%	EU-ZIP CODE REQUIRED
1645	482	3.891%	41.434%	LSR/PON AGED OFF
1027	477	3.851%	45.285%	PREVIOUS LSR AGED OFF - (K) STATUS
1023	474	3.827%	49.112%	NO ORIGINAL LSR FOUND FOR THIS SUP
4055	445	3.593%	52.705%	DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE
1650	429	3.464%	56.168%	LSR/PON COMPLETED
1330	416	3.359%	59.527%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
4115	415	3.351%	62.877%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
1640	362	2.923%	65.800%	NO ORIGINAL LSR FOUND FOR THIS SUP
1030	351	2.834%	68.634%	VER MUST BE GREATER THAN PREVIOUS VERSION
1655	347	2.802%	71.435%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1154	312	2.519%	73.954%	LSR/PON IS COMPLETED
4028	302	2.438%	76.393%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
1153	273	2.204%	78.597%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
4029	177	1.429%	80.026%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4010	156	1.259%	81.285%	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
1635	131	1.058%	82.343%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
4042	130	1.050%	83.393%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA
3530	118	0.953%	84.345%	LOCNUM=000 LNUM=00001 TELNO= NPT REQUIRED WITH THIS REQTYPE LNA TYPE COMBINATION
1050	104	0.840%	85.185%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
2067	101	0.815%	86.000%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
1007	96	0.775%	86.775%	DUPLICATE CC, PON, VER
3030	95	0.767%	87.542%	REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS
4052	95	0.767%	88.309%	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
4027	94	0.759%	89.068%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN
3070	64	0.517%	89.585%	LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
1012	60	0.484%	90.069%	CANNOT SUPP. A PREVIOUSLY CANCELED LSR/PON
1085	55	0.444%	90.513%	DDDO-CCDDDDO MUST BE CURRENT OR FUTURE DATE
3060	55	0.444%	90.958%	PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
4050	52	0.420%	91.377%	INVALID YPH ENTRY
3075	51	0.412%	91.789%	VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1070	50	0.404%	92.193%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1170	50	0.404%	92.596%	CHC REQUIRED WHEN REQ TYP IS A OR B AND DFDT IS POPULATED
3090	46	0.371%	92.968%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQ TYP
3185	46	0.371%	93.339%	REFNUM=0001-TELNO= FEATURE REQUIRED WHEN THE FEATURE ACTIVITY IS POPULATED
1630	38	0.307%	93.646%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
2120	35	0.283%	93.929%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQ TYP/ACT CODE
3065	34	0.275%	94.203%	PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA
4015	33	0.266%	94.470%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
3190	30	0.242%	94.712%	REFNUM=0001-TELNO= LNECLSSVC MUST BE = 3 OR 5 ALPHANUMERICS
3135	27	0.218%	94.930%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3175	25	0.202%	95.132%	REFNUM=0001-TELNO= FA REQUIRED WHEN THE FEATURE FIELD IS POPULATED
1272	24	0.194%	95.325%	RPON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . . .
1664	24	0.194%	95.519%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
3065	24	0.194%	95.713%	TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 61
2010	22	0.178%	95.891%	EU-CITY REQUIRED
1022	20	0.161%	96.052%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
3021	20	0.161%	96.213%	REFNUM=0002-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3125	18	0.145%	96.359%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
1215	17	0.137%	96.496%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
4000	17	0.137%	96.633%	DL DATA ELEMENTS REQUIRED
1025	16	0.129%	96.762%	VER MUST BE GREATER THAN PREVIOUS VERSION
1110	16	0.129%	96.892%	INVALID REQ TYP - ACCOUNT ACTIVITY TYPE COMBINATION
1230	16	0.129%	97.021%	LSO MUST BE 6 NUMERICS
4040	15	0.121%	97.142%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQ TYP AND ACTIVITY TYPE
1080	14	0.113%	97.255%	DDD/DDD-CC MUST BE A VALID DATE
3260	13	0.105%	97.360%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y
4120	13	0.105%	97.465%	DLNUM=0001 LTN=10 TOA B, R, RP OR BP REQUIRED
3040	12	0.097%	97.562%	REFNUM=0001-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9
3115	12	0.097%	97.659%	LOCNUM=000 LNUM=00001 TELNO= ECCKT IS PROHIBITED WITH REQ TYP/ACT/LNA COMBINATION
2065	11	0.089%	97.747%	LOCBAN REQUIRED
2090	10	0.081%	97.828%	FB-STATE REQUIRED IF FBI = D

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ%	Error Description
2100	10	0.081%	97.909%	FB-ZIPCODE REQUIRED IF FBI = D
4160	10	0.081%	97.990%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
2080	9	0.073%	98.062%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	9	0.073%	98.135%	FB-CITY REQUIRED IF FBI = D
2105	9	0.073%	98.208%	FBCON REQUIRED IF FBI FIELD = D
2110	9	0.073%	98.280%	FBCON-TELNO REQUIRED IF FBI FIELD = D
4180	9	0.073%	98.353%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
1172	8	0.065%	98.418%	CC MUST BE 4 ALPHANUMERIC
4600	8	0.065%	98.482%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
3045	7	0.057%	98.539%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3055	7	0.057%	98.595%	REFNUM=0001-TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY
3170	7	0.057%	98.652%	REFNUM=0001-TELNO= CFA INVALID FORMAT
1125	6	0.048%	98.700%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
2000	6	0.048%	98.749%	EU-NAME REQUIRED
2005	6	0.048%	98.797%	EU-STREET-1 REQUIRED
2015	6	0.048%	98.845%	EU-STATE REQUIRED
3035	6	0.048%	98.894%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERIC
3130	6	0.048%	98.942%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3165	6	0.048%	98.991%	REFNUM=0001-TELNO= TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3195	6	0.048%	99.039%	TELNO= LNECLSVC REQUIRED ON ACT TYPE A OR V
8000	6	0.048%	99.088%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC OPT VALID ENTRY IS ST, NO OR TC
1345	5	0.040%	99.128%	TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1660	5	0.040%	99.168%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
3245	5	0.040%	99.209%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
4026	5	0.040%	99.249%	MAIN LISTING REQUIRED FOR NEW ACCOUNT
6045	5	0.040%	99.290%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
8180	5	0.040%	99.330%	CALL WAITING DELUXE USOC MUST CHANGE. FORMAT SAE 312
1065	4	0.032%	99.362%	AN MUST BE 10 OR 13 ALPHANUMERIC
1120	4	0.032%	99.394%	DDD REQUIRED
1605	4	0.032%	99.427%	REMARKS VIRGULES (/) AND ASTERISKS (*) NOT ALLOWED IN THIS FIELD
4110	4	0.032%	99.459%	DLNUM=0002 LTN= VALID STYC CI, SH, SI, OR SL REQUIRED

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1017	3	0.024%	99.483%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , -
1060	3	0.024%	99.508%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1220	3	0.024%	99.532%	LST MUST BE 11 ALPHA/NUMERIC CHARACTERS
1453	3	0.024%	99.556%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
3015	3	0.024%	99.580%	REFNUM=0001-TELNO= LNA REQUIRED
4030	3	0.024%	99.604%	REFNUM=0001-TELNO= LISTED NAME PROHIBITED WITH THIS REQTYP AND ACTIVITY TYPE
4045	3	0.024%	99.629%	REFNUM=0001-TELNO= LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
6050	3	0.024%	99.653%	REQTY/LOOP TYPE COMBINATION INVALID
7075	3	0.024%	99.677%	EATN, AN AND ATN ARE REQUIRED FOR REQTYP B
1255	2	0.016%	99.693%	NC MUST BE 4 ALPHANUMERIC CHARACTERS WITH HYPHEN ALLOWED IN THE 3RD AND 4TH POSITIONS
2030	2	0.016%	99.709%	LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS
3460	2	0.016%	99.725%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)
4310	2	0.016%	99.742%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
1032	1	0.008%	99.750%	VER MUST BE SPACES OR 00(ZEROS) FOR 850
1040	1	0.008%	99.758%	VER MUST BE SPACES OR ZEROES FOR 850
1150	1	0.008%	99.766%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES
1155	1	0.008%	99.774%	DFOT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1200	1	0.008%	99.782%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1205	1	0.008%	99.790%	DATED-CC/DATED REQUIRED WHEN AGAUTH FIELD IS POPULATED
1335	1	0.008%	99.798%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1445	1	0.008%	99.806%	INITIATOR TELEPHONE NUMBER REQUIRED
1450	1	0.008%	99.814%	INITIATOR TELEPHONE NUMBER MUST BE A MINIMUM OF 10 NUMERICS
2115	1	0.008%	99.822%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2355	1	0.008%	99.830%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
3240	1	0.008%	99.839%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN IWJK IS POPULATED
3420	1	0.008%	99.847%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3485	1	0.008%	99.855%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3745	1	0.008%	99.863%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
4020	1	0.008%	99.871%	REFNUM=0001-TELNO= LIST PROHIBITED WITH THIS REQTYP AND ACTIVITY TYPE
4035	1	0.008%	99.879%	REFNUM=0001-TELNO= LISTED NAME OVERFLOW PROHIBITED WITH THIS REQTYP AND ACTIVITY TYPE
4060	1	0.008%	99.887%	DLNUM=0001 LTN= VALID RTY REQUIRED

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4070	1	0.008%	99.895%	REFNUM=0001-TELNO= YPQTY MUST BE 2 NUMERICS OR BLANKS
4075	1	0.008%	99.903%	MAIN LISTING REQUIRED
4077	1	0.008%	99.911%	REFNUM=0001-TELNO= DDA-NAME2 PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
4085	1	0.008%	99.919%	REFNUM=0001-TELNO= DDA-ADDRESS 1 PROHIBITED WITH THIS REQTYPE AND ACTIVITY TYPE
4090	1	0.008%	99.927%	REFNUM=0001-TELNO= DDA-ADDRESS 2 PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4095	1	0.008%	99.935%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4100	1	0.008%	99.943%	REFNUM=0001-TELNO= DDA-STATE PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4140	1	0.008%	99.952%	REFNUM=0001-TELNO= DIRDATE-CC/DIRDATE PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4185	1	0.008%	99.960%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4385	1	0.008%	99.968%	DLNUM=0001 LTN= INVALID LAST ENTRY
5135	1	0.008%	99.976%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME: HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5153	1	0.008%	99.984%	LOCNUM=000 HNUM=00001 HT REQUIRED FOR THIS HA/HLA COMBINATION
6005	1	0.008%	99.992%	NC CODE INVALID
6048	1	0.008%	100.000%	COMPANY IS NOT QUALIFIED FOR XDSL/UCL
	12386	100.000%		

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXXI
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOCI
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOC!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOCI T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 018 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOCI T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOCI
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USDC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOLS & UEAMC WHICH SHOULD NOT BE ON LY- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00.
1000	ACCOUNT, SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER #, PON#

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSSL & UEAMC-WHICH SHOULD NOT BE ON LY--RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNU6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSSL (NOT VALID ON LY--ORDER)

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 10/01/2000 - 10/31/2000

	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE	
REGION ALL SERVICES	45.66%

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
 REPORT PERIOD: 10/01/2000 - 10/31/2000

AGGREGATE ORDER TYPES		LSR SUBMISSION					LSR PROCESSING					FLOWTHROUGH			
Company Info		Mechanized Interface Used					Manual	Rejects	Validated	Errors			Issued SO's	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	FATAL REJECTS	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout *	CLEC Caused Fallout			
#1		44		237	1	238	126	15	97	63	42	21	34	35.05%	44.74%
#2		0		2	0	2	1	0	1	0	0	0	1	100.00%	100.00%
#3		187		710	0	710	350	41	319	148	63	85	171	53.61%	73.08%
#4		421		922	0	922	643	80	199	77	59	18	122	61.31%	67.40%
#5		38		384	8	392	222	4	166	65	35	30	101	60.84%	74.26%
#6		513		6054	0	6054	1129	374	4551	2731	2676	55	1820	39.99%	40.48%
#7		10		76	0	76	58	5	13	13	1	12	0	0.00%	0.00%
#8		69		305	0	305	163	12	130	52	38	14	78	60.00%	67.24%
#9		28		30	0	30	19	2	9	7	6	1	2	22.22%	25.00%
#10		127		7733	0	7733	886	40	6807	3635	3586	49	3172	46.60%	46.94%
#11		9		0	161	161	148	5	8	7	6	1	1	12.50%	14.29%
#12		34		0	401	401	266	7	128	1	106	16	6	4.69%	5.36%
#13		0		2	8	10	6	1	3	1	0	1	2	66.67%	100.00%
#14		3		10	8	18	13	0	5	3	3	0	2	40.00%	40.00%
#15		23		110	0	110	51	5	54	43	42	1	11	20.37%	20.75%
#16		194		0	1641	1641	665	38	938	504	462	42	434	46.27%	48.44%
#17		0		0	1	1	1	0	0	0	0	0	0	0.00%	0.00%
#18		2		1	0	1	0	0	1	1	1	0	0	0.00%	0.00%
#19		129		629	0	629	319	39	271	222	195	27	49	18.08%	20.08%
#20		144		1366	0	1366	845	62	459	205	129	76	254	55.34%	66.32%
		1973		18571	2229	20800	5911	730	14159	7899	7450	449	6260	44.21%	45.66%

Exhibit JMB-10

BellSouth CLEC Ordering Interface
Performance Analysis Data
January through April 2001

BellSouth CLEC Ordering Interface Performance Analysis January 2001¹

January 2001 – Table 1 Percent of Total Mechanized LSRs Encountering BellSouth Caused Manual Processing (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	64%	66%	66%
UNE	27%	27%	50%	29%
Bus Resale	44%	52%	61%	46%
Res Resale	14%	9%	8%	12%
Interface/ Aggregate Results	18%	20%	43%	21%

January 2001 – Table 2 BellSouth Caused Manual Processing Volumes (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	3,060	11,485	14,545
UNE	7,468	5,786	2,419	15,673
Bus Resale	5,645	417	511	6,573
Res Resale	21,022	3,247	1,071	25,340
Interface/ Aggregate Totals	34,135	12,510	15,486	62,131

¹ Data Source – BellSouth Percent Flow Through Service Request Reports

BellSouth CLEC Ordering Interface Performance Analysis January 2001

January 2001 – Table 3 Percent of Total Mechanized LSRs Encountering BellSouth Caused Designed Manual Fallout				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	30%	35%	34%
UNE	13%	16%	45%	17%
Bus Resale	23%	36%	51%	25%
Res Resale	6%	4%	3%	5%
Interface/ Aggregate Results	8%	10%	25%	11%

January 2001 – Table 4 BellSouth Caused Designed Manual Fallout Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	1,439	6,055	7,494
UNE	3,443	3,517	2,181	9,141
Bus Resale	2,884	288	432	3,604
Res Resale	9,245	1,350	375	10,970
Interface/ Aggregate Totals	15,572	6,594	9,043	31,209

BellSouth CLEC Ordering Interface Performance Analysis January 2001

January 2001 – Table 5 Percent of Validated LSRs Encountering BellSouth Caused System Errors				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	52%	51%	51%
UNE	19%	17%	12%	18%
Bus Resale	33%	38%	27%	33%
Res Resale	9%	6%	8%	9%
Interface/ Aggregate Results	12%	13%	29%	14%

January 2001 – Table 6 BellSouth Caused System Error Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	1,621	5,430	7,051
UNE	4,025	2,269	238	6,532
Bus Resale	2,761	129	79	2,969
Res Resale	11,777	1,897	696	14,370
Interface/ Aggregate Totals	18,563	5,916	6,443	30,922

BellSouth CLEC Ordering Interface Performance Analysis January 2001

January 2001 – Table 7 Total Mechanized LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	4,758	17,288	22,046
UNE	27,319	21,548	4,821	53,688
Bus Resale	12,789	799	841	14,429
Res Resale	154,116	36,507	13,374	203,997
Interface/ Aggregate Totals	194,224	63,612	36,324	294,160

January 2001 – Table 8 Validated LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	3,123	10,599	13,722
UNE	20,721	13,342	1,927	35,990
Bus Resale	8,377	341	296	9,014
Res Resale	128,900	30,334	9,203	168,437
Interface/ Aggregate Totals	157,998	47,140	22,025	227,163

BellSouth CLEC Ordering Interface Performance Analysis February 2001¹

February 2001 – Table 1 Percent of Total Mechanized LSRs Encountering BellSouth Caused Manual Processing (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	73%	67%	68%
UNE	26%	27%	40%	29%
Bus Resale	47%	59%	54%	48%
Res Resale	16%	14%	11%	15%
Interface/ Aggregate Results	19%	24%	40%	23%

February 2001 – Table 2 BellSouth Caused Manual Processing Volumes (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,566	10,540	13,106
UNE	6,924	4,462	4,599	15,985
Bus Resale	5,433	240	357	6,030
Res Resale	23,707	3,059	1,720	28,486
Interface/ Aggregate Totals	36,064	10,327	17,216	63,607

¹ Data Source – BellSouth Percent Flow Through Service Request Reports

**BellSouth CLEC Ordering Interface Performance Analysis
February 2001**

February 2001 – Table 3
Percent of Total Mechanized LSRs Encountering BellSouth Caused Designed Manual
Fallout

Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	23%	29%	28%
UNE	12%	14%	35%	17%
Bus Resale	24%	42%	48%	26%
Res Resale	6%	4%	3%	6%
Interface/ Aggregate Results	8%	10%	21%	10%

February 2001 – Table 4
BellSouth Caused Designed Manual Fallout Volumes

Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	808	4,478	5,286
UNE	3,333	2,332	3,975	9,640
Bus Resale	2,738	172	316	3,226
Res Resale	9,297	847	434	10,578
Interface/ Aggregate Totals	15,368	4,159	9,203	28,730

BellSouth CLEC Ordering Interface Performance Analysis February 2001

February 2001 – Table 5 Percent of Validated LSRs Encountering BellSouth Caused System Errors				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	74%	57%	60%
UNE	17%	18%	11%	17%
Bus Resale	37%	41%	18%	36%
Res Resale	11%	12%	12%	12%
Interface/ Aggregate Results	13%	19%	30%	16%

February 2001 – Table 6 BellSouth Caused System Error Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	1,758	6,062	7,820
UNE	3,591	2,130	624	6,345
Bus Resale	2,695	68	41	2,804
Res Resale	14,410	2,212	1,286	17,908
Interface/ Aggregate Totals	20,696	6,168	8,013	34,877

**BellSouth CLEC Ordering Interface Performance Analysis
February 2001**

February 2001 – Table 7 Total Mechanized LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	3,509	15,689	19,198
UNE	26,901	16,743	11,504	55,148
Bus Resale	11,489	410	663	12,562
Res Resale	149,856	22,228	15,368	187,452
Interface/ Aggregate Totals	188,246	42,890	43,224	274,360

February 2001 – Table 8 Validated LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,386	10,556	12,942
UNE	20,745	11,800	5,773	38,318
Bus Resale	7,347	164	227	7,738
Res Resale	126,213	17,716	10,365	154,294
Interface/ Aggregate Totals	154,305	32,066	26,921	213,292

BellSouth CLEC Ordering Interface Performance Analysis March 2001¹

March 2001 – Table 1 Percent of Total Mechanized LSRs Encountering BellSouth Caused Manual Processing (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	68%	34%	40%
UNE	26%	30%	52%	31%
Bus Resale	47%	65%	55%	48%
Res Resale	15%	14%	10%	14%
Interface/ Aggregate Results	18%	25%	25%	21%

March 2001 – Table 2 BellSouth Caused Manual Processing Volumes (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,734	6,066	8,800
UNE	7,850	7,535	4,025	19,410
Bus Resale	6,302	295	458	7,055
Res Resale	22,878	4,469	2,562	29,909
Interface/ Aggregate Totals	37,030	15,033	13,111	65,174

¹ Data Source – BellSouth Percent Flow Through Service Request Reports

BellSouth CLEC Ordering Interface Performance Analysis March 2001

March 2001 – Table 3 Percent of Total Mechanized LSRs Encountering BellSouth Caused Designed Manual Fallout				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	58%	26%	32%
UNE	13%	17%	47%	18%
Bus Resale	27%	42%	51%	29%
Res Resale	8%	5%	4%	7%
Interface/ Aggregate Results	10%	14%	19%	12%

March 2001 – Table 4 BellSouth Caused Designed Manual Fallout Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,330	4,639	6,969
UNE	3,859	4,107	3,619	11,585
Bus Resale	3,575	189	424	4,188
Res Resale	12,071	1,577	950	14,598
Interface/ Aggregate Totals	19,505	8,203	9,632	37,340

**BellSouth CLEC Ordering Interface Performance Analysis
March 2001**

March 2001 – Table 5
Percent of Validated LSRs Encountering BellSouth Caused System Errors

Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	29%	11%	13%
UNE	17%	21%	15%	18%
Bus Resale	33%	51%	16%	33%
Res Resale	8%	11%	9%	9%
Interface/ Aggregate Results	11%	16%	11%	12%

March 2001 – Table 6
BellSouth Caused System Error Volumes

Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	404	1,427	1,831
UNE	3,991	3,428	406	7,825
Bus Resale	2,727	106	34	2,867
Res Resale	10,807	2,892	1,612	15,311
Interface/ Aggregate Totals	17,525	6,830	3,479	27,834

**BellSouth CLEC Ordering Interface Performance Analysis
March 2001**

March 2001 – Table 7 Total Mechanized LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	4,009	17,863	21,872
UNE	30,766	24,865	7,673	63,304
Bus Resale	13,374	452	831	14,657
Res Resale	156,789	31,140	25,193	213,122
Interface/ Aggregate Totals	200,929	60,466	51,560	312,955

March 2001 – Table 8 Validated LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	1,404	12,500	13,904
UNE	23,566	16,352	2,685	42,603
Bus Resale	8,305	208	214	8,727
Res Resale	130,499	25,666	17,224	173,389
Interface/ Aggregate Totals	162,370	43,630	32,623	238,623

BellSouth CLEC Ordering Interface Performance Analysis April 2001¹

April 2001 – Table 1 Percent of Total Mechanized LSRs Encountering BellSouth Caused Manual Processing (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	76%	37%	43%
UNE	25%	36%	34%	30%
Bus Resale	49%	57%	53%	49%
Res Resale	14%	12%	10%	13%
Interface/ Aggregate Results	18%	24%	21%	19%

April 2001 – Table 2 BellSouth Caused Manual Processing Volumes (Designed Manual Fallout and BellSouth System Error)				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,429	4,896	7,325
UNE	5,429	4,606	2,795	12,830
Bus Resale	5,491	341	381	6,213
Res Resale	18,953	3,290	3,634	25,877
Interface/ Aggregate Totals	29,973	10,666	11,706	52,245

¹ Data Source – BellSouth Percent Flow Through Service Request Reports

BellSouth CLEC Ordering Interface Performance Analysis April 2001

April 2001 – Table 3 Percent of Total Mechanized LSRs Encountering BellSouth Caused Designed Manual Fallout				
Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	59%	29%	36%
UNE	13%	18%	31%	18%
Bus Resale	27%	42%	45%	29%
Res Resale	7%	4%	4%	6%
Interface/ Aggregate Results	9%	13%	14%	11%

April 2001 – Table 4 BellSouth Caused Designed Manual Fallout Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	2,150	3,831	5,981
UNE	2,749	2,358	2,548	7,655
Bus Resale	3,082	249	324	3,655
Res Resale	9,115	1,044	1,309	11,468
Interface/ Aggregate Totals	14,946	5,801	8,012	28,759

BellSouth CLEC Ordering Interface Performance Analysis April 2001

April 2001 – Table 5
Percent of Validated LSRs Encountering BellSouth Caused System Errors

Product / Interface	LENS	TAG	EDI	Product Results
LNP	NA	22%	12%	13%
UNE	17%	27%	6%	18%
Bus Resale	35%	38%	24%	35%
Res Resale	9%	10%	9%	9%
Interface/ Aggregate Results	11%	15%	10%	11%

April 2001 – Table 6
BellSouth Caused System Error Volumes

Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	279	1,065	1,344
UNE	2,680	2,248	247	5,175
Bus Resale	2,409	92	57	2,558
Res Resale	9,838	2,246	2,325	14,409
Interface/ Aggregate Totals	14,927	4,865	3,694	23,486

**BellSouth CLEC Ordering Interface Performance Analysis
April 2001**

April 2001 – Table 7 Total Mechanized LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	3,618	13,226	16,844
UNE	21,946	12,748	8,224	42,918
Bus Resale	11,283	597	714	12,594
Res Resale	134,704	27,049	34,750	196,503
Interface/ Aggregate Totals	167,933	44,012	56,914	268,859

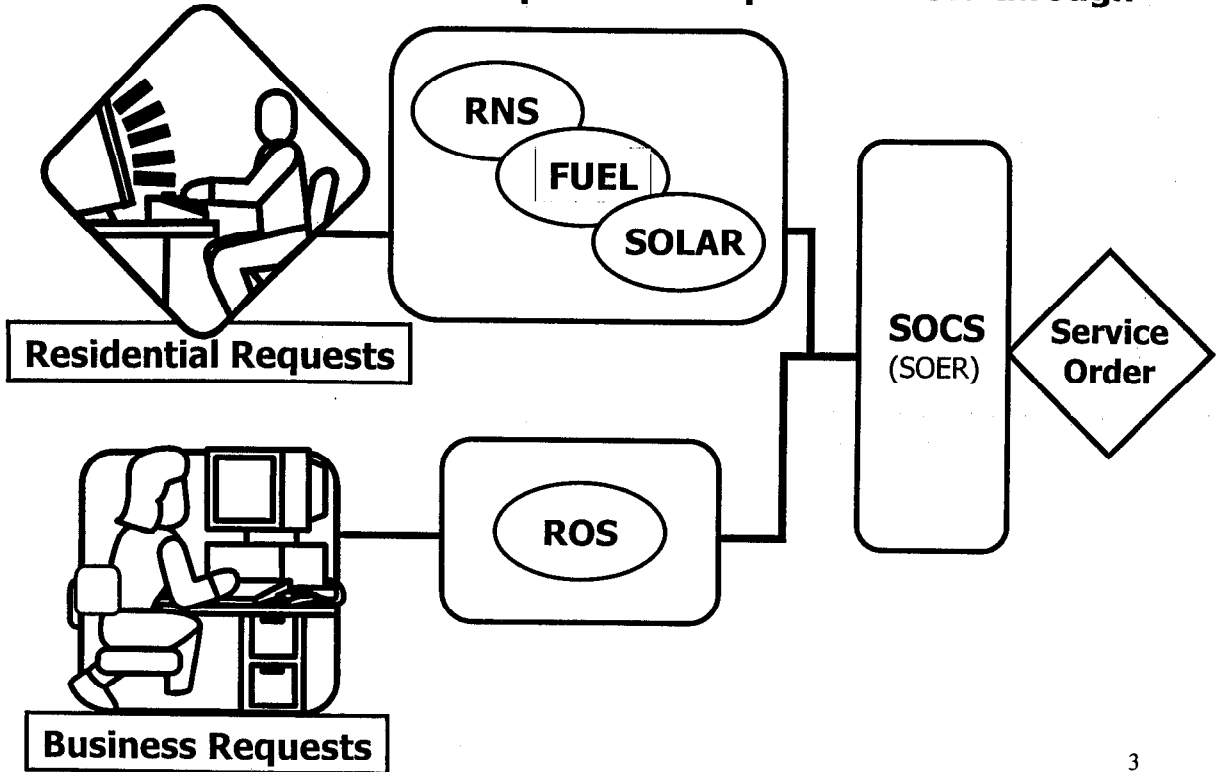
April 2001 – Table 8 Validated LSR Volumes				
Product / Interface	LENS	TAG	EDI	Product Totals
LNP	NA	1,251	8,889	10,140
UNE	16,036	8,373	4,218	28,627
Bus Resale	6,803	243	239	7,285
Res Resale	112,287	23,037	24,608	159,932
Interface/ Aggregate Totals	135,126	32,904	37,954	205,985

Exhibit JMB-11

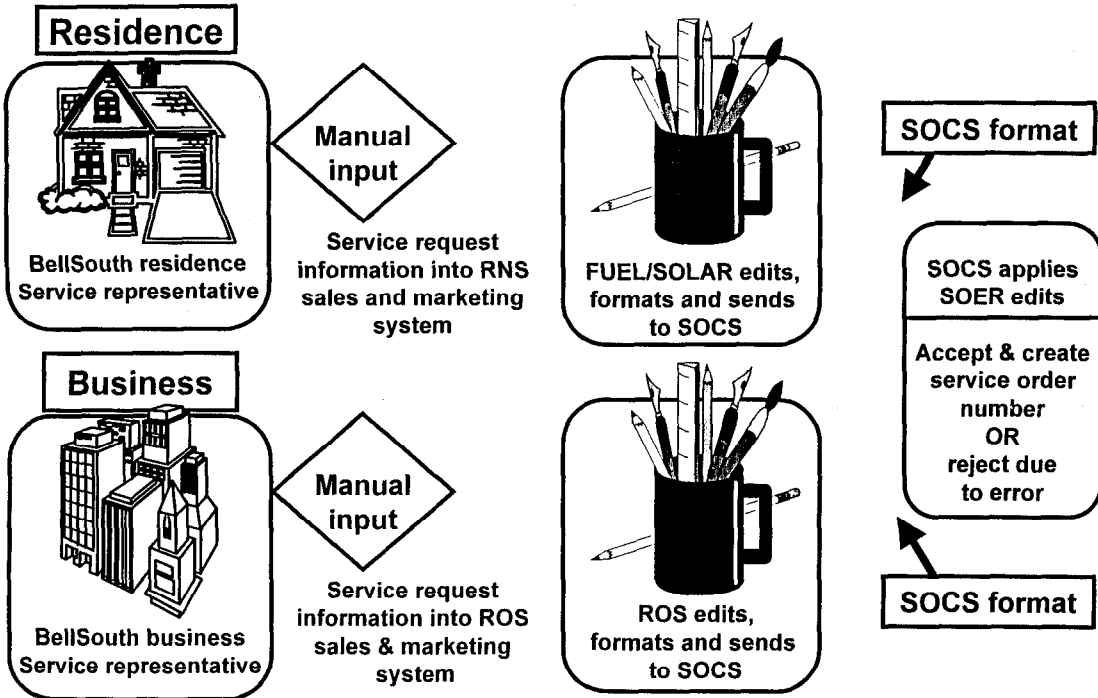
The BellSouth Retail Service Request
Process

BellSouth ordering methodology

All BellSouth service requests are capable of flow-through



How BellSouth service requests become service orders



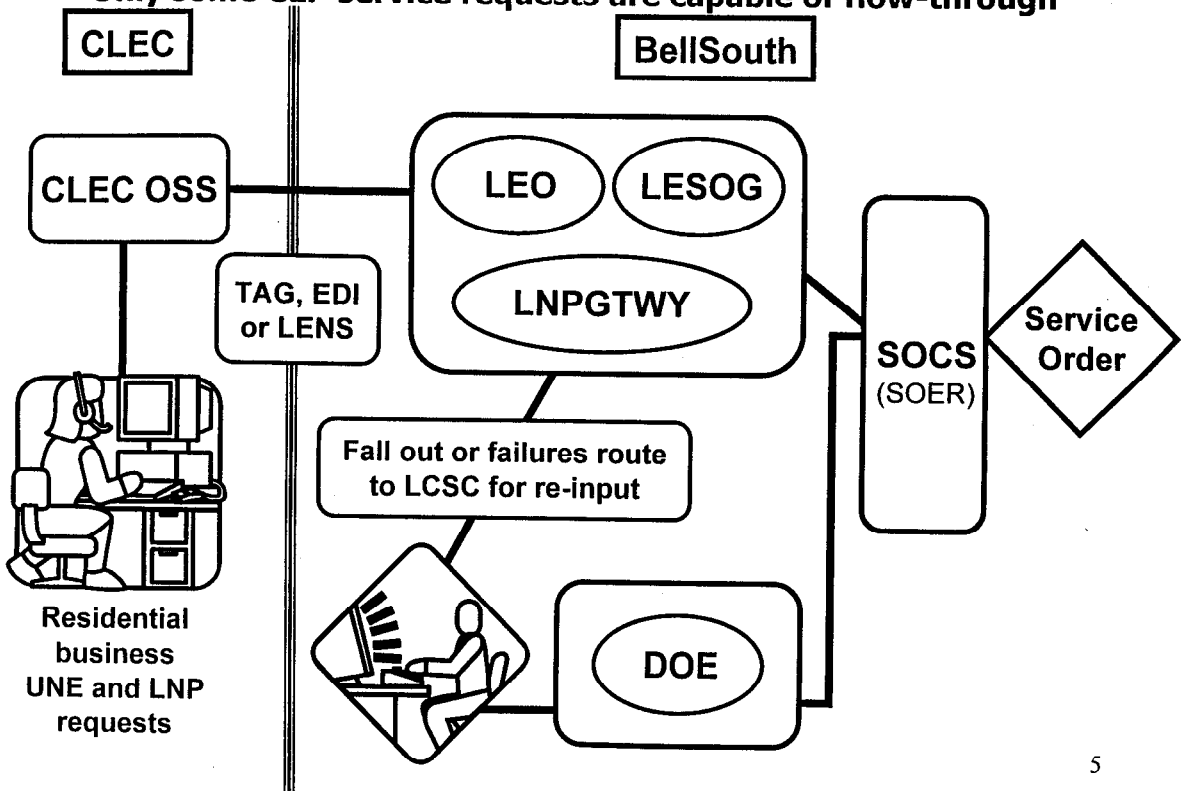
Service orders for BLS do not exist until acceptance by SOCS

Exhibit JMB-12

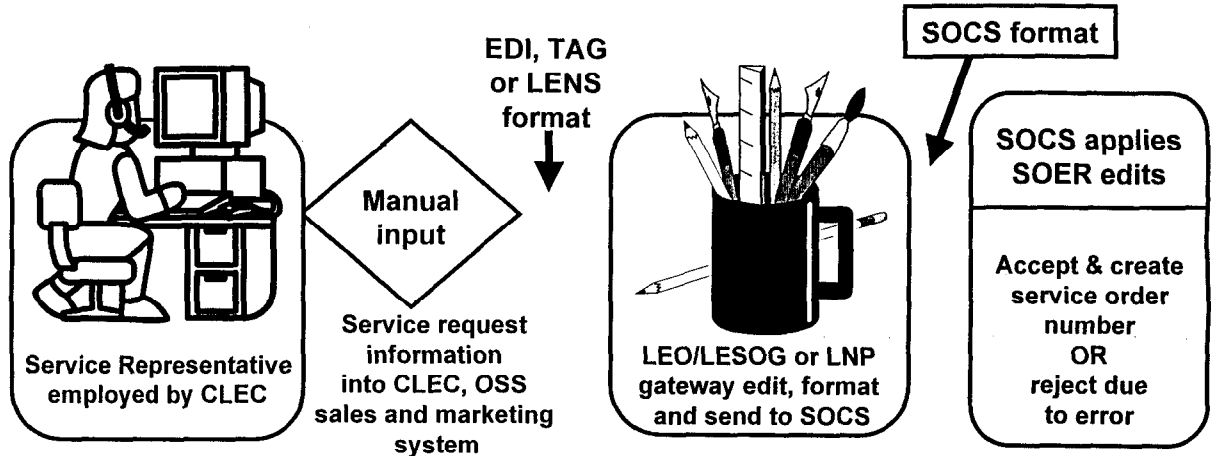
The BellSouth CLEC Local Service Request
Process

CLEC ordering methodology

Only some CLP service requests are capable of flow-through



How CLEC service requests become service orders



Service orders for CLECs do not exist until acceptance by SOCS

Exhibit JMB-13

Page 4 of GA PSC January 12, 2001
Performance Measures Order in Docket
7894-U

TABLE 1

BST Proposed SQMs	Commission Determination
Service Inquiry with Firm Order (Manual)	Adopt BST SQM: Benchmark: 95% returned within 5 business days.
Loop Make Up Inquiry (Manual and Electronic)	See Table 2 for Average Response Time to LMU Information (Manual and Electronic).
Timeliness of Change Management Notices and Documentation	Adopt this BST SQM. 30 days after this order Change Management Team shall file with the Commission the interval to include in this measure.
Percent FAs Returned On Time	See Table 2 for Acknowledgment Timeliness.
Percent Troubles Within 7 days of a HOT CUT.	Adopt BST SQM.
OSS-1 Avg. Response Time and Response Interval	Adopt this SQM with the following Business Rule change: The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application.
P-1 Percent Flow Through Service Request	Adopt this SQM with the following addition: Add the following measure to the flow-through report: <u>BellSouth Achieved Flow-Through</u> <u>Issued Service Orders</u> Total Mech. LSR's- {(Auto Clarify)+(CLEC fallout)} x 100 The Commission includes the current CLEC Error Excluded Calculation in the VSEEM III Plan. BST and the CLECs shall form an Improvement Task Force. This Task force shall jointly prepare an implementation report, that includes implementation target dates to eliminate the high BellSouth Caused Failures and the designed manual fallout for electronically submitted LSR's. This report shall be filed with the Commission 3 months after the date of this Commission Order. BST is ordered to resume reporting its retail business flow-through results and provide data back to May of 2000.
O-6 Reject Interval	Adopt this SQM with the following amendments: Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in EDI, TAG OR LENS). Auto Clarifications are considered in the Fully Mechanized Category.

Exhibit JMB-14

Flow-Through Task Force Correspondence

Bradbury, Jay M - LGA

From: Timmons, King C (K.C.) - NCAM
Sent: Tuesday, March 20, 2001 2:45 PM
To: gary.jones@bridge.bellsouth.com
Cc: CoDavis@covad.com; mconquest@itcdeltacom.com; bwellman@idstelcom.com; amanda.hill@wcom.com; JVVlwerding@birch.com; jrubino@z-tel.com; ts1336@sbc.com
Subject: Flow Through Improvement Task Force



Flow Through
Improvement Task...



BellSouth Planned
Fallout Disa...

Gary,

I am writing you concerning two issues.

First, I would like to provide you with electronic copies of the presentation I reviewed in the Flow Through Improvement Task Force meeting held yesterday. I am sorry for the delay in getting these to you.

<<Flow Through Improvement Task Force 3-19-01.ppt>> <<BellSouth Planned
Fallout Disaggregation.doc>>

Secondly, I have a concern with our team's discussion yesterday of what the Task Force will provide in the implementation report due to the Commission on April 12. During the discussion, you indicated that the Flow Through Improvement Task Force initiatives don't have priority over current Change Control Process (CCP) initiatives. This means that the improvements proposed by our task force will be combined and prioritized with the current CCP initiatives during the June Prioritization Meeting. You also indicated that you would provide the Commission with this process in the April 12 implementation report.

Upon further review of the Commission's expectations of this task force and the process that was discussed in yesterday's kickoff meeting, the proposed Flow Through improvement process does not appear to be in compliance with the Commission's order or the Change Control Process Working Document developed by the Change Control Sub-Team.

In Docket 7892 the Commission ordered that "BellSouth and the CLECs shall form an Improvement Task Force. This Task Force shall jointly prepare an implementation report, that includes implementation target dates to eliminate the high BellSouth caused failures and the designed manual fallout for electronically submitted LSRs. This report shall be filed with the Commission 3 months after the date of this Commission Order." This order specifically mentions the need for "implementation target dates" to be included in the implementation report. Under the proposed process of including the Task Force's proposed Flow Through improvement initiatives with other Change Requests in the quarterly prioritization process, implementation target dates cannot be accurately determined and provided to the Commission.

Additionally, the improvement initiatives that result from the Flow Through Improvement Task Force will be considered Type 2 Change Requests. The Change Control Process document developed by the Change Control Sub-Team states, "Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes." Also, under the Prioritization Voting Rules on page 49 of the Change Control Process Working Document, it states that "Types 3, 4, and 5 change requests will be prioritized (non-expedites)." Therefore, Type 2 Change Requests should not be included in the prioritization process.

Given that the Commission mandated Flow Through Improvement Task Force will

formulating Type 2 Change Requests, and Type 2 Change Requests are not to be included in the prioritization process, we need to reconsider how BellSouth will handle the output of this Task Force. Additionally, AT&T requests that another Flow Through Improvement Task Force meeting be scheduled before April 12 in order to revisit the implementation report that is due to the Commission. Implementation dates must be discussed and added to the implementation report in order to be compliant with the Commission's order.

Please let me know if you have any questions or concerns.

KC Timmons
Manager Supplier Performance Measurements
AT&T Local Services - Southern Region
Phone: 404-810-3914
Pager: 1-888-858-7243 Pin: 115394
Fax: 404-810-3131
e-mail: ktimmons@att.com

-----Original Message-----

From: Timmons, King C (K.C.), NCAM

Sent: Thursday, March 29, 2001 10:38 AM

To: 'gary.jones@bridge.bellsouth.com'

Subject: RE: 3/19/01 Flow Through Task Force Meeting Minutes

Gary,

Attached are AT&T's clarifications to the FTF 3/19/01 meeting minutes. I have also included the e-mail that I sent to you on 3/20/01. Since the April 12 implementation report is fast approaching, when can I expect a response to my questions in the 3/20/01 e-mail?

Thanks for your help,

KC

March 19, 2001
Meeting Minutes

Meeting Name Minutes prepared by: Date Prepared:
Flow Through Task Force Patsy Smith – FTTF 03/19/01

Participants

Participant	Company	Participant	Company
Gary Jones	BST	Becky Wellman	IDS
Brenda Files	BST – CCP	Roxanne Perry-White	Ztel
Martha Weber*	BST	Collette Davis	COVAD
Patsy Smith*	BST	Marcia Lees	SBC
Amy Calvin	Ztel	Ronald Thompson	XO Comm
K.C. Timmons	AT&T	Mary Conquest	DeltaCom
Kim Gillette-Hoskins	Quintessent	Amanda Hill	WorldCom
Marva Goff*	BST	Sherrian Lively	NuVox
Graham Walkins*	KPMG	Caryn Soughtenger	Quintessent
Joan Wilwerding	Birch	Shamone Stapler	ITC/DeltaCom

*Observing Only

Agenda Items

OPENING and INTRODUCTIONS

Gary opened the meeting by reading the minutes from the last CCP Meeting as relates to Flow Through Improvement Task Force. There was review and discussion concerning the definition of flow through. Voting was done to select which of the following definitions was to be used:

FLOW THROUGH DEFINITIONS

1. Flow Through is defined as a valid BellSouth service order mechanically generated without manual intervention from the input of a clean and complete LSR into EDI, LNS tag or Robotag.

Or

Jay Bradbury (AT&T) requested that we change the sequence of the definition Jay clarified that:

2. Flow through is a CLEC LSR that contains no errors from CLEC input and generates a service order from BellSouth Service Order System. This effect-effort will address LSRs designed not to flow through or designed to flow through but not-fail to.

Note: This highlighted section was not proposed by Jay Bradbury to be part of the definition of Flow Through. This was Jay's interpretation of the purpose of the Flow Through Task Force.

The approved definition of the Flow Through is simply the first sentence in definition #2 above.

(There was discussion to change the word **SOCS** in definition number two to **the BellSouth Service Order System.**) It was agreed by all.

There was a vote as to which definition would be used, the results were 6 voted for the first definition, 8 voted for number two definition. **Number two definition was chosen**

Becky Wellman First definition

Sherrie Lively First definition

Joan Wilwerding First definition
Amanda Hill First definition
Marcia Lees First definition
Kimm Hoskins First definition
All others selected the Second definition.

Purpose and Discussion

Gary explains the purpose of the task force as directed by the Georgia PSC and his responsibility as manager regarding flow through improvement and to find ways to improve. He explains what he is looking for as relates to fall out, problems and what needs to be done to improve flow through

K. C. Timmons (AT&T) wanted a better understanding of what the purpose of the task force is. Gary ~~explained the scope was electronic ordering process and improving electronic planned manual fallout.~~

KC Timmons (AT&T) understood Gary to say that the scope of the task force is to eliminate flow through failures that fall under two different buckets:

1. Planned Manual Fallout
2. LSRs designed to flow through but fail to because of BellSouth system error

KC also asked if the task force will be considering increasing the percentage of LSRs that can be sent to BellSouth electronically as opposed to manually. Gary agreed to review Docket 11853-U and confirm.

Collette Davis (COVAD) was questioning why Gary would not submit output from the task force as opposed to the CLEC individuals. Gary explained that if the task force submitted a list, that according to procedures, the individual CLEC had to submit the request. This was necessary so that each item would have to be prioritized and voted on individually.

Presentation of Pending BellSouth Flow Through Items and Discussion

Gary handed out a list of issues for review by the team (List 1- BellSouth Initiated Flow Through Items- 3-1-2001). There were 8 items on this list. Item number 3 was removed because it has already been completed (LESOG should strip TTR and TTB from the CSR when converting UNE-P from resale). Item number 4 was removed because it was not Flow Through impacting (LENS is returning all possible LEO statuses rather than normal statuses). This list would be combined with the list provided at the CCP meeting of 3-9-01.

K.C. Timmons (AT&T) asked that the items for releases have volumes included. Gary agreed that this is very important. Gary requested that the CLECs would include the volume which would help prioritizing. All agreed.

Becky Wellman - IDS --- Address validation in LENS is a problem, must go to TAG. It may be caused by number pooling processes.

K.C. Timmons - AT&T --- Provided a handout with some questions/issues (copy attached). What impact does interface (EDI, LENS, TAG) have on flow through? The numbers provided were too broad to be able to find problem. Needs to be specific PONs. K.C. requested a list of conditions to be provided for planned fallout. Gary explained that the information can be found on the web and the BBR. K.C. requested volume to be included with planned manual fallout from the list on the web for the most current month. K.C. requested the same for the list of BellSouth System errors also.

Becky Wellman (IDS) asked if the list provided by Gary also included defects? Gary advised they would be included.

Becky Wellman advised that the CCP is already overloaded and the task force suggested items will fall in line with the current items and not supercede items already submitted by CCP.

K.C. Timmons needed to know more regarding the CCP processes. Brenda Files (CCP) explained the process and when the next CCP meeting would be held. The next meeting will be held on March 28th. The next meeting after that will be in June.

K.C. Timmons continued discussion with his handout. K.C. specifically talked about COMPLEX orders. Gary explained that no complex orders were designed to go through electronically. K.C. requested specific details on Reqtypes, Actypes, etc.

K.C. further stated that multiple problems could possibly be fixed with one fix.

K.C. asked what output does the order require of this team by April 12? Gary replied that the first output will be at a high level. K.C. asked when he could expect answers to his questions. Gary said he will respond to as many topics as he can by the March 30th.

Gary stated that after the CCP meeting on March 28th, a report is to be provided to the Georgia PSC.

BellSouth initiated flow through items dated 3-9-01. Minutes of this meeting to be sent out on Wednesday, March 21, 2001.

A FTTF meeting will be held the day before the next CCP meeting. The next meeting will probably be held in June, 2001. Starting today, any item the CLEC sees as flow through impacting, items will be included on a form provided by Brenda Files (CCP) to be covered prior to the CCP and submitted to the CCP meeting.

K.C. requested that the FTTF meet prior to the pre-CCP meeting. A FTTF meeting the day before the CCP meeting does not allow enough time to evaluate and process the items.

Colette Davis again expressed concern for measuring and accountability of the task force. Gary responded that percentages would be provided for tracking purposes regarding the flow through issues. The list of items will be created collectively by the group however; each individual CLEC must submit the items. This allows the CLEC to voice its right to submit an item. Colette is of the opinion that the task force should be able to submit a change request representing the CLEC community. It was decided and agreed by all that the Flow Through Task Force would as a team develop a list of items and that Gary would represent the team and present them to the CCP with all the names of the involved CLECS.

As a task force, create a list of agreed upon items each item to be submitted separately by all involved CLECS with a representative to present the item to the CCP. If agreed by all CLECS, Gary will present these agreed upon items to the CCP for prioritization. All agreed.

The PSC report to be prepared by Gary, got their order in January, letter went out, introduced the task force, got participants, had the meeting, developed ground rules, provide a list of identified items, stating how the task force to operate, when the next meeting etc.

March 19, 2001
Meeting Minutes

Please see my e-mail that I sent on 3/20/01 with my concerns on what is required by the PSC on April 12.

Gary recommended that the task force meet prior to June. It was discussed and decided to meet again to discuss identified items (list to be provided by Friday of items already identified). FTTF next meeting to be held on Tuesday, April 24, 2001 at BSCC. Next meeting to be all day, be informal. 9:30 to 4:00. All agreed.

Discussion was conducted on list of items (mechanized) from March 9th.

See attached list number 1
Total 8 items.

Remove item 3 and 4.

Gary to provide more information on last item regarding missed appointment interval. To be provided at April 24th.

List Number 2
Total 6 items

For item number 1, (System to handle electronic flow-through of ADSL-Resale on conversion)
Gary to provide scenarios prior to next meeting.

It was requested that Gary to provide a list of identified items that are already in the works.

Items identified by CLECs:

Mary – Deltacom -UNE P regarding call-forwarding numbers, lift the edit.

Discussion:

K.C. Timmons – AT&T – Suggested concentrate efforts to UNE P and LNP. Gary stated that each CLEC would want to concentrate on what flow through impacting issues affected them, including UNE P, LNP, etc.

In further discussion with K.C. he expressed concerns regarding manual to electronic orders specifically Georgia PSC docket 11853-U. Gary to get more information and clarification as to exactly what the PSC order covered.

Got agreement on Flow Through definition, agreed on next meeting, process for presenting identified items individually by Gary, come up with items at next meeting, provide minutes, provide report to PSC in advance to FTTF for suggestions and concurrence.

ACTION ITEMS:	OWNER:
---------------	--------

LSR volumes to be included on flow through items as provided by CLECs	All CLECs
List of items already in the works	Gary Jones
Provide scenarios for ADSL-Resale conversions	Gary Jones
Get more information and clarification on Georgia PSC docket 11853-U	Gary Jones
Provide more information regarding Missed Appointment Interval	Gary Jones



March 19, 2001
Meeting Minutes

Meeting Minutes to be provided by March 21, 2001	Gary Jones
Report to be provided to Ga. PSC by April 12, 2001	Gary Jones

March 25, 2001

KC,

I am responding to the two issues in your email dated March 20, 2001.

First, I received the electronic copy of the document that you provided at the Flow Through Task Force meeting on March 19, 2001. I have distributed the copy you sent to the members of the Flow Through Task Force.

The document you presented contains specific information for AT&T, or information that cannot be tracked without details of its sources. While some of the questions you asked in the document add value to the Task Force in regards to volumes of errors, the majority of the charts and percentages apply to AT&T or cannot be substantiated. The portions of the handout that are pertinent to the Task Force are BellSouth errors, volumes and percentage of the errors.

Second, the next scheduled Task Force Meeting is scheduled for April 24, 2001. Another meeting has not been scheduled prior to that date. On April 24, 2001 the Task Force will focus on areas to improve flow-through. The information to be discussed will be issues that concern the CLEC body and BellSouth. Each CLEC has been requested to bring specific issues or concerns to the table that impact flow-through and an estimated volume of those issues. BellSouth will bring issues to the Task Force that has been identified as issues that impact flow-through and the volumes as well. Together, the issues and concerns from the entire Task Force will be addressed to determine the impact to all parties, solutions to the issues and concerns, and as a Task Force prioritize the recommendations.

To ensure adherence to the Change Control Process, all of the Change Request recommendations will be presented through the Change Control Process as Type 4 and 5 change requests, as are other BellSouth and CLEC change requests. Therefore, the change requests from the Task Force will be included in the prioritization process in the June 2001 Change Control Process prioritization meeting.

BellSouth is complying with the GA PSC Order. Once the Task Force determines the improvements that need to be implemented and they are presented and prioritized through the Change Control Process and scheduled for implementation, the Task Force will supply all the information to the GA PSC that they have ordered. By April 12, 2001 the GA PSC will be furnished a report containing the output from and the status of the findings of the Task Force.

Thank you for your participation on the Task Force.

Gary Jones, Manager Flow-Through, BellSouth

April 5, 2001

Gary,

I am responding to your letter dated March 25, 2001. I received it via CCP on April 3, 2001.

The document that I provided at the Flow Through Task Force meeting on March 19, 2001 does not contain any AT&T specific data. The data in the three charts showing manual processing percentages were calculated using CLEC Aggregate data from the January 2001 Flow Through reports provided by BellSouth in Performance Measurement and Analysis Platform (PMAP). Additionally, the "BellSouth Planned Fallout Disaggregation" chart consists of CLEC Aggregate data provided by BellSouth in response to the AT&T Florida Arbitration Interrogatory 61 of January 12, 2001. Therefore, since all of the data that I provided at the March 19 Task Force meeting is CLEC Aggregate data generated by BellSouth, then BellSouth should be able to substantiate the sources of the data. Please let me know if there is still any confusion around the sources or details behind the numbers I provided.

AT&T is disappointed to learn that BellSouth is not scheduling another Flow Through Task Force meeting before the implementation report is due to the Commission on April 12. The proposed Flow Through improvement process does not appear to be in compliance with the Commission's order or the Change Control Process Working Document developed by the Change Control Sub-Team. In Docket 7892 the Commission specifically mentions the need for "implementation target dates" to be included in the implementation report. Under the proposed process of including the Task Force's proposed Flow Through improvement initiatives with other Change Requests in the quarterly prioritization process, implementation target dates cannot be accurately determined and provided to the Commission.

Additionally, the improvement initiatives that result from the Flow Through Improvement Task Force should be considered Type 2 change requests since the Task Force is a result of a Georgia Commission order. I am perplexed as to why BellSouth is considering the output of this task force as Type 4 and 5 change requests. The Change Control Process document developed by the Change Control Sub-Team states, "Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes." Given that the Commission mandated Flow Through Improvement Task Force will formulate Type 2 change requests, and Type 2 change requests are not to be included in the prioritization process, we need to reconsider how BellSouth will handle the output of this Task Force.

Again, AT&T requests that another Flow Through Improvement Task Force meeting be scheduled before April 12 in order to revisit the implementation report that is due to the Commission. Implementation dates must be discussed and added to the implementation report in order to be compliant with the Commission's order.

Sincerely,

KC Timmons, AT&T

-----Original Message-----

From: Timmons, King C (K.C.), NCAM
Sent: Thursday, May 17, 2001 5:14 PM
To: 'Gary.Jones@bridge.bellsouth.com'
Subject: Flow Through Task Force Letter

Gary,

Please see the attached letter concerning the Flow Through Task Force.

<<Flow Thru Task Force 5-17-01.doc>> <<March 19 Action Items.DOC>>

Also, please e-mail me your address and phone number so I can get a copy of this letter to you in the mail.

Thanks,

KC Timmons
Manager Supplier Performance Measurements
AT&T Local Services - Southern Region
Phone: 404-810-3914
Pager: 1-888-858-7243 Pin: 115394
Fax: 404-810-3131
e-mail: ktimmons@att.com

KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

May 17, 2001

Gary Jones
Manager, Flow Through
BellSouth Interconnection Services

Dear Gary:

The purpose of this letter is to express concern that the scope of the Flow Through Improvement Task Force, as defined by BellSouth, is not compliant with Georgia Public Service Commission ("GPSC") Orders in Dockets 7892-U and 11853-U.

In GPSC Docket No. 7892-U the Georgia Commission ordered that:

"BST and the CLECs shall form an Improvement Task Force. This Task Force shall jointly prepare an implementation report that includes implementation target dates to eliminate the high BellSouth caused failures and the designed manual fallout for electronically submitted LSRs."

Additionally, in response to Issue 42 (b) concerning the ability to submit orders electronically for all services and elements, GPSC Docket 11853-U states:

"In dealing with the Percent Flow Through Service Request issue in Docket No. 7892-U, Performance Measurements for Telecommunications Interconnection, Unbundling and Resale, the Commission directed BellSouth and the CLECs to form and Improvement Task Force. The Commission ordered that "[t]his Task force shall jointly prepare an implementation report, that includes implementation target dates to eliminate the high BellSouth Caused Failures and the designed manual fallout for electronically submitted LSRs." (Commission Order, Docket No. 7892-U, Table 1). AT&T and BellSouth shall work together in the Improvement Task Force the Commission approved in Docket No. 7892-U to resolve this issue."

BellSouth is not in compliance with the scope of the Flow Through Task Force as set forth in GPSC Dockets 7892-U and 11853-U. At the initial Flow Through Task Force meeting on March 19, 2001, AT&T expressed concerns that the issue of elimination of manual ordering was not being included in BellSouth's scope of the Task Force as required by the Georgia Commission. BellSouth committed to get more information and clarification on GPSC Docket 11853-U and report back to the Task Force. On April 20, BellSouth reported in an action item list (see attachment) that it determined that:

"Georgia PSC Docket 11853-U is a completely separate docket. This docket has no relation to GA PSC Docket 7892-U." AT&T attempted to address the action item list at the Task Force Meeting on April 24, 2001. BellSouth refused to discuss the issue.

BellSouth's lack of cooperation to increase the number of orders that can be sent electronically is extremely disappointing. In March 2001, of the 312,955 orders electronically sent to BellSouth by all CLECs, 23.3% of those orders required manual processing due to either planned manual fallout or BellSouth caused system fallout. CLEC orders which cannot be electronically sent to BellSouth result in increased manual handling, increased delays, increased errors and increased costs to the CLEC to determine the status of orders, inform customers of delayed provisioning, and correct improperly implemented orders.

AT&T would request that BellSouth ensure that the scope and purpose of the Task Force is consistent with the Commission Orders in Docket No. 7892-U and 11853-U. Please call me if you have any questions or concerns. This is a high priority issue for AT&T. A response is expected by May 31, 2001. If I do not receive a response by May 31, then I will need to take the next step. I can be reached at 404-810-3914. I can be paged at 1-888-858-7243, pin number 115394.

Sincerely,

KC Timmons

Copy to: Jay Bradbury

Attachment

Action Items From March 19, 2001

**GA PSC Docket
7892-U
Report**

The Flow-Through Improvement CLECs-BellSouth Task Force Report for GA PSC Docket 7892-U has been filed with the GA PSC. The report can be viewed on the GA PSC web site. WWW.PSC.STATE.GA.US
Docket 7892
Document Number 46445

**Clarification of
Georgia PSC
Docket 11853-U**

Georgia PSC Docket 11853-U is a completely separate docket. This docket has no relation to GA PSC Docket 7892-U.

**Current
BellSouth Items**

Flow-through improvement items currently being worked on by BellSouth will be provided on April 24, 2001. BellSouth is in the process of reviewing existing enhancements in an effort to determine future targeted release dates.

LSR Volumes

Both BellSouth and CLECs participating in the task force should have estimated order volumes for targeted improvements.

**Missed
Appointment
Codes**

Additional information on missed appointment intervals will be provided at the April 24, 2001 Task Force meeting.

**ADSL - Resale
Conversion
Scenarios**

Note 1: On Req Type E, Act W
When the USOC ADL++ appears system should RECAP

Note 2: On Req Type E, ACT V
When the USOC ADL++ appears outward system should fatal reject (Reason: CLEC would need to contact their NSP/ISP to have ADSL removed from end-users account)

When the USOC ADL++ appears inward system should fatal reject (Reason: CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

Note3: On Req Type E, Act of D
When the USOC ADL++ appears system should disconnect and e FID OADSL populated in the Unfielded Ident Section

Note 4: On Req Type E, Act of N
When the USOC ADL++ appears inward system should fatal reject. (Reason: CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

Note 5: On Req Type E, Act of C
When the USOC ADL++ appears inward system should fatal reject. (Reason: CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

When USOC ADL++ appears outward system should fatal reject. (Reason CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

Note 6: On Req Type E, Act of P
When the USOC ADL++ appears outward system should fatal reject. (Reason CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

When USOC ADL++ appears outward system should fatal reject. (Reason CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

Note 7: On Req Type E, Act of Q
When the USOC ADL++ appears inward system should fatal reject. (Reason CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

When USOC ADL++ appears outward system should fatal reject. (Reason CLEC should contact their NSP/ISP to have ADSL added to the end-users account)

Bradbury, Jay M - LGA

From: Change.Control@bridge.bellsouth.com
Sent: Friday, June 01, 2001 9:08 AM
To: Alan.Flanigan@twtelecom.com; amanda.hill@wcom.com;
Andrew.Broder@lightyearcom.com; Annette.Cook@espire.net; annettey@lightyearcom.com;
apatel3@telcordia.com; avincent@communitytelephone.com; bbil@4pra.com;
BellSouth@quintessent.net; best2@surfsouth.com; bethh@communitytelephone.com;
billg@telcordia.com; bsiinterfacecontrol@kpmg.com; bmurdo@KMCTELECOM.com;
bobik@att.com; bradbury@att.com; Brent.McMahan@networktelephone.net;
bseigler@att.com; bszafran@covad.com; bwellman@idstelcom.com; c-
david.burley@wcom.com; c_and_m@bellsouth.net; caren.schaffner@wcom.com;
carl.taylor@ecstar.com; cassandrap@networktelephone.net; Catherine.Gray@alltel.com;
cbnaadmin@home.com; cchiavatti@usatelecominc.com; cecilia.ortiz@adelphiacom.com;
cflanigan@usiec.com; changecontrol.bellsouth@onepointcom.com; Chapmanwe@cepb.com;
charrison@mpowercom.com; chaynes@trivergent.com; cheryl@eatel.com;
cheryl_acosta@stratosoilandgas.com; chrisg@pvtel.net; Christine.Schnelle@wcom.com;
christine.shelton@cc.gte.com; chhawk@KMCTELECOM.com; CoDavis@covad.com;
colleen.e.sponseller@wcom.com; Connie@albionconnect.com; conniec@arrowcom.com;
Craig@exceleron.com; Craig.B.Douglas@MCI.com; CSoptic@birch.com;
CSteele@nuitele.com; csti@bellsouth.net; daddymax@netbci.com; daisy.ling@wcom.com;
DDougherty@birch.com; Debra.Pasquale@btitele.com; default.user@bellsouth.com;
DElliott@connectsouth.com; desiree@communitytelephone.com; dfoust@deltacom.com;
dgraham@mantiss.com; dkane@aspiretelecom.com; dmcmanus@trivergent.com;
DoBeck@MediaOne.com; don@amexcomm.com; donna.poe@knology.com;
donna@intetech.com; Doreen.E.Raia@wcom.com; dpetry@ix.netcom.com;
drodrigu@accessone.cc; Dwight.Scrivener@wcom.com;
dwilliams@nowcommunications.com; ed.ramsden@cc.gte.com;
EFarnell@broadband.att.com; EGunn@birch.com; Ellen.Neis@mail.sprint.com;
Elliot.Wrann@dsl.net; eodell@dset.com; epadfield@nextlink.com; ESaeed@northpoint.net;
ESingleton@eztalktelephone.com; evdoty@nextlink.com; Faye.Restaino@dsl.net;
fjohnson@covad.com; fouts@communitytelephone.com; frankb@cellone-rs.com;
Fred.Brigham@wcom.com; Gary@CSil.net; generalg@cris.com; george@accesscomm.com;
gerrig@lightyearcom.com; Glenn.Sonnier@usunwired.com; gulfoast@dotstar.net;
heidi.a.crow@mail.sprint.com; Hwhittington@mpowercom.com; jamesk@onisn.net;
jason.estep@adelphiacom.com; jayala@rhythms.net; jbritton@phonesforall.com; Jdavid4715
@aol.com; JDoherty@accessone.cc; JDuffey@PSC.STATE.FL.US; jedavis@rhythms.net;
Jeff.Walker@accesscomm.com; Jennifers@universaltelecominc.com; jfuller@fairpoint.com;
JG6837@ctmail.snet.com; jhoze@KMCTELECOM.com; jim.lee@dsl.net;
Jim.Meyers@wcom.com; jj8512@sbcc.com; jjohnson@idstelcom.com;
JKramer@BirchTel.com; jmclau@KMCTELECOM.com; JMMMaxwell@Intermedia.com;
JoanC@networktelephone.net; joanneb@networktelephone.net; JOliver@birch.com;
JtWilson2@att.com; jwilwerding@birch.com; KAnderson@nwp.com;
karen.grim@mail.sprint.com; karind@covad.com; Katherine.Hudler@espire.net;
kathryn_hinds@globalcrossing.com; Kathryn.Phipps@btitele.com; kcooper@EFTIA.com;
Kevin@albionconnect.com; khudson@nextlink.com; Kimberly.O.Williams@MCI.com;
KKester@STIS.com; kmarshall@telstar.org; kmiller@northpointcom.com;
KPollard@birch.com; kschwart@covad.com; ktimmons@att.com; KUchida@northpoint.net;
launch-now.notify@cscoe.accenture.com; lavernek@arrowcom.com; LCarrillo@nwp.com;
ldavidov@dset.com; LHamilin@birch.com; LHinton@PrismCSI.net; ljhozne@covad.com;
linda@networkonecom.com; lindak@communitytelephone.com; lisa@annox.com;
Lminasola@MediaOne.com; Lorraine.Watson@wcom.com; lynn@mfn.net;
lynnj@nowcommunications.com; Mandy.S.Jenkins@alltel.com; mark@annox.com;
Mark.Mecca@dsl.net; marybethkeane@kpmg.com; MatthewBaker@nwp.com;
mcbrownhilde@juno.com; mconquest@itcdeltacom.com; mdominick@trivergent.com;
mer@networkwks.com; michael.dekorte@lightyearcom.com; Micki.Jones@wcom.com;
microsun@bellsouth.net; mmclaughlin@dset.com; mmcreyno@covad.com;
MPatky@connectsouth.com; msykes@telcordia.com; mt7210@mmail.sbc.com;
MWagner@birch.com; Nancy.Watt@RHTelCo.com; Nicole.Moorman@adelphiacom.com;
nperio@kpmg.com; NStuckey@birch.com; PBarker@aol.com; PBohn@MediaOne.com;
PKinghorn@eztalktelephone.com; PPinick@birch.com; prehm@nightfire.com;
richardson@trivergent.com; Rae.Couvillion@wcom.com; rbennett@floridadigital.net;
rbreckin@telcordia.com; rbuffa@interloop.net; Rdupraw@mpowercom.com;
Renee.Clark@espire.net; Renee.Clift@dsl.net; reym@networktelephone.net;
rhonda.calvert@adelphiacom.com; robert@alternativephone.com;
Ronald.Klamer@wcom.com; roland.l.thompson@xo.com; rszczepanski@kpmg.com;
ruth@mfn.net; sandra.k.evans@mail.sprint.com; sandra.kahl@wcom.com;
Sandraj@intetech.com; sangelo@bellsouth.net; sbowling@caprock.com;
schula.hobbs@dsl.net; Scott.Hibbard@wcom.com; Selange.Roberts@espire.net;

To: SELEAZER@TALK.COM; shane@eatel.com; shannon.smith@itchoold.com; sharon.arnett@mail.sprint.com; SLively@trivergent.com; smason@interloop.net; smooore@trivergent.com; snole@kpmg.com; srober@KMCTELECOM.com; ssmith@dset.com; SStapler@itcdeltacom.com; ssulak@akorn.net; SSullivan@nwp.com; steve.taff@allegiancetelecom.com; suee@lightyearcom.com; svc-gate@telcordia.com; swargo@rhythms.net; Taldinger@mpowercom.com; talleylinda@mindspring.com; tami.m.swenson@accenture.com; Tanya.Finney@espire.net; TAYLORJG@LCL.COM; Tim@excleron.com; timw@networkonecom.com; tinal@nowcommunications.com; Travis.Tindal@om1.ai.bst.bls.com; TJStokes@trivergent.com; TLA@MAGICNET.NET; Tiescudero@idstelcom.com; tmontemayer@mantiss.com; tnphone@home.com; tntel@bellsouth.net; Todd@CSII.net; tom.hyde@Cbeyond.net; tonyam@communitytelephone.com; trsmith@trivergent.com; ts1336@sbc.com; TThompson2@broadband.att.com; Tyra.Hush@wcom.com; usfloridaoss@kpmg.com; wendy.hernandez@comporium.com; WFletcher@birch.com; Williamsal@cepbb.com; wmknappek@Intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net; Zachary.Baudoin@KMCTELECOM.com; PRubino@Z-TEL.com; valarie_reck@globalcrossing.com; charles.a.stahlberger@xo.com; jim.tadlock@xo.com; Stacia.Edwards@KMCTELECOM.com; Brenda.Gant@KMCTELECOM.com; MGimmi@nuvox.com; Cecere.Chris@broadband.att.com; Tara.Odems@allegiancetelecom.com; Connie.Nathan@KMCTELECOM.com; Cedric.Cox@wcom.com; NDreier@birch.com; rturkel@broadriver.com; CAshford@birch.com; jose.aguilera@btitele.com; beverly.lockwood@btitele.com; susan.sherfey@btitele.com; len.chandler@btitele.com; Kyle.Kopytchak@networktelephone.net; c-Lorraine.Watson@wcom.com; Sherry.Lichtenberg@wcom.com; Rick.Whisamore@wcom.com

Subject: ID: Flow Through Task Force Documents



Distributed Message _____

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
List Manager /m1,mail1a with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.

Meeting Name Minutes prepared by: Date Prepared:
Flow Through Task Force Patsy Smith – FTTF 04-24-01**Participants**

Participant	Company	Participant	Company
Gary Jones	BST	Becky Wellman	IDS
Brenda Files	BST – CCP	Collette Davis	COVAD
Patsy Smith*	BST	Marcia Lees	SBC
Amy Calvin	Ztel	K.C. Timmons	AT&T
Amanda Hill	WorldCom	Stephanie Smith	Dset
Marva Goff*	BST	Gloria Melvin	NuVox
Joan Wilwerding	Birch	Shamone Stapler	ITC/DeltaCom
Ellen Neis	Sprint	Cheryl Haynes	NuVox
Sandy Evans	Sprint	Kevin McCall	BST
David Avera	BST	Penny Wagner	BST
Janel Choice	BST	Mel Wagner	Birch

*Observing Only

The minutes for the April 24, 2001 Task Force meeting have been amended. The corrections are in bold print, as well as underlined.

Agenda Items**OPENING and INTRODUCTIONS**

Gary opened the meeting by having the attendees (including those on the conference bridge) to introduce themselves. Gary explained the purpose of the meeting.

REVIEW MINUTES and ACTION ITEMS FROM 3/19/01 MEETING

Gary then reviewed the minutes, including action items, from the last Flow Through Task Force meeting held on March 19, 2001. Gary talked briefly concerning the report that was sent to the Georgia PSC. There were no questions from participants.

FLOW-THROUGH ITEMS PRESENTED and DISCUSSION

The purpose of the meeting was explained that items or issues as relates to electronic flow through which the represented CLECs had identified along with items found by Gary's flow through team would be prioritized by the FTTF. Gary further discussed that the items identified and submitted by the Flow Through Task Force (FTTF) would be submitted as Type 2 items rather than Type 4s or 5s.

K. C. Timmons (AT&T) stated that AT&T's view was that the FTTF items should **be submitted as Type 2 since the FTTF was ordered by the Georgia Public Service Commission (GPSC) in Docket No. 7892U.**

It was explained again, that the purpose of the meeting was to prioritize identified items to be submitted to the CRB board for approval or rejection. The items would then be forwarded to IT for implementation schedule.

Gary explained that although this Task Force itself is temporary, flow through features can still be submitted to CCP and will continue to be submitted as Type 2 requests.

Joan Wilwerding (Birch Rep) asked what was the process for handling a rejected **change request** by CCP; Brenda Files (CCP) explained the escalation process of the CCP Board.

Becky Wellman (IDS) asked for a better understanding of the purpose of the Task Force. Gary explained that this was a temporary task force and was not intended as an ongoing effort. This task force is not meant to replace the CCP Board.

K.C. Timmons (AT&T) questioned the fact that the initial report was submitted by Legal without the task force having a chance to review prior to it being submitted to the Georgia PSC. There was discussion on how the next report could be reviewed by the task force prior to it going to Regulatory and Legal. **The CLEC understanding is that all parties of the task force will be able to review and provide additional input to any future reports that go to the GPSC on behalf of the FTF. Gary agreed that the report would be submitted to the FTF members before it is submitted for final approval.**

Collette Davis (COVAD) expressed concern regarding the outcome of the Task Force and its real intent. It is her opinion that this task force is a quick fix (a band aid) rather than an ongoing effort to improve flow through. She feels that this is just an effort to fulfill the PSC order.

Collette Davis feels that there should be root cause analysis as relates to the problems. She further stated that she was not in a position to bring problems because COVAD is not mechanized. She feels that this Task Force is not a true task force **and that the purpose of the task force was being lost. BellSouth indicated this is not the case.**

Becky Wellman, stated that what is being done in this Task Force could have been done on an individual basis and not as a group effort.

Gary stated that before a problem could be analyzed it first had to be identified. Gary advised that the Task Force could continue to meet, however specific areas of concentration had to be identified. Once targeted areas are identified, the task Force can then put a plan of action in place. All agreed this was a good idea. Everybody agreed that the Task Force would then be focused on the areas it was created to examine.

Gary explained that he is willing to help with an issue but he first needs some examples. Only one CLEC had provided examples. **In the meeting, AT&T stated the CLECs noted that they cannot bring specific examples of services that do not flow through because BellSouth owns the data that reveals what services/products did and did not flow through. The CLECs are reliant on BellSouth's aggregate data in order to prioritize Flow Through improvement initiatives. The CLECs expected BellSouth to come to this meeting with Planned Manual Fallout aggregate volumes for a recent month, but BellSouth did not have this data for the task force. BellSouth notes that CLECs are not reliant on BellSouth for this information. CLECs have access to PMAP and the flow through SQM matrix. CLECs can also request their flow through raw data. Information contained in these items will provide CLEC specific information and the items that are Planned Manual Fallout.**

Collette gave an example with LENS (interim use prior to EDI) regarding No Loop Makeup. Gary advised that this is a preorder issue and is not part of flow through.

Gary asked members of the Task Force which of them had taken the opportunity to read the GA PSC report and if so who had any questions or maybe problems with it. Sandy Evans (Sprint)

April 24, 2001
Meeting Minutes

responded that she had a problem of the issues being submitted regarding Type 2 rather than Type 4/5. Gary stated that this was an effort to establish a starting point and that the CCP process would still be followed. **AT&T also noted that they did not agree with BellSouth's assessment that the GA PSC Docket 11853-U has no relation to GA PSC Docket 7892-U and the FTTF. BellSouth indicated that this is not an item for discussion in this meeting. BellSouth has reviewed Docket 11853 and determined that portions of this docket reference Docket 7892-U. BellSouth is open to discuss the portions of Docket 11853-U that actually reference Docket 7892-U in the FTTF meeting. BellSouth feels that it is important to note that 87% of all LSRs are submitted electronically and manual ordering consists of approximately 13% of total LSRs submitted.**

Gary again asked for specific examples of problems or issues.

K. C. opened discussion regarding 8825 errors which Gary addressed. Gary explained his process for analyzing 8825 and 1000 errors and resolving issues. He also discussed other errors and how they are being handled (i.e., 8820, 7115, 7465).

K. C. brought up questions regarding planned manual fallout as related to complex orders. Discussion surrounding complex orders, % of fallout and order types that are planned manual fallout could become a concentrated area for improving flow-through. However, BellSouth notes that Planned Manual fallout is less than 10% of mechanized orders.

Gary discussed ISDN BR, PBX, DID, Synchronet, Hunting MLH as complex services that can be ordered electronically but fallout for manual handling.

K.C. had reports from PMAP. In reviewing the PMAP data discussions continued regarding Planned Manual fallout which consist of: expedites, special pricing plans, deny & restore conversions, partial migrations (some types), class of service, LSRs greater than 25 lines, inaccurate CSRs, directory listings (planned fallout items- captions and indentions) and Act of T moves. (Act of T moves is targeted for mechanization which will remove ACT of T from the planned manual fallout list. Restore-suspend UNE Combo was a planned manual fallout item, but effective 11/2000 is a flow-through item.)

K.C. has asked for a detail break down for planned fallout items. **This includes a detailed break down of all 13 reasons for Planned Manual Fallout and aggregate volumes associated with those Manual Fallout reasons.** Gary agreed to provide, to the best of his ability, figures for two months (March and April) before the end of May. After about a week of the CLECs receiving the data, Gary will set up a conference call to discuss the information and then set up a meeting to further discuss the next steps once we have a tentative action plan. The action plan would be to determine the flow through items the Task Force wants to target for improvement.

Gary has already identified and submitted BellSouth items targeted for releases. Becky Wellman asked for a status. Gary provided two lists, BellSouth Features Targeted for Release (Attachment 1) and BellSouth Flow Through Items to Prioritize. (Attachment 2)

Release 9.4 scheduled end of July; release 10 is scheduled for sometime in September.

BellSouth Flow Through items submitted for the Task Force to prioritize are:

1. Do not display error Message on supps-Q status LSR
2. Change requirements to not require RTX on LSR
3. Ability to process Coin orders electronically (LENS).
4. Removal of ADSL on conversion orders

5. Correct Format of CCON on UNE-P orders
6. Ringing Cycle not provided for ringmaster
7. Multi-feature discount

There was discussion of changing items that are already in the CCP process as a Type 5 issue changed to a TYPE 2 item. This will have to be discussed outside this Task Force. (as per Brenda Files). **Items already pending in CCP will continue through the CCP process as Type 5 CRs as they were submitted.**

K.C. opened discussion regarding LNP. Why is there so much manual fallout with LNP? PMAP does not provide raw data for LNP. K. C. was specifically interested in data for OCNs 7125 & 7421. David Avera and Gary explained that partial migrations or complex orders not supported by LNP gateway. RPONs fallout for manual handling because they have to be coordinated. David Avera agreed to look at the manual fallout for OCNs 7125 & 7421 and provide results to K.C.

There were no other LNP Questions from the participants.

K.C. began discussion regarding error code 1000 and other codes (aggregate from PMAP reports & flow through error analysis report). BellSouth and CLEC errors do not match. Gary to check with PMAP as to what the difference may be.

Gary gave a brief description of the following error codes: 7115, 7145, 7465, 7645, 7718, 8825, 8820 (error code is numerous reasons).

Gary will provide information by May 4, 2001 on the above error codes and provide a status on the 8825 error codes.

BELLSOUTH and CLECs PRIORITIZE

Gary again discussed the two lists (BST Flow Through Items and BST Features) and advised which of the error codes associated with **the features.**

It was decided to prioritize the BellSouth Flow Through items (1 thru 7) first. Item 8 was added from the 3-1-2001) list presented at the 3/19/2001 Task force Meeting. **flow-through improvement items BellSouth already identified**) **The Priority number is on the left.**

4. 1. Do not display error Message on supps-Q status LSR
6. 2. Change requirements to not require RTX on LSR
5. 3. Ability to process Coin orders electronically (LENS).
1. 4. Removal of ADSL on conversion orders
3. 5. Correct Format of CCON on UNE-P orders
7. 6. Ringing Cycle not provided for ringmaster
2. 7. Multi-feature discount
8. 8. To request LESOG to change the main telephone number and make one of the existing telephone numbers on the CSR the main telephone number. REQ TYPE M & E ACT TYPE P,V,W,C and Q. TOS 1BM,2BM, 1BF and 2BF. TCIF 7&9.

ACTION ITEMS:	OWNER:
Meeting notes to be out by Monday, April 30, 2001 for comments and changes.	Gary Jones

Middle of May information for March and April reports will be provided Gary Jones
as relates to planned fallout. **This includes a detailed break down of all 13 reasons for
Planned manual fallout and aggregate volumes associated with those Manual Fallout
reasons.**

If available, provide status of targeted implementation for ranked items. Gary Jones

Another report will be sent to Ga. PSC. advising results so far and when the Gary Jones
next meeting will be.

Research and provide information to K. C. Timmons (AT&T) David Avera
Regarding LNP Manual Fallout For OCN 7125 & 7421

May 30, 2001

KC Timmons
Manager Supplier Performance Measurements
AT&T Local Services - Southern Region
Atlanta, Ga.

Dear KC:

This letter is in response to your letter dated May 17, 2001 regarding the Flow Through Improvement Task Force. Specifically, I would like to address Georgia Public Service Commission Dockets 7892-U and 11853-U.

In GPSC Docket 11853-U the summary references Docket 7892-U. The 11853-U order is as follows:

AT&T and Bellsouth shall work together in the Improvement Task Force that the Commission approved in Docket 7892-U for issues on the ability to submit orders electronically for all services and elements; and also, for issues on the electronic processing after electronic ordering, without subsequent manual processing by BellSouth personnel.

After reviewing both dockets, BellSouth is willing to address both flow through improvement and items that could potentially change from a manual process to an electronic process.

BellSouth is more than willing to ensure that we are in compliance with the Georgia Public Service Commission orders in both Dockets 7892-U and 11853-U. Being compliant with the GPSC orders is a high priority with BellSouth.

Sincerely,

Gary Jones

BellSouth Planned Fallout Disaggregation

Fallout Reason	March Volume	%	April Volume	%
Complex	10744	34.74%	11789	50.91%
Expedite Requested by CLEC	251	0.81%	224	0.97%
Special Pricing Plans	1583	5.12%	1083	4.68%
Denial/Restore Conversion & Disconnect	5554	17.96%	2969	12.82%
Some Partial Migration	8	0.03%	12	0.05%
Class of Service Invalid	0	0.00%	0	0.00%
New Telephone Number	0	0.00%	0	0.00%
Low Activity Volume	0	0.00%	0	0.00%
Pending Order	11765	38.04%	6161	26.61%
LSRs with >25 Lines	66	0.21%	79	0.34%
Transfer of Calls Option	0	0.00%	0	0.00%
Inaccurate CSR	366	1.18%	307	1.33%
Directory Listings	587	1.90%	532	2.30%
Total	30924	100.00%	23156	100.00%

Note: The slight difference in the number of planned manual fallout on the flow through report and on this planned manual categories is due to:

The code for identifying planned manual fallout on the flow through report looks for the manualP text with the timestamp the LSR fell out and the manualP text was generated: the categories report looks for the manualP text with the timestamp the LSR was generated. LSRs being issued on the last day of the month and not falling out for the manualP until the 1st day of the next month will cause the LSR to be on the categories report one month and on the flow through report the next month.

Meeting Name
Flow Through Task Force**Participants:**

Participant	Company	Participant	Company
Gary Jones	BST	Becky Wellman	IDS
Brenda Files	BST – CCP	Rick Whisamore	Mco WorldCom
Janel Choice *	BST	Sharon Eleazer	TalkAmerica
Penny Wagner*	BST	K.C. Timmons	AT&T
Stephanie Smith	Dset	Kyle Kopytchak	Network telephone
Tom Hyde	CBY COM	Mary Conquest	ITC/DeltaCom
Mel Wagner	Birch	Shamone Stapler	ITC/DeltaCom
Mary Mitchell	XO Comm	Beverly Lockwood	BTI
Marcia Lees	SBC Telcom	Debra Pasquale	BTI
Tyra Hush	WorldCom	Mr. Abraham	GoCom
Lorraine Watts	WorldCom		

*Flow-Through Team Members actively taking notes for conference call.

OPENING and INTRODUCTIONS

Gary opened the meeting by having the attendees introduce themselves. Gary explained the purpose of the meeting was to discuss aggregate details distributed to FTTF on June 1, 2001. Gary advised that the minutes from the 4/24 meeting had been sent. There were no questions or comments regarding the minutes after the amended version were sent on 6/1/2001.

REVIEW ACTION ITEMS FROM 4/24/01 MEETING

Gary advised that the action items from the 4/24/01 meeting had been answered. Copies of the status on some of the top BellSouth caused errors had been sent. KC Timmons (AT&T) – Can you expand on this statement in the meeting minutes? It states, "copies of the status on some of the top BellSouth caused errors had been sent." Where was the status sent? To my knowledge, AT&T has not received and status on some of the top BellSouth caused errors. Please let me know if I have missed something. I do not recall this being discussed in detail during the FTTF meeting. The aggregate planned manual data requested for March and April was sent to the FTTF on 6/01/01.

Gary advised that previously it had been advised that GA PSC Docket 11853-U was not an item to be addressed in the Task Force Meetings. After reviewing the 11853-U docket it was decided that part of the docket did refer to the Docket 7892-U and those portions would be discussed in the FTTF. Gary specifically asked KC if this answer addressed his concerns and KC agreed that it did.

MISCELLANEOUS ITEMS

Gary explained that several request had been made for him to provide a direct telephone number and E-Mail address for him. Gary explained that all questions and concerns relating to the FTTF needed to be sent to CCP. This process will allow all CLECs the opportunity to see all issues and concerns relating to the Task Force. Gary advised that he would address all issues through CCP.

June 26, 2001
Conference Call

Addressing issues and concerns via CCP will prevent Gary, BellSouth and individual CLECs from addressing issues without all FTTF being privy to the information being discussed.

Gary referred to a letter from Sprint & Telcordia sent through CCP: Sprint & Telcordia expressed a concern regarding the affect that items presented in the FTTF will have on the CLEC community. Sprint/Telcordia advised that the items presented and implemented should be as BellSouth Maintenance releases and not affect the CLEC community's processes and systems. The reason for this is that the changes would be with BellSouth systems only and not CLEC systems. (CLEC community advised they had not received the letter. Gary explained that he had received the letter earlier today.) KC Timmons (AT&T) – I have not seen this letter come through CCP. Am I missing something? Has the CLEC community received this letter yet? Gary explained that he would refer to the Release Manager for an answer and supply at the July 18, 2001 meeting. Gary advised that with the FTTF considering parts of Docket 11853-U that not all changes would just involve BellSouth systems. The FTTF could target areas that would require CLEC systems as well as BellSouth systems to be enhanced.

FTTF ITEMS TYPE 2 vs. TYPE 4 and TYPE 5

Mary Conquest (ITC Deltacom) questioned the status of Type 2 requests not submitted via the Flow Through Task Force. Mary questioned if CCP ends up with too many Type 2 requests would BellSouth decide which items to work in a release. Mary expressed concern that BellSouth should not have the sole responsibility of determining which items to work on a release when all items requested cannot be worked.

Gary advised he could not give a definite answer as to who would be the decision-maker when too many items are requested on a release. Gary expressed his understanding of the release prioritization process that considers date requirements per FCC and PSC Orders and CLEC requirements.

Tyra Hush (WorldCom) was concerned that Type 2 requests will be worked instead of Type 4s and 5s that have aged in the CCP process and have just as much importance. Tyra advised all items would not be worked in a release. Tyra asked if CLEC items presented would go to Flow Through Task Force or CCP.

Gary advised that items that are Type 2s (PSC/FCC Mandates) are not prioritized in CCP; BellSouth automatically targets those for release because they are mandated items. Gary also advised the Task Force should make a workable list of items and an agreement of how to treat such items (Type 2 items as determined by the FTTF). Gary will talk to the Release Manager to determine how items are selected for release. (Gary feels that Type 2 items should be handled by ordered implementation date. If more items with and without dates are submitted than can be placed into specific releases, he will investigate how the determination is made.)

Gary understands that all CLECs want to have a voice in which items from the Task Force are to be worked if we have a large volume of Type 2 with and without mandated dates. Gary advised that the items from the FTTF do not have mandated dates. The FTTF items are required to have a targeted implementation date. The FTTF members understood that FCC and PSC mandates with dates would be targeted before the FTTF items.

FTTF PURPOSE

Kyle advised that several LSRs that are submitted for this product are rejected for illegibility. CR0424 submitted via CCP will remain with CCP since it requests the ability to submit an LSR via E-mail. Kyle will submit this issue to the FTTF to review. Kyle advised his impression of the Flow Through Task Force agenda would be to address specific items/issues concerning CLEC ordering.

Tom Hyde (CBY Comm) advised his understanding of the Flow Through Task Force's purpose was to generate a list of manual services that CLECs would like to mechanize.

Gary advised the Flow Through Task Force would correct items on existing partially mechanized request; improve flow through on existing processes, and present new items for flow through if doable.

Gary advised of BellSouth's PMAP reports which provide flow through percentages. Gary advised that the Task Force should look at the items with low flow through percentages to compare those percentages to their processes and systems to determine ways of improvement.

Tom Hyde (CBY Comm) concurred.

For the July 18, 2001 meeting Gary suggested that the objective of the Task Force members should be to look at the mechanized fallout, planned manual fallout, and different LSRs currently required to be submitted manually that the FTTF would like to see mechanized. These items should be reviewed to comprise a list of items to be prioritized. FTTF members together comprise a workable list and prioritize the list. The list would be Type 2 requests. The list would be voted on by the FTTF to determine a priority ranking. All items will go through the standard process of being reviewed by SMEs for impacts, be accepted through the CRB process and then forward to the Release Manager for targeted release dates.

Tom Hyde (CBY Comm) advised that was acceptable and that he felt this was the direction the FTTF needed to move forward.

The FTTF members wanted to have a list prior to the July 18 meeting. Gary agreed to compile a list from all CLECs. Gary asked that all list be forwarded to CCP and that he would have a comprised list for the meeting. Gary advised that the list should not have duplicate items submitted by different CLECs. Several CLECs questioned this statement. Gary clarified that the item would only appear on the list one time but would have the name of all the CLECs that submitted the item associated with the item. The FTTF members indicated that this was agreeable.

Each CLEC present agreed to provide Gary Jones a prioritized list of requests by July 13, 2001.

Mary Mitchell (XO Communications) asked if a majority of CLECs would have to agree on the submission of an item on the finalized prioritized list of mechanization requests.

Gary advised that the CLEC community and BellSouth both comprise the Flow Through Task Force. The FTF team will vote on the items to be prioritized (including mechanization requests), that implementation of currently non-mechanized requests may result in several problems in flow through. The majority would rule in determining items prioritized. No definitive objections were voiced.

KC (AT&T) asked if the list is going to be discussed today. Gary advised if he wanted to we would but that it probably would be better to talk about the list on July 18. KC agreed to wait until the next meeting. Gary advised if it was not ok to wait until we had all FTF members lists and we would discuss the list. KC was agreeable to wait.

KC also asked if the aggregate planned manual data (March and April) provided by BellSouth on 06/01/01 could be disaggregated into more specific categories. For example, could the "complex" category be broken down into more specific categories like, ISDN/BRI, DID, PBX, etc.? Gary indicated that BellSouth is unable to break the categories out any further due to BellSouth system limitations.

Brenda Files advised the CLEC community that upon disbandment of the formal Flow Through Task Force to continue to submit Flow Through items as Type 2 requests.

Tyra Hush (WorldCom) asked what constitutes disbandment.

Gary Jones responded by that disbandment would occur when the CLEC community and BellSouth agreed that the Task Force no longer needed to meet on a formal basis and to continue this effort on a business as usual basis.

Mary Conquest (ITC Deltacom) suggested developing "Rules of Engagement" which will explain and define the Task Force's agenda, life cycle, purpose, etc. in the next meeting on July 18th.

All agreed to establish "Rules of Engagement".

Gary agreed to develop a document by the 13th of July and CLECs will finalize the rules on July 18th.

K.C. Timmons (AT&T) asked Gary the status of reports for AT&T's LNP requests OCNs 7125 and 7421.

Gary Jones agreed to discuss with David Avera and have a report for K.C. in the July 18th meeting. Gary advised he did not want to send this information to KC through CCP since it was CLEC specific. KC agreed.

Gary Jones adjourned meeting and advised a copy of the minutes will be available to each CLEC by July 3rd. After the July 18th meeting, the CLECs will have an opportunity to review minutes and report before Gary presents them to the GAPSC. Gary also advised the status of items prioritized in the first Flow Through Task Force meeting: 1 request has already been implemented and the he will have the target release dates for the remaining items by the July 18th meeting.

ACTION ITEMS

BellSouth Items:

Provide Rules of Engagement Document relating to the FTF by July 13, 2001.
Compile master list of items to be discussed and prioritized at the July 18, 2001 meeting.
Provide summary of LNP information to KC Timmons on July 18, 2001.



*June 26, 2001
Conference Call*

Provide information on Release decisions at July 18, 2001 meeting.
Provide duplicate copy of aggregate information with minutes on July 3, 2001.

CLEC Items:

By July 13, provide Gary list of items to be discussed in the July 18, 2001 meeting.

Exhibit JMB-15

November 1, 2000, CCP Process
Improvement Meeting Minutes



November 1, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Table with 3 columns: MEETING NAME, MINUTES PREPARED BY, DATE PREPARED. Content includes CCP PROCESS IMPROVEMENT, Steve Hancock - Change Control Team, 11/03/00, and location Crowne Plaza/Ravinia Hotel - Oakwood Room.

Participants/Attendees

Table with 2 columns: PARTICIPANT, COMPANY. Lists attendees such as Terrie Hudson (BST - NCS/CS), Valerie Cottingham (BST - CCP), etc.

Table with 2 columns: PARTICIPANT, COMPANY. Lists attendees such as Rick Woodhouse (KPMG), Graham Watkins (KPMG), etc.

Meeting Information History

Table with 3 columns: DATE, START TIME, END TIME. Shows meeting on 11/01/00 from 9:00 AM EDT to 12 NOON EDT.

MEETING PURPOSE: To better understand the CLEC's needs with regard to the Change Control Process and to address action items from the October 17 meeting.



November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
<p>Review Action Items identified by CLECs/BellSouth at the 10-17-00 CCP Process Improvement meeting.</p>	<p>ACTION ITEM (BELLSOUTH) - Revision History should be attached to associated Carrier Notification Letters (Documentation).</p> <p>Status: Currently, BellSouth cannot commit to providing a "complete" revision history attached to the appropriate documentation letter 30 days from implementation.</p> <p>The "revision summary" is the last step completed when constructing the business rules. It would be very difficult if not impossible to accurately capture all of the changes that may ultimately be in the documentation that is changing.</p> <p>BellSouth could, however provide a "global" review of what areas will be impacted in the customer notification letter.</p>
	<p>Jill Williamson (AT&T) stated that 30 days notice is not enough time for coding changes and it would be helpful if BellSouth could indicate whether there is impact to "coding" in these letters. Kathy Rainwater (BST) responded that this kind of impact is given in subsequent letters outlining the "system/s" impacted. She also reiterated that effective immediately, all documentation changes are being funneled through CCP.</p>
	<p style="text-align: center;"><i>- Effective November 1, for new documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute.</i></p>
	<p>ACTION ITEM (BELLSOUTH) - Determine who initiates a change request when identified by a CLEC and Account Team.</p> <p>Status: a) If an issue is discussed between the CLEC and their Account Team and BellSouth confirms that the issue is a defect, either in the electronic interface or in documentation, BellSouth will initiate a Type 6 change request through the Change Control Process.</p> <p>b) If an issue is discussed between the CLEC and their Account Team and the issue is determined to be an enhancement or "feature", the Account Team will refer the CLEC to their appropriate CCCM to initiate a Type 5 Change request and send through the Change Control process.</p>



November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - There needs to be a "common" definition of defects.</p> <p>Status: During the CLEC Process document review call on 10-27, the CLECs took the existing definition in the CCP Process document and added verbiage to include " where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data".</p> <p>*BellSouth committed to review the "updated" marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) - Separate Defects from Expedites.</p> <p>Status: Jill Williamson (AT&T) discussed that the CLECs had identified a need for separating defects from expedites. The CLECs have proposed that a new section be created for Exception/Expedites, thus separating an expedited request from a defect.</p> <p>BellSouth expressed concern that the current "proposed" language for an exception is broad and could allow for misuse. BellSouth would ask that the CLECs and BellSouth look at ways to "tighten up" this language.</p> <p>*BellSouth committed to review the "updated" marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) - Segment response time based on the "severity" of the defect.</p> <p>Status: Jill Williamson (AT&T) explained that the CLECs had identified new response time intervals based on the "severity" of the defect in their process review meeting on 10-27.</p> <p>*BellSouth will review this "updated" marked up version and provide a response by the next CCP Process Improvement meeting.</p>

November 1, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - Need "fixes" to occur on the current API that's impacted.</p> <p>Status: TAG currently has nine (9) versions of the APIs in production supporting three (3) different platforms: Sun Solaris, Windows NT and HP. This means that there are 27 different APIs currently in production. If a defect occurs, the correction is made in the next available release (TCIF 7 and/or 9) because the defect may not be discovered until months after a release has been in production. Currently, TAG is averaging a Release per month. It is impractical and cost prohibitive to go back and propagate a change into potentially nine (9) versions of the APIs, simply because the APIs would expire long before the IT vendor could possibly schedule and incorporate a change.</p>
	<p>ACTION ITEM (BELLSOUTH) - Provide BST Release milestones and communicate deliverables slippage.</p> <p>Status: BellSouth is committed to providing milestones for Releases. Milestones were provided at the 10-25 monthly status meeting call with the CLECs.</p> <p>For slippages, BellSouth indicated that the owner of the slippage would provide the notification quickly to Change Control. BellSouth is continuing to explore new ways of posting these notifications quicker such as a new "expedited" notice process that is now in place to get customer notifications processed quicker.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage.</i></p>



November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p>Tyra Hush (Worldcom) will be providing BellSouth with an example of another ILEC's release milestones for review.</p> <p>Jill Williamson (AT&T) asked BellSouth how far in the future would release information be provided. In addition, AT&T asked if BellSouth would implement quarterly releases. BellSouth responded that it is their goal to offer fewer, more robust releases with more features.</p> <p>BellSouth discussed that their plans are to roll-out new internal processes by the end of November. BellSouth will present these changes to the CLECs at the next CCP meeting. The internal process to be presented will include the flow of CLEC notification. In addition, the internal Release planning will also be changing and the 2001 schedule will be present to the CLECs at the next CCP meeting.</p>
	<p>ACTION ITEM (BELLSOUTH) – Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a "matrix" format.</p> <p>Status: BellSouth will continue pursuing an "electronic solution" for documentation/requirements and will be providing an update at the next CCP meeting. The "matrix" example that was provided by Telcordia will be used as a guide.</p>
	<p>ACTION ITEM (BELLSOUTH) – Investigate the possibility of providing "draft" requirements 90 days in advance and "final" requirements 45 days prior to a Release.</p> <p>Status: BellSouth is investigating internal process to have requirements provided earlier. An update will be provided at next CCP process improvement meeting.</p>
	<p>Jill Williamson (AT&T) explained that 90 days for "draft" requirements was not sufficient for major changes and would need 180 days.</p>
	<p>NEW ACTION ITEM (BELLSOUTH) – <i>The CLECs would request that BellSouth provide "draft" requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.</i></p>
	<p>NEW ACTION ITEM (BELLSOUTH/CLECs) – <i>BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner. Albion/Connect will provide summary of concerns and recommendations of timelines as it relates to the CLEC Test environment.</i></p>

November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) – BellSouth to present its internal vs. external change control process after a change request is “prioritized”.</p> <p>Status: BellSouth is currently looking at ways to streamline its internal processes and will be presenting its recommendations at the next CCP process improvement meeting.</p> <p>BellSouth would also request that the CLECs provide more detail on their change requests which will greatly reduce clarification and help facilitate the turnaround of these requests.</p> <p>BellSouth also illustrated to the CLECs that the current environment suggests that depending on the system impacted, dictates how BellSouth can implement change requests. Discussions are ongoing between BellSouth and their IT vendors to improve the delivery of changes concurrently.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will begin discussing all “New” Change Requests in the Monthly Status Meetings. BellSouth SME’s will be available during the discussion and the Originator of each New Change Request will need to discuss their request with the team.</i></p>
	<p>ACTION ITEM (CLECs) – Review the “marked up” version of the CCP process document (provided by AT&T). Come to consensus on changes and present back to CCP.</p> <p>Status: Jill Williamson (AT&T) facilitated a meeting on 10-27 with the CLECs to review this “marked up” version and reach a consensus on its recommendation to BellSouth. BellSouth will review these changes and will provide its response by the next scheduled CCP process improvement meeting.</p>
	<p><i>NEW ACTION ITEM (AT&T) – Jill Williamson will provide updated “marked up” version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs</i></p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve “flow-through” in BellSouth and would require no vote by the CLECs.</i></p>
	<p>Jill Williamson (AT&T) explained that BellSouth internal releases could negatively impact the CLECs and the CLECs may want to test before the release goes in.</p>
2. Additional discussion topics	<p>CR0171 – AT&T’s marked up version of the CCP Process document. (Addressed in earlier action item)</p>

November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p>PROCESS FOR APPEALING BELLSOUTH'S RELEASE SCHEDULE -</p> <p>Jill Williamson (AT&T) stated that if the CLECs understand the size and the scope of releases, they will be glad to work with BellSouth on "re-arranging" changes.</p>
	<p>PROCESS FOR INCLUSION OF NON-OBF STANDARD REQUESTS -</p> <p>Jill Williamson (AT&T) stressed the need to find a way to push "non-OBF" approved requests through the change control process.</p> <p>BellSouth suggested that the issue be discussed in a monthly status meeting with the appropriate SME to review. This will allow both parties to talk through the issue and decide collectively whether it can be worked.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - BellSouth will propose a process on how we would collectively evaluate a non-OBF standard request.</i></p>
3. NEW ISSUES	<p>Jill Williamson (AT&T) discussed that a new process needs to be implemented that will allow the CLECs to vote on rejecting a change request before it is prioritized for implementation at a Change Review Meeting. This would give the CLECs the opportunity to say that they do not want an issue implemented when it negatively impacts them.</p>
	<p><i>NEW ACTION ITEM (AT&T) - Jill Williamson will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the "marked up" version of the Change Control process document.</i></p>
<u>SUMMARY OF ACTION ITEMS</u>	<ul style="list-style-type: none"> • BellSouth - Effective November 1, for documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute. • BellSouth - If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage. • BellSouth - BellSouth to provide "draft" requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.



November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<ul style="list-style-type: none">• BellSouth - BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner.
	<ul style="list-style-type: none">• Albion/Connect - To provide summary of concerns and recommendations of timelines as it relates to the CLEC Test Environment.
	<ul style="list-style-type: none">• BellSouth - BellSouth will begin discussing all "New" change requests in the monthly status meetings. BellSouth SMEs will be available during the discussion and the originator of each new request will need to discuss their request with the team.
	<ul style="list-style-type: none">• AT&T - AT&T will provide update "marked up" version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs.
	<ul style="list-style-type: none">• BellSouth - BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve "flow-through" in BellSouth and would require no vote by the CLECs.
	<ul style="list-style-type: none">• BellSouth - BellSouth will propose a process on how they would collectively evaluate a non-OBF standard request.
	<ul style="list-style-type: none">• AT&T - AT&T will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the "marked up" version of the Change Control process document.
NEXT MEETING - December 7, 2000	Location: BellSouth Conference Center 1:00 - 4:00 PM EST - Room to be announced