

**BellSouth Monthly State Summary
Kentucky, February 2002**

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScores	Equity
Resale - Ordering									
% Rejected Service Requests - Mechanized									
A.1.1.1	O-7 Residence/KY(%)	Diagnostic		8.21%	7,209				Diagnostic
A.1.1.2	O-7 Business/KY(%)	Diagnostic		18.88%	286				Diagnostic
A.1.1.3	O-7 Design (Specials)/KY(%)	Diagnostic							Diagnostic
A.1.1.4	O-7 PBX/KY(%)	Diagnostic							Diagnostic
A.1.1.5	O-7 Centrex/KY(%)	Diagnostic							Diagnostic
A.1.1.6	O-7 ISDN/KY(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7 Residence/KY(%)	Diagnostic		27.57%	1,168				Diagnostic
A.1.2.2	O-7 Business/KY(%)	Diagnostic		48.70%	154				Diagnostic
A.1.2.3	O-7 Design (Specials)/KY(%)	Diagnostic							Diagnostic
A.1.2.4	O-7 PBX/KY(%)	Diagnostic		0.00%	1				Diagnostic
A.1.2.5	O-7 Centrex/KY(%)	Diagnostic							Diagnostic
A.1.2.6	O-7 ISDN/KY(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7 Residence/KY(%)	Diagnostic		45.36%	97				Diagnostic
A.1.3.2	O-7 Business/KY(%)	Diagnostic		59.57%	141				Diagnostic
A.1.3.3	O-7 Design (Specials)/KY(%)	Diagnostic		15.63%	32				Diagnostic
A.1.3.4	O-7 PBX/KY(%)	Diagnostic		60.00%	5				Diagnostic
A.1.3.5	O-7 Centrex/KY(%)	Diagnostic							Diagnostic
A.1.3.6	O-7 ISDN/KY(%)	Diagnostic		20.00%	5				Diagnostic
Reject Interval - Mechanized									
A.1.4.1	O-8 Residence/KY(%)	>= 97% w in 1 hr		95.78%	592				NO
A.1.4.2	O-8 Business/KY(%)	>= 97% w in 1 hr		90.74%	54				NO
A.1.4.3	O-8 Design (Specials)/KY(%)	>= 97% w in 1 hr							
A.1.4.4	O-8 PBX/KY(%)	>= 97% w in 1 hr							
A.1.4.5	O-8 Centrex/KY(%)	>= 97% w in 1 hr							
A.1.4.6	O-8 ISDN/KY(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 10 hours									
A.1.7.1	O-8 Residence/KY(%)	>= 85% w in 10 hrs		92.33%	326				YES
A.1.7.2	O-8 Business/KY(%)	>= 85% w in 10 hrs		93.59%	78				YES
A.1.7.3	O-8 Design (Specials)/KY(%)	>= 85% w in 10 hrs							
A.1.7.4	O-8 PBX/KY(%)	>= 85% w in 10 hrs							
A.1.7.5	O-8 Centrex/KY(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8 ISDN/KY(%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized									
A.1.8.1	O-8 Residence/KY(%)	>= 85% w in 24 hrs		100.00%	45				YES
A.1.8.2	O-8 Business/KY(%)	>= 85% w in 24 hrs		100.00%	88				YES
A.1.8.3	O-8 Design (Specials)/KY(%)	>= 85% w in 24 hrs		100.00%	5				YES
A.1.8.4	O-8 PBX/KY(%)	>= 85% w in 24 hrs		100.00%	3				YES
A.1.8.5	O-8 Centrex/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
A.1.8.6	O-8 ISDN/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
FOC Timeliness - Mechanized									
A.1.9.1	O-9 Residence/KY(%)	>= 95% w in 3 hrs		99.95%	6,631				YES
A.1.9.2	O-9 Business/KY(%)	>= 95% w in 3 hrs		100.00%	237				YES
A.1.9.3	O-9 Design (Specials)/KY(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9 PBX/KY(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9 Centrex/KY(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9 ISDN/KY(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9 Residence/KY(%)	>= 85% w in 10 hrs		88.19%	906				YES
A.1.12.2	O-9 Business/KY(%)	>= 85% w in 10 hrs		95.56%	90				YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	>= 85% w in 10 hrs	Design (Specials)/KY(%)							
A.1.12.4	>= 85% w in 10 hrs	PBX/KY(%)		0.00%	1				NO
A.1.12.5	>= 85% w in 10 hrs	Centrex/KY(%)							
A.1.12.6	>= 85% w in 10 hrs	ISDN/KY(%)							
FOC Timeliness - Non-Mechanized									
A.1.13.1	>= 85% w in 36 hrs	Residence/KY(%)		100.00%	54				YES
A.1.13.2	>= 85% w in 36 hrs	Business/KY(%)		100.00%	49				YES
A.1.13.3	>= 85% w in 36 hrs	Design (Specials)/KY(%)		100.00%	16				YES
A.1.13.4	>= 85% w in 36 hrs	PBX/KY(%)		100.00%	1				YES
A.1.13.5	>= 85% w in 36 hrs	Centrex/KY(%)							
A.1.13.6	>= 85% w in 36 hrs	ISDN/KY(%)		100.00%	4				YES
FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	>= 95%	O-11 Residence/EDI/KY(%)		100.00%	305				YES
A.1.14.1.2	>= 95%	O-11 Residence/TAG/KY(%)		99.99%	6,904				YES
A.1.14.2.1	>= 95%	O-11 Business/EDI/KY(%)							
A.1.14.2.2	>= 95%	O-11 Business/TAG/KY(%)							
A.1.14.3.1	>= 95%	O-11 Design (Specials)/EDI/KY(%)							
A.1.14.3.2	>= 95%	O-11 Design (Specials)/TAG/KY(%)							
A.1.14.4.1	>= 95%	O-11 PBX/EDI/KY(%)							
A.1.14.4.2	>= 95%	O-11 PBX/TAG/KY(%)							
A.1.14.5.1	>= 95%	O-11 Centrex/EDI/KY(%)							
A.1.14.5.2	>= 95%	O-11 Centrex/TAG/KY(%)							
A.1.14.6.1	>= 95%	O-11 ISDN/EDI/KY(%)							
A.1.14.6.2	>= 95%	O-11 ISDN/TAG/KY(%)							
FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	>= 95%	O-11 Residence/EDI/KY(%)		100.00%	17				YES
A.1.15.1.2	>= 95%	O-11 Residence/TAG/KY(%)		100.00%	1,151				YES
A.1.15.2.1	>= 95%	O-11 Business/EDI/KY(%)							
A.1.15.2.2	>= 95%	O-11 Business/TAG/KY(%)							
A.1.15.3.1	>= 95%	O-11 Design (Specials)/EDI/KY(%)							
A.1.15.3.2	>= 95%	O-11 Design (Specials)/TAG/KY(%)							
A.1.15.4.1	>= 95%	O-11 PBX/EDI/KY(%)							
A.1.15.4.2	>= 95%	O-11 PBX/TAG/KY(%)							
A.1.15.5.1	>= 95%	O-11 Centrex/EDI/KY(%)							
A.1.15.5.2	>= 95%	O-11 Centrex/TAG/KY(%)							
A.1.15.6.1	>= 95%	O-11 ISDN/EDI/KY(%)							
A.1.15.6.2	>= 95%	O-11 ISDN/TAG/KY(%)							
FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	>= 95%	O-11 Residence/KY(%)		98.97%	97				YES
A.1.16.2	>= 95%	O-11 Business/KY(%)		95.04%	141				YES
A.1.16.3	>= 95%	O-11 Design (Specials)/KY(%)		81.25%	32				NO
A.1.16.4	>= 95%	O-11 PBX/KY(%)		80.00%	5				NO
A.1.16.5	>= 95%	O-11 Centrex/KY(%)							
A.1.16.6	>= 95%	O-11 ISDN/KY(%)		100.00%	5				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	>= 95%	O-11 Residence/EDI/KY(%)		91.15%	305				NO
A.1.17.1.2	>= 95%	O-11 Residence/TAG/KY(%)		99.38%	6,903				YES
A.1.17.2.1	>= 95%	O-11 Business/EDI/KY(%)							
A.1.17.2.2	>= 95%	O-11 Business/TAG/KY(%)							
A.1.17.3.1	>= 95%	O-11 Design (Specials)/EDI/KY(%)							
A.1.17.3.2	>= 95%	O-11 Design (Specials)/TAG/KY(%)							
A.1.17.4.1	>= 95%	O-11 PBX/EDI/KY(%)							
A.1.17.4.2	>= 95%	O-11 PBX/TAG/KY(%)							
A.1.17.5.1	>= 95%	O-11 Centrex/EDI/KY(%)							
A.1.17.5.2	>= 95%	O-11 Centrex/TAG/KY(%)							
A.1.17.6.1	>= 95%	O-11 ISDN/EDI/KY(%)							
A.1.17.6.2	>= 95%	O-11 ISDN/TAG/KY(%)							

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1.1	>= 95%								NO
A.1.18.1.2	>= 95%								NO
A.1.18.2.1	>= 95%								NO
A.1.18.2.2	>= 95%								NO
A.1.18.3.1	>= 95%								NO
A.1.18.3.2	>= 95%								NO
A.1.18.4.1	>= 95%								NO
A.1.18.4.2	>= 95%								NO
A.1.18.5.1	>= 95%								NO
A.1.18.5.2	>= 95%								NO
A.1.18.6.1	>= 95%								NO
A.1.18.6.2	>= 95%								NO

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.19.1	>= 95%								NO
A.1.19.2	>= 95%								NO
A.1.19.3	>= 95%								NO
A.1.19.4	>= 95%								NO
A.1.19.5	>= 95%								NO
A.1.19.6	>= 95%								NO

Resale - Provisioning

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.1.1.1.1	>= 95%								NO
A.2.1.1.1.2	>= 95%								NO
A.2.1.1.2.1	>= 95%								NO
A.2.1.1.2.2	>= 95%								NO
A.2.1.2.1.1	>= 95%								NO
A.2.1.2.1.2	>= 95%								NO
A.2.1.2.2.1	>= 95%								NO
A.2.1.2.2.2	>= 95%								NO
A.2.1.3.1.1	>= 95%								NO
A.2.1.3.1.2	>= 95%								NO
A.2.1.3.2.1	>= 95%								NO
A.2.1.4.1.1	>= 95%								NO
A.2.1.4.1.2	>= 95%								NO
A.2.1.4.2.1	>= 95%								NO
A.2.1.4.2.2	>= 95%								NO
A.2.1.5.1.1	>= 95%								NO
A.2.1.5.1.2	>= 95%								NO
A.2.1.5.2.1	>= 95%								NO
A.2.1.5.2.2	>= 95%								NO
A.2.1.6.1.1	>= 95%								NO
A.2.1.6.1.2	>= 95%								NO
A.2.1.6.2.1	>= 95%								NO
A.2.1.6.2.2	>= 95%								NO

Held Orders

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.1.1.1	>= 95%								NO
A.2.2.1.1.2	>= 95%								NO
A.2.2.1.1.3	>= 95%								NO
A.2.2.1.1.4	>= 95%								NO
A.2.2.1.2.1	>= 95%								NO
A.2.2.1.2.2	>= 95%								NO
A.2.2.1.2.3	>= 95%								NO
A.2.2.1.1.1	>= 95%								NO
A.2.2.1.1.2	>= 95%								NO
A.2.2.1.1.3	>= 95%								NO
A.2.2.1.1.4	>= 95%								NO
A.2.2.2.1.1	>= 95%								NO
A.2.2.2.1.2	>= 95%								NO
A.2.2.2.1.3	>= 95%								NO
A.2.2.2.1.4	>= 95%								NO

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A.2.9.4	P-2	PBX/KY (%)
A.2.9.5	P-2	Centrex/KY (%)
A.2.9.6	P-2	ISDN/KY (%)

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

% Missed Installation Appointments		
A.2.11.1.1	P-3	Residence <10 circuits/Dispatch/KY (%)
A.2.11.1.2	P-3	Residence <10 circuits/Non-Dispatch/KY (%)
A.2.11.1.2.1	P-3	Residence >=10 circuits/Dispatch/KY (%)
A.2.11.1.2.2	P-3	Residence >=10 circuits/Non-Dispatch/KY (%)
A.2.11.2.1	P-3	Business <10 circuits/Dispatch/KY (%)
A.2.11.2.1.2	P-3	Business <10 circuits/Non-Dispatch/KY (%)
A.2.11.2.2.1	P-3	Business >=10 circuits/Dispatch/KY (%)
A.2.11.2.2.2	P-3	Business >=10 circuits/Non-Dispatch/KY (%)
A.2.11.3.1.1	P-3	Design (Specials) <10 circuits/Dispatch/KY (%)
A.2.11.3.1.2	P-3	Design (Specials) <10 circuits/Non-Dispatch/KY (%)
A.2.11.3.2.1	P-3	Design (Specials) >=10 circuits/Dispatch/KY (%)
A.2.11.3.2.2	P-3	Design (Specials) >=10 circuits/Non-Dispatch/KY (%)
A.2.11.4.1.1	P-3	PBX <10 circuits/Dispatch/KY (%)
A.2.11.4.1.2	P-3	PBX <10 circuits/Non-Dispatch/KY (%)
A.2.11.4.2.1	P-3	PBX >=10 circuits/Dispatch/KY (%)
A.2.11.4.2.2	P-3	PBX >=10 circuits/Non-Dispatch/KY (%)
A.2.11.5.1.1	P-3	Centrex <10 circuits/Dispatch/KY (%)
A.2.11.5.1.2	P-3	Centrex <10 circuits/Non-Dispatch/KY (%)
A.2.11.5.2.1	P-3	Centrex >=10 circuits/Dispatch/KY (%)
A.2.11.5.2.2	P-3	Centrex >=10 circuits/Non-Dispatch/KY (%)
A.2.11.6.1.1	P-3	ISDN <10 circuits/Dispatch/KY (%)
A.2.11.6.1.2	P-3	ISDN <10 circuits/Non-Dispatch/KY (%)
A.2.11.6.2.1	P-3	ISDN >=10 circuits/Dispatch/KY (%)
A.2.11.6.2.2	P-3	ISDN >=10 circuits/Non-Dispatch/KY (%)

% Provisioning Troubles within 30 Days		
A.2.12.1.1.1	P-9	Residence <10 circuits/Dispatch/KY (%)
A.2.12.1.1.2	P-9	Residence <10 circuits/Non-Dispatch/KY (%)
A.2.12.1.2.1	P-9	Residence >=10 circuits/Dispatch/KY (%)
A.2.12.1.2.2	P-9	Residence >=10 circuits/Non-Dispatch/KY (%)
A.2.12.2.1.1	P-9	Business <10 circuits/Dispatch/KY (%)
A.2.12.2.1.2	P-9	Business <10 circuits/Non-Dispatch/KY (%)
A.2.12.2.2.1	P-9	Business >=10 circuits/Dispatch/KY (%)
A.2.12.2.2.2	P-9	Business >=10 circuits/Non-Dispatch/KY (%)
A.2.12.3.1.1	P-9	Design (Specials) <10 circuits/Dispatch/KY (%)
A.2.12.3.1.2	P-9	Design (Specials) <10 circuits/Non-Dispatch/KY (%)
A.2.12.3.2.1	P-9	Design (Specials) >=10 circuits/Dispatch/KY (%)
A.2.12.3.2.2	P-9	Design (Specials) >=10 circuits/Non-Dispatch/KY (%)
A.2.12.4.1.1	P-9	PBX <10 circuits/Dispatch/KY (%)
A.2.12.4.1.2	P-9	PBX <10 circuits/Non-Dispatch/KY (%)
A.2.12.4.2.1	P-9	PBX >=10 circuits/Dispatch/KY (%)
A.2.12.4.2.2	P-9	PBX >=10 circuits/Non-Dispatch/KY (%)
A.2.12.5.1.1	P-9	Centrex <10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex <10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex >=10 circuits/Dispatch/KY (%)
A.2.12.5.2.2	P-9	Centrex >=10 circuits/Non-Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN <10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN <10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN >=10 circuits/Dispatch/KY (%)

**Benchmark /
Analog**

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
6.70%	5,265	3.65%	438	0.01244	2.4536	YES	YES
0.05%	111,648	0.06%	5,038	0.00031	-0.4174	YES	YES
12.50%	16						
1.33%	4,345	1.96%	51	0.01616	-0.3872	YES	YES
0.32%	5,364	0.00%	213	0.00393	0.8071	YES	YES
0.00%	20						
2.62%	535						
6.25%	16						
0.00%	14						
0.00%	28	0.00%	1	0.00000		YES	YES
0.00%	2						
1.96%	102						
0.00%	158	0.00%	1	0.00000		YES	YES
0.00%	13						
0.00%	2						
1.55%	129						
0.00%	115	0.00%	2	0.00000		YES	YES
0.00%	2						

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
8.00%	5,802	6.77%	342	0.01509	-0.5133	YES	YES
2.84%	128,809	4.50%	5,285	0.00233	-7.1161	NO	NO
5.88%	17	0.00%	1	0.24212	0.2430	YES	YES
2.73%	4,871	6.98%	43	0.02496	-1.7011	NO	NO
3.44%	5,761	8.00%	225	0.01238	-3.6859	NO	NO
2.78%	36						
0.00%	1						
4.09%	440						
0.00%	41	0.00%	2	0.00000		YES	YES
0.00%	14						
3.03%	33	0.00%	5	0.08226	0.3664	YES	YES
0.00%	1						
0.00%	6						
0.00%	93						
1.25%	80						
0.00%	20	0.00%	1	0.00000		YES	YES
0.00%	2						
4.80%	125						
0.80%	125	0.00%	2	0.06349	0.1260	YES	YES

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Benchmark / Analog	ISDN	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.12.6.2.2	ISDN	0.00%	5						
Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	Res	5.32	4,850	0.48	394	24.390	1.27455	3.7991	YES
A.2.14.1.1.2	Res	0.85	107,517	0.34	4,754	7.487	0.11096	4.5469	YES
A.2.14.1.2.1	Res	0.02	14			0.000			
A.2.14.1.2.2	Res								
A.2.14.2.1.1	Bus	0.96	3,989	2.30	37	7.647	1.26290	-1.0657	YES
A.2.14.2.1.2	Bus	1.57	5,083	0.29	143	15.220	1.29065	0.9892	YES
A.2.14.2.2.1	Bus	0.02	16			0.000			
A.2.14.2.2.2	Bus								
A.2.14.3.1.1	Design	405.35	413			858.401			
A.2.14.3.1.2	Design	43.87	16			56.506			
A.2.14.3.2.1	Design								
A.2.14.3.2.2	Design								
A.2.14.4.1.1	PBX	21.31	10			31.967			
A.2.14.4.1.2	PBX	3.94	26			14.902			
A.2.14.4.2.1	PBX								
A.2.14.4.2.2	PBX	0.35	2			0.042			
A.2.14.5.1.1	Centrex	9.12	96			38.090			
A.2.14.5.1.2	Centrex	7.13	154			21.881			
A.2.14.5.2.1	Centrex	0.02	11			0.000			
A.2.14.5.2.2	Centrex	0.28	2			0.177			
A.2.14.6.1.1	ISDN	38.06	96			93.455			
A.2.14.6.1.2	ISDN	914.55	87			2013.872			
A.2.14.6.2.1	ISDN								
A.2.14.6.2.2	ISDN	0.28	2			0.212			

A.2.15.1.1.1	Diagnostic			20.99	32				Diagnostic
A.2.15.1.1.2	Diagnostic			9.24	121				Diagnostic
A.2.15.1.2.1	Diagnostic								Diagnostic
A.2.15.1.2.2	Diagnostic			27.35	12				Diagnostic
A.2.15.2.1.1	Diagnostic			10.08	31				Diagnostic
A.2.15.2.1.2	Diagnostic								Diagnostic
A.2.15.2.2.1	Diagnostic								Diagnostic
A.2.15.2.2.2	Diagnostic								Diagnostic
A.2.15.3.1.1	Diagnostic								Diagnostic
A.2.15.3.1.2	Diagnostic								Diagnostic
A.2.15.3.2.1	Diagnostic								Diagnostic
A.2.15.3.2.2	Diagnostic								Diagnostic
A.2.15.4.1.1	Diagnostic			14.00	1				Diagnostic
A.2.15.4.1.2	Diagnostic								Diagnostic
A.2.15.4.2.1	Diagnostic								Diagnostic
A.2.15.4.2.2	Diagnostic								Diagnostic
A.2.15.5.1.1	Diagnostic			0.38	1				Diagnostic
A.2.15.5.1.2	Diagnostic								Diagnostic
A.2.15.5.2.1	Diagnostic								Diagnostic
A.2.15.5.2.2	Diagnostic								Diagnostic
A.2.15.6.1.1	Diagnostic			64.37	2				Diagnostic
A.2.15.6.1.2	Diagnostic								Diagnostic
A.2.15.6.2.1	Diagnostic								Diagnostic
A.2.15.6.2.2	Diagnostic								Diagnostic

Benchmark / Analog	ISDN	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.17.1.1.1	Diagnostic			5.17	354				Diagnostic
A.2.17.1.1.2	Diagnostic			0.65	3,829				Diagnostic
A.2.17.1.2.1	Diagnostic								Diagnostic
A.2.17.1.2.2	Diagnostic			1.96	15				Diagnostic
A.2.17.2.1.1	Diagnostic			0.77	80				Diagnostic
A.2.17.2.1.2	Diagnostic								Diagnostic
A.2.17.2.2.1	Diagnostic								Diagnostic
A.2.17.2.2.2	Diagnostic								Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

A.2.21.1.1.1	P-10	Residence<10 circuits/Dispatch/KY(days)	5.20	329				Diagnostic
A.2.21.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/KY(days)	0.73	2,652				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.2.1.1	P-10	Business<10 circuits/Dispatch/KY(days)	1.96	15				Diagnostic
A.2.21.2.1.2	P-10	Business<10 circuits/Non-Dispatch/KY(days)	0.69	72				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

A.2.22.1.1.1	P-10	Residence<10 circuits/Dispatch/KY(days)	3.49	15				Diagnostic
A.2.22.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/KY(days)	1.11	449				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.2.1.1	P-10	Business<10 circuits/Dispatch/KY(days)	5.93	6				Diagnostic
A.2.22.2.1.2	P-10	Business<10 circuits/Non-Dispatch/KY(days)	1.26	31				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.4.1.1	P-10	PBX<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic

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

A.2.22.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY(days)						Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)						Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)						Diagnostic

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10	Residence <10 circuits/Dispatch/KY (days)	Diagnostic		4.25	8				Diagnostic
P-10	Residence <10 circuits/Non-Dispatch/KY (days)	Diagnostic		1.87	15				Diagnostic
P-10	Residence >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Residence >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Business <10 circuits/Dispatch/KY (days)	Diagnostic		4.83	6				Diagnostic
P-10	Business <10 circuits/Non-Dispatch/KY (days)	Diagnostic		2.43	7				Diagnostic
P-10	Business >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Business >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	PBX <10 circuits/Dispatch/KY (days)	Diagnostic		4.00	1				Diagnostic
P-10	PBX <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	PBX >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	PBX >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10	Residence <10 circuits/Dispatch/KY (days)	Diagnostic		1.30%	386				Diagnostic
P-10	Residence <10 circuits/Non-Dispatch/KY (days)	Diagnostic		6.05%	4,477				Diagnostic
P-10	Business <10 circuits/Dispatch/KY (days)	Diagnostic		6.25%	32				Diagnostic
P-10	Business <10 circuits/Non-Dispatch/KY (days)	Diagnostic		0.69%	144				Diagnostic
P-10	Design (Specials) <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Design (Specials) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	PBX <10 circuits/Dispatch/KY (days)	Diagnostic		0.00%	1				Diagnostic
P-10	PBX <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	PBX >=10 circuits/Dispatch/KY (days)	Diagnostic		0.00%	1				Diagnostic
P-10	PBX >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	Centrex >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN <10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN <10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN >=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
P-10	ISDN >=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11	Residence <10 circuits/Dispatch/KY (%)	>= 95%		95.33%	150				YES
P-11	Residence <10 circuits/Non-Dispatch/KY (%)	>= 95%		98.67%	150				YES
P-11	Residence >=10 circuits/Dispatch/KY (%)	>= 95%		100.00%	6				YES
P-11	Residence >=10 circuits/Non-Dispatch/KY (%)	>= 95%							NO
P-11	Business <10 circuits/Dispatch/KY (%)	>= 95%		94.19%	155				YES
P-11	Business <10 circuits/Non-Dispatch/KY (%)	>= 95%		96.00%	200				YES
P-11	Business >=10 circuits/Dispatch/KY (%)	>= 95%		100.00%	11				NO
P-11	Business >=10 circuits/Non-Dispatch/KY (%)	>= 95%		93.75%	16				NO
P-11	Design (Specials) <10 circuits/Dispatch/KY (%)	>= 95%		90.00%	60				YES
P-11	Design (Specials) <10 circuits/Non-Dispatch/KY (%)	>= 95%		96.75%	123				YES
P-11	Design (Specials) >=10 circuits/Dispatch/KY (%)	>= 95%		100.00%	2				YES
P-11	Design (Specials) >=10 circuits/Non-Dispatch/KY (%)	>= 95%		82.35%	17				NO

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
M&R-1	Residence/Dispatch/KY (%)	Res	12,761	4.40%	523			0.01149	2.9864	YES
M&R-1	Residence/Non-Dispatch/KY (%)	Res	6,222	0.00%	143			0.00935	1.3235	YES
M&R-1	Business/Dispatch/KY (%)	Bus	1,763	9.09%	55			0.03641	-0.3937	YES
M&R-1	Business/Non-Dispatch/KY (%)	Bus	908	0.00%	23			0.02862	0.6542	YES
M&R-1	Design (Specials)/Dispatch/KY (%)	Design	247	0.00%	3			0.10884	0.3348	YES

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P	Residence/Dispatch/KY (%)	Diagnostic							Diagnostic
P	Residence/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	Business/Dispatch/KY (%)	Diagnostic							Diagnostic
P	Business/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	Design (Specials)/Dispatch/KY (%)	Diagnostic							Diagnostic
P	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	PBX/Dispatch/KY (%)	Diagnostic							Diagnostic
P	PBX/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	Centrex/Dispatch/KY (%)	Diagnostic							Diagnostic
P	Centrex/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	ISDN/Dispatch/KY (%)	Diagnostic							Diagnostic
P	ISDN/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
P	ISDN/Non-Dispatch/KY (%)	Diagnostic							Diagnostic

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11	Residence <10 circuits/Dispatch/KY (%)	>= 95%							YES
P-11	Residence <10 circuits/Non-Dispatch/KY (%)	>= 95%							YES
P-11	Residence >=10 circuits/Dispatch/KY (%)	>= 95%							YES
P-11	Residence >=10 circuits/Non-Dispatch/KY (%)	>= 95%							NO
P-11	Business <10 circuits/Dispatch/KY (%)	>= 95%							YES
P-11	Business <10 circuits/Non-Dispatch/KY (%)	>= 95%							YES
P-11	Business >=10 circuits/Dispatch/KY (%)	>= 95%							NO
P-11	Business >=10 circuits/Non-Dispatch/KY (%)	>= 95%							NO
P-11	Design (Specials) <10 circuits/Dispatch/KY (%)	>= 95%							YES
P-11	Design (Specials) <10 circuits/Non-Dispatch/KY (%)	>= 95%							YES
P-11	Design (Specials) >=10 circuits/Dispatch/KY (%)	>= 95%							YES
P-11	Design (Specials) >=10 circuits/Non-Dispatch/KY (%)	>= 95%							NO

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
M&R-1	Residence/Dispatch/KY (%)	Res								YES
M&R-1	Residence/Non-Dispatch/KY (%)	Res								YES
M&R-1	Business/Dispatch/KY (%)	Bus								YES
M&R-1	Business/Non-Dispatch/KY (%)	Bus								YES
M&R-1	Design (Specials)/Dispatch/KY (%)	Design								YES

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Benchmark /
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design	400	0.00%	2		0.05000	0.1000	YES
PBX	35	0.00%	6		0.14058	0.8130	YES
PBX	28	0.00%	1		0.26210	0.2725	YES
Centrex	147	16.67%	6		0.08241	-1.5271	YES
Centrex	64	0.00%	1		0.12498	0.1250	YES
ISDN	29	0.00%	0				YES
ISDN	53	0.00%	1		0.13734	0.1374	YES

A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY(%)					
A.3.1.4.1	M&R-1	PBX/Dispatch/KY(%)					
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY(%)					
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY(%)					
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY(%)					
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY(%)					
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY(%)					

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Res	811,652	2.42%	21,636	21,636	0.00066	-9.7836	NO	
Res	811,652	0.66%	21,636	21,636	0.00060	1.7517	YES	
Bus	199,416	0.84%	6,523	6,523	0.00118	0.3525	YES	
Bus	199,416	0.35%	6,523	6,523	0.00085	1.2143	YES	
Design	36,362	0.25%	855	855	0.00277	1.0560	YES	
Design	36,362	0.23%	855	855	0.00353	2.2906	YES	
PBX	30,022	0.90%	664	664	0.00134	-3.8751	NO	
PBX	30,022	0.15%	664	664	0.00120	-0.4785	YES	
Centrex	53,162	1.30%	460	460	0.00246	-4.1742	NO	
Centrex	53,162	0.22%	460	460	0.00162	-0.5971	YES	
ISDN	71,442	0.00%	594	594	0.00083	0.4890	YES	
ISDN	71,442	0.17%	594	594	0.00112	-0.8391	YES	

Customer Trouble Report Rate	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-2	Residence/Dispatch/KY(%)							
M&R-2	Residence/Non-Dispatch/KY(%)							
M&R-2	Business/Dispatch/KY(%)							
M&R-2	Business/Non-Dispatch/KY(%)							
M&R-2	Design (Specials)/Dispatch/KY(%)							
M&R-2	Design (Specials)/Non-Dispatch/KY(%)							
M&R-2	PBX/Dispatch/KY(%)							
M&R-2	PBX/Non-Dispatch/KY(%)							
M&R-2	Centrex/Dispatch/KY(%)							
M&R-2	Centrex/Non-Dispatch/KY(%)							
M&R-2	ISDN/Dispatch/KY(%)							
M&R-2	ISDN/Non-Dispatch/KY(%)							

Maintenance Average Duration	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-3	Residence/Dispatch/KY(hours)							
M&R-3	Residence/Non-Dispatch/KY(hours)							
M&R-3	Business/Dispatch/KY(hours)							
M&R-3	Business/Non-Dispatch/KY(hours)							
M&R-3	Design (Specials)/Dispatch/KY(hours)							
M&R-3	Design (Specials)/Non-Dispatch/KY(hours)							
M&R-3	PBX/Dispatch/KY(hours)							
M&R-3	PBX/Non-Dispatch/KY(hours)							
M&R-3	Centrex/Dispatch/KY(hours)							
M&R-3	Centrex/Non-Dispatch/KY(hours)							
M&R-3	ISDN/Dispatch/KY(hours)							
M&R-3	ISDN/Non-Dispatch/KY(hours)							

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

% Repeat Troubles within 30 Days	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-4	Residence/Dispatch/KY(%)							
M&R-4	Residence/Non-Dispatch/KY(%)							
M&R-4	Business/Dispatch/KY(%)							
M&R-4	Business/Non-Dispatch/KY(%)							
M&R-4	Design (Specials)/Dispatch/KY(%)							
M&R-4	Design (Specials)/Non-Dispatch/KY(%)							
M&R-4	PBX/Dispatch/KY(%)							
M&R-4	PBX/Non-Dispatch/KY(%)							
M&R-4	Centrex/Dispatch/KY(%)							
M&R-4	Centrex/Non-Dispatch/KY(%)							
M&R-4	ISDN/Dispatch/KY(%)							
M&R-4	ISDN/Non-Dispatch/KY(%)							

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

Out of Service > 24 hours	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-5	Residence/Dispatch/KY(%)							
M&R-5	Residence/Non-Dispatch/KY(%)							
M&R-5	Business/Dispatch/KY(%)							
M&R-5	Business/Non-Dispatch/KY(%)							
M&R-5	Design (Specials)/Dispatch/KY(%)							
M&R-5	Design (Specials)/Non-Dispatch/KY(%)							
M&R-5	PBX/Dispatch/KY(%)							
M&R-5	PBX/Non-Dispatch/KY(%)							
M&R-5	Centrex/Dispatch/KY(%)							
M&R-5	Centrex/Non-Dispatch/KY(%)							
M&R-5	ISDN/Dispatch/KY(%)							
M&R-5	ISDN/Non-Dispatch/KY(%)							

A.3.5.1.1	M&R-5	Residence/Dispatch/KY(%)						
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY(%)						
A.3.5.2.1	M&R-5	Business/Dispatch/KY(%)						
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY(%)						
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY(%)						
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY(%)						
A.3.5.4.1	M&R-5	PBX/Dispatch/KY(%)						
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY(%)						
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY(%)						
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY(%)						
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY(%)						

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	M&R-5	ISDN/Non-Dispatch/KY(%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2			ISDN	1.89%	53	0.00%	1		0.13734	0.1374	YES
Resale - Billing											
A.4.1			BST - State	98.70%	\$101,512,867	99.83%	\$1,562,955		0.00009	-123,7220	YES
A.4.2			BST - Region	3.64	1	3.43	1,904				YES
				<i>Mean Time to Deliver Invoices - CRIS</i>							
				Region(business days)							

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

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

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

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

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B.1.4.1	O-8	Switch Ports/KY(%)
B.1.4.2	O-8	Local Interoffice Transport/KY(%)
B.1.4.3	O-8	Loop + Port Combinations/KY(%)
B.1.4.4	O-8	Combo Other/KY(%)
B.1.4.5	O-8	XDSL (ADSL, HDSL and UCL)/KY(%)
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY(%)
B.1.4.7	O-8	Line Sharing/KY(%)
B.1.4.8	O-8	2W Analog Loop Design/KY(%)
B.1.4.9	O-8	2W Analog Loop Non-Design/KY(%)
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY(%)
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY(%)
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY(%)
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY(%)
B.1.4.14	O-8	Other Design/KY(%)
B.1.4.15	O-8	Other Non-Design/KY(%)
B.1.4.16	O-8	INP Standalone/KY(%)
B.1.4.17	O-14	LNP Standalone/KY(%)

Reject Interval - Partially Mechanized - 10 hours

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

Reject Interval - Non-Mechanized

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

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/KY(%)
B.1.9.2	O-9	Local Interoffice Transport/KY(%)
B.1.9.3	O-9	Loop + Port Combinations/KY(%)
B.1.9.4	O-9	Combo Other/KY(%)
B.1.9.5	O-9	XDSL (ADSL, HDSL and UCL)/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 97% w in 1 hr								
>= 97% w in 1 hr			97.86%	297				NO
>= 97% w in 1 hr			100.00%	7				YES
>= 97% w in 1 hr			75.00%	8				NO
>= 97% w in 1 hr			83.33%	6				NO
>= 97% w in 1 hr			100.00%	2				YES
>= 97% w in 1 hr								
>= 97% w in 1 hr			86.67%	15				NO
>= 97% w in 1 hr			99.15%	351				YES
>= 97% w in 1 hr			100.00%	59				YES

>= 85% w in 10 hrs								
>= 85% w in 10 hrs			95.17%	269				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			100.00%	2				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			100.00%	16				YES
>= 85% w in 10 hrs			90.91%	44				YES
>= 85% w in 10 hrs			100.00%	71				YES

>= 85% w in 24 hrs								
>= 85% w in 24 hrs			100.00%	83				YES
>= 85% w in 24 hrs								
>= 85% w in 24 hrs			100.00%	2				YES
>= 85% w in 24 hrs			100.00%	13				YES
>= 85% w in 24 hrs			100.00%	8				YES
>= 85% w in 24 hrs			100.00%	10				YES
>= 85% w in 24 hrs			100.00%	4				YES
>= 85% w in 24 hrs								
>= 85% w in 24 hrs								
>= 85% w in 24 hrs								
>= 85% w in 24 hrs			100.00%	17				YES
>= 85% w in 24 hrs			100.00%	23				YES
>= 85% w in 24 hrs			100.00%	11				YES

>= 95% w in 3 hrs								
>= 95% w in 3 hrs			99.86%	1,397				YES
>= 95% w in 3 hrs			100.00%	21				YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	100.00%	1				YES
B.1.9.7	O-9	Line Sharing/KY(%)	100.00%	45				YES
B.1.9.8	O-9	2W Analog Loop Non-Design/KY(%)	100.00%	25				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/KY(%)	100.00%	7				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY(%)						
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY(%)						
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY(%)						
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
B.1.9.14	O-9	Other Design/KY(%)	100.00%	20				YES
B.1.9.15	O-9	Other Non-Design/KY(%)	100.00%	530				YES
B.1.9.16	O-9	INP Standalone/KY(%)	100.00%					YES
B.1.9.17	O-15	LNP Standalone/KY(%)	100.00%	811				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.12.1	O-9	Switch Ports/KY(%)						YES
B.1.12.2	O-9	Local Interface Transport/KY(%)						YES
B.1.12.3	O-9	Loop + Port Combinations/KY(%)	91.26%	538				YES
B.1.12.4	O-9	Combo Other/KY(%)						YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	1				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	100.00%	6				YES
B.1.12.7	O-9	Line Sharing/KY(%)	100.00%	2				YES
B.1.12.8	O-9	2W Analog Loop Design/KY(%)						
B.1.12.9	O-9	2W Analog Loop Non-Design/KY(%)						
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY(%)						
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY(%)						
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY(%)						
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
B.1.12.14	O-9	Other Design/KY(%)						
B.1.12.15	O-9	Other Non-Design/KY(%)	100.00%	22				YES
B.1.12.16	O-9	INP Standalone/KY(%)	93.94%	66				YES
B.1.12.17	O-15	LNP Standalone/KY(%)	98.86%	176				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.13.1	O-9	Switch Ports/KY(%)						YES
B.1.13.2	O-9	Local Interface Transport/KY(%)						YES
B.1.13.3	O-9	Loop + Port Combinations/KY(%)	100.00%	71				YES
B.1.13.4	O-9	Combo Other/KY(%)						YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	6				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	100.00%	30				YES
B.1.13.7	O-9	Line Sharing/KY(%)	100.00%	18				YES
B.1.13.8	O-9	2W Analog Loop Design/KY(%)						YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY(%)						YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY(%)						
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY(%)						
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY(%)						
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
B.1.13.14	O-9	Other Design/KY(%)	100.00%	23				YES
B.1.13.15	O-9	Other Non-Design/KY(%)	100.00%	52				YES
B.1.13.16	O-9	INP Standalone/KY(%)	100.00%					YES
B.1.13.17	O-15	LNP Standalone/KY(%)	100.00%	49				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.1.1	O-11	Switch Ports/EDJ/KY(%)						
B.1.14.1.2	O-11	Switch Ports/TAG/KY(%)						
B.1.14.2.1	O-11	Local Interface Transport/EDJ/KY(%)						
B.1.14.2.2	O-11	Local Interface Transport/TAG/KY(%)						
B.1.14.3.1	O-11	Loop + Port Combinations/EDJ/KY(%)	100.00%	41				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	100.00%	1,643				YES
B.1.14.4.1	O-11	Combo Other/EDJ/KY(%)						
B.1.14.4.2	O-11	Combo Other/TAG/KY(%)						
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDJ/KY(%)	100.00%	27				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	100.00%	1				YES

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FOC & Reject Response Completeness - Non-Mechanized

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.16.1	>= 95%								
B.1.16.2	>= 95%			98.66%	149				YES
B.1.16.3	>= 95%								
B.1.16.4	>= 95%			100.00%	8				YES
B.1.16.5	>= 95%			97.62%	42				YES
B.1.16.6	>= 95%			100.00%	26				YES
B.1.16.7	>= 95%			100.00%	12				YES
B.1.16.8	>= 95%			100.00%	18				YES
B.1.16.9	>= 95%								
B.1.16.10	>= 95%								
B.1.16.11	>= 95%								
B.1.16.12	>= 95%								
B.1.16.13	>= 95%								
B.1.16.14	>= 95%								
B.1.16.15	>= 95%								
B.1.16.16	>= 95%			100.00%	39				YES
B.1.16.17	>= 95%			97.22%	72				YES
B.1.16.18	>= 95%			100.00%	1				YES
B.1.16.19	>= 95%			98.65%	74				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.17.1.1	>= 95%								
B.1.17.1.2	>= 95%								
B.1.17.2.1	>= 95%								
B.1.17.2.2	>= 95%								
B.1.17.3.1	>= 95%								
B.1.17.3.2	>= 95%								
B.1.17.4.1	>= 95%								
B.1.17.4.2	>= 95%								
B.1.17.5.1	>= 95%								
B.1.17.5.2	>= 95%								
B.1.17.6.1	>= 95%								
B.1.17.6.2	>= 95%								
B.1.17.7.1	>= 95%								
B.1.17.7.2	>= 95%								
B.1.17.8.1	>= 95%								
B.1.17.8.2	>= 95%								
B.1.17.9.1	>= 95%								
B.1.17.9.2	>= 95%								
B.1.17.10.1	>= 95%								
B.1.17.10.2	>= 95%								
B.1.17.11.1	>= 95%								
B.1.17.11.2	>= 95%								
B.1.17.12.1	>= 95%								
B.1.17.12.2	>= 95%								
B.1.17.13.1	>= 95%								
B.1.17.13.2	>= 95%								
B.1.17.14.1	>= 95%								
B.1.17.14.2	>= 95%								
B.1.17.15.1	>= 95%								
B.1.17.15.2	>= 95%								
B.1.17.16.1	>= 95%								
B.1.17.16.2	>= 95%								
B.1.17.17.1	>= 95%								
B.1.17.17.2	>= 95%								

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

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%								

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%								

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%								

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%								

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.3.1.2	P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	0.90	112,703	0.54	1,121	0.05258	6.8579	YES
B.2.1.3.1.3	P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(days)	0.33	59,861	0.33	817	0.00000		YES
B.2.1.3.1.4	P-4 Loop + Port Combinations/<10 circuits/Dispatch In/KY(days)	1.55	52,842	1.11	304	0.13799	3.1947	YES
B.2.1.3.2.1	P-4 Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	5.59	47	10.00	1	5.095	-0.8567	YES
B.2.1.3.2.2	P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(days)	0.50	4			0.335		
B.2.1.3.2.3	P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(days)	0.33	3			0.000		
B.2.1.3.2.4	P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/KY(days)	1.00	1			0.000		
B.2.1.4.1	P-4 Combo Other/<10 circuits/Dispatch In/KY(days)	5.98	9,664	11.42	12	12.333	-1.5248	YES
B.2.1.4.2	P-4 Combo Other/>=10 circuits/Dispatch In/KY(days)	5.98	9,664			99.605		
B.2.1.4.3	P-4 Combo Other/>=10 circuits/Dispatch In/KY(days)	5.59	47			5.095		
B.2.1.6.3.1	P-4 UNE ISDN/<6 circuits/Dispatch/KY(days)	10.40	73	9.50	10	1.95062	0.4614	YES
B.2.1.6.3.2	P-4 UNE ISDN/<6 circuits/Non-Dispatch/KY(days)	1.10	48			0.981		
B.2.1.6.4.1	P-4 UNE ISDN/>=14 circuits/Dispatch/KY(days)							
B.2.1.6.4.2	P-4 UNE ISDN/>=14 circuits/Non-Dispatch/KY(days)							
B.2.1.6.5.1	P-4 UNE ISDN/>=14 circuits/Dispatch/KY(days)							
B.2.1.6.5.2	P-4 UNE ISDN/>=14 circuits/Non-Dispatch/KY(days)							
B.2.1.7.3.1	P-4 Line Shaming/<6 circuits/Dispatch/KY(days)	4.06	359	4.00	2	3.365	2.38569	YES
B.2.1.7.3.2	P-4 Line Shaming/<6 circuits/Non-Dispatch/KY(days)	3.70	928	3.67	3	0.809	0.46789	YES
B.2.1.7.4.1	P-4 Line Shaming/>=13 circuits/Dispatch/KY(days)							
B.2.1.7.4.2	P-4 Line Shaming/>=13 circuits/Non-Dispatch/KY(days)							
B.2.1.7.5.1	P-4 Line Shaming/>=14 circuits/Dispatch/KY(days)							
B.2.1.7.5.2	P-4 Line Shaming/>=14 circuits/Non-Dispatch/KY(days)							
B.2.1.8.1.1	P-4 2W Analog Loop Design/<10 circuits/Dispatch/KY(days)	4.06	9,003			5.653		
B.2.1.8.1.2	P-4 2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(days)	4.06	9,003			1.752		
B.2.1.8.2.1	P-4 2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)	5.59	47			5.095		
B.2.1.8.2.2	P-4 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(days)	5.59	47			0.335		
B.2.1.9.1.1	P-4 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	4.06	9,003	3.50	4	5.673	2.83709	YES
B.2.1.9.1.4	P-4 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY(days)	1.55	52,719			2.399		
B.2.1.9.2.1	P-4 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)	6.23	34			5.656		
B.2.1.9.2.4	P-4 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY(days)	4.06	9,003			5.653		
B.2.1.10.1.1	P-4 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)	4.06	9,003			1.752		
B.2.1.10.1.2	P-4 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(days)	5.59	47			5.095		
B.2.1.10.2.1	P-4 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)	5.59	47			0.335		
B.2.1.10.2.2	P-4 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)	4.06	9,003			5.673		
B.2.1.11.1.1	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)	1.55	52,719			2.399		
B.2.1.11.1.4	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY(days)	6.23	34			5.656		
B.2.1.11.2.1	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(days)	4.06	9,003			5.653		
B.2.1.11.2.4	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY(days)	4.06	9,003			1.752		
B.2.1.12.1.1	P-4 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)	5.59	47			5.095		
B.2.1.12.1.2	P-4 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(days)	5.59	47			0.335		
B.2.1.12.2.1	P-4 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)	4.06	9,003			5.673		
B.2.1.13.1.1	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)	1.55	52,719			2.399		
B.2.1.13.1.4	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY(days)	6.23	34			5.656		
B.2.1.13.2.1	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(days)	32.17	661			32.468		
B.2.1.13.2.4	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY(days)	80.01	103			99.605		
B.2.1.14.1.1	P-4 Other Design/<10 circuits/Dispatch/KY(days)	2.50	2			0.707		
B.2.1.14.1.2	P-4 Other Design/<10 circuits/Non-Dispatch/KY(days)	4.06	9,003			5.653		
B.2.1.14.2.1	P-4 Other Design/>=10 circuits/Dispatch/KY(days)	0.90	112,703	6.00	2	3.99753	-0.4848	YES
B.2.1.14.2.2	P-4 Other Design/>=10 circuits/Non-Dispatch/KY(days)	0.90	112,703	0.33	1	1.752	1.75176	YES
B.2.1.15.1.1	P-4 Other Non-Design/<10 circuits/Dispatch/KY(days)	5.59	47			5.095		
B.2.1.15.1.2	P-4 Other Non-Design/<10 circuits/Non-Dispatch/KY(days)	0.50	4			0.335		
B.2.1.15.2.1	P-4 Other Non-Design/>=10 circuits/Dispatch/KY(days)	4.06	9,003			5.673		
B.2.1.15.2.2	P-4 Other Non-Design/>=10 circuits/Non-Dispatch/KY(days)	0.90	112,489			1.748		
B.2.1.16.1.1	P-4 INP (Standalone)/<10 circuits/Dispatch/KY(days)	6.23	34			5.656		
B.2.1.16.1.2	P-4 INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	4.06	9,904			5.673		
B.2.1.16.2.1	P-4 INP (Standalone)/>=10 circuits/Dispatch/KY(days)	0.90	112,489			5.656		
B.2.1.16.2.2	P-4 INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	0.90	112,489			5.673		
B.2.1.17.1.1	P-4 INP (Standalone)/<10 circuits/Dispatch/KY(days)	0.90	112,489	0.88	954	0.05685	0.2580	YES
B.2.1.17.1.2	P-4 INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)					1.748		

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

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Average Jeopardy Notice Interval - Mechanized

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Digital Loop < DS1								
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	0.38%	126,914						
DS1/DS3 - Interoffice	24.67%	381						
R&B	0.38%	127,253	0.13%	1,484		0.00160	1.5147	YES
R&B&D - Disp	4.94%	10,976	33.33%	3		0.12511	-2.2697	NO
ADSL to Retail	10.70%	1,831	0.00%	10		0.09804	1.0919	YES
ISDN - BRI	4.92%	122	0.00%	3		0.12637	0.3692	YES
ADSL to Retail	10.70%	1,831	0.00%	6		0.12643	0.8467	YES
R&B - Disp	0.38%	127,253						
R&B (POTS) excl SB Or	0.71%	67,071	0.00%	5		0.03754	0.1890	YES
R&B - Disp	0.38%	127,253						
R&B (POTS) excl SB Or	0.71%	67,071						
R&B - Disp	0.38%	127,253						
R&B (POTS) excl SB Or	0.71%	67,071						
Design	6.24%	983						
R&B	0.38%	127,253	0.00%	1		0.06130	0.0615	YES
R&B (POTS)	0.38%	126,914						
R&B (POTS)	0.38%	126,914	0.00%	915		0.00203	1.8493	YES
Digital Loop < DS1	9.73%	2,260	0.00%	13		0.06245	1.1807	YES
Digital Loop >= DS1	5.13%	273	61.54%	26		0.04527	-12.4606	NO

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic			1.75%	57				Diagnostic
Diagnostic			66.67%	12				Diagnostic
Diagnostic			0.00%	2				Diagnostic
Diagnostic			42.86%	7				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.00%	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.00%	45				Diagnostic
Diagnostic			33.33%	9				Diagnostic
Diagnostic			33.33%	3				Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 48 hrs								YES
>= 48 hrs			137.30	2				YES
>= 48 hrs			339.78	1				
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								

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	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.10	Diagnostic							Diagnostic
B.2.11.11	Diagnostic							Diagnostic
B.2.11.12	Diagnostic							Diagnostic
B.2.11.13	Diagnostic							Diagnostic
B.2.11.14	Diagnostic							Diagnostic
B.2.11.15	Diagnostic							Diagnostic
B.2.11.16	Diagnostic							Diagnostic
B.2.11.17	Diagnostic							Diagnostic
B.2.11.18	Diagnostic							Diagnostic
B.2.11.19	Diagnostic							Diagnostic
B.2.12.1	>= 95% w in 15 min							
B.2.12.2	>= 95% w in 15 min							
B.2.13.1	<= 5%							
B.2.13.2	<= 5%							
B.2.13.3	<= 5%							
B.2.13.4	<= 5%							
B.2.14.1	>= 95% w in 15 min							
B.2.14.2	>= 95% w in 15 min							
B.2.14.3	>= 95% w in 15 min							
B.2.14.4	>= 95% w in 15 min							
B.2.15.1	<= 5%							
B.2.15.2	<= 5%							
B.2.15.3	<= 5%							
B.2.15.4	<= 5%							
B.2.16.1	Diagnostic							Diagnostic
B.2.16.2	Diagnostic							Diagnostic
B.2.17.1.1	<= 5%							YES
B.2.17.1.2	<= 5%							
B.2.17.2.1	<= 5%							
B.2.17.2.2	<= 5%							
B.2.18.1.1.1	R&B (POTS)	9,610						
B.2.18.1.1.2	R&B (POTS)	117,012						
B.2.18.1.2.1	R&B (POTS)	36						
B.2.18.1.2.2	R&B (POTS)	366						
B.2.18.2.1.1	DS/DSS							
B.2.18.2.1.2	DS/DSS							
B.2.18.2.2.1	DS/DSS							
B.2.18.2.2.2	DS/DSS							
B.2.18.3.1.1	R&B	9,710	2.86%	105	0.01975	0.6964		YES
B.2.18.3.1.2	R&B	117,226	0.00%	1,430	0.00065	0.9122		YES
B.2.18.3.2.1	R&B	59,894	0.00%	821	0.00000	0.00000		YES
B.2.18.3.2.2	R&B	57,332	0.00%	609	0.00141	0.8521		YES
B.2.18.3.2.3	R&B	49	0.00%	2	0.14274	0.2860		YES
B.2.18.3.2.4	R&B	4						
B.2.18.4.1.1	R&B	3						
B.2.18.4.1.2	R&B	1						
B.2.18.4.1.4	R&B&D - Disp	10,390	7.14%	14	0.05321	-0.5664		YES
B.2.18.4.2.1	R&B&D - Disp	49						
B.2.18.4.2.4	R&B&D - Disp	49						

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	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	4.71%	679	0.00%	11		0.06441	0.7317	YES
B.2.18.5.1.2	1.14%	1,136						
B.2.18.5.2.1								
B.2.18.5.2.2	1.32%	76	0.00%	10		0.03833	0.3433	YES
B.2.18.6.1.1	0.00%	48						
B.2.18.6.1.2								
B.2.18.6.2.1								
B.2.18.6.2.2	4.71%	679	0.00%	2		0.15007	0.3141	YES
B.2.18.7.1.1	1.14%	1,136	0.00%	3		0.06149	0.1861	YES
B.2.18.7.1.2								
B.2.18.7.2.1								
B.2.18.7.2.2	4.23%	9,710						
B.2.18.8.1.1	4.23%	9,710						
B.2.18.8.1.2	4.08%	49						
B.2.18.8.2.1	4.08%	49						
B.2.18.8.2.2	4.08%	49						
B.2.18.9.1.1	4.28%	9,610	0.00%	5		0.09051	0.4725	YES
B.2.18.9.1.4	0.12%	57,209						
B.2.18.9.2.1	5.56%	36						
B.2.18.9.2.4								
B.2.18.10.1.1	4.23%	9,710						
B.2.18.10.1.2	4.23%	9,710						
B.2.18.10.2.1	4.08%	49						
B.2.18.10.2.2	4.08%	49						
B.2.18.11.1.1	4.28%	9,610						
B.2.18.11.1.4	0.12%	57,209						
B.2.18.11.2.1	5.56%	36						
B.2.18.11.2.4								
B.2.18.12.1.1	4.23%	9,710						
B.2.18.12.1.2	4.23%	9,710						
B.2.18.12.2.1	4.08%	49						
B.2.18.12.2.2	4.08%	49						
B.2.18.13.1.1	4.28%	9,610						
B.2.18.13.1.4	0.12%	57,209						
B.2.18.13.2.4	5.56%	36						
B.2.18.14.1.1	2.65%	680						
B.2.18.14.1.2	0.97%	103						
B.2.18.14.2.1								
B.2.18.14.2.2								
B.2.18.15.1.1	0.00%	2	0.00%	3		0.11626	0.3641	YES
B.2.18.15.1.2	4.23%	9,710	0.00%	3		0.02425	0.0243	YES
B.2.18.15.2.1	0.06%	117,226	0.00%	1				
B.2.18.15.2.2	4.08%	49						
B.2.18.15.2.4	0.00%	4						
B.2.18.16.1.1	4.28%	9,610						
B.2.18.16.1.2	0.06%	117,012						
B.2.18.16.2.1	5.56%	36						
B.2.18.16.2.2								
B.2.18.17.1.1	4.28%	9,610						
B.2.18.17.1.2	0.06%	117,012	0.00%	958		0.00079	0.7488	YES
B.2.18.17.2.1	5.56%	36						
B.2.18.17.2.2								
B.2.18.18.1.1	4.08%	833	0.00%	21		0.04372	0.9336	YES
B.2.18.18.1.2	0.93%	1,394						
B.2.18.18.2.1								
B.2.18.18.2.2								
B.2.18.19.1.1	1.25%	80	3.57%	28		0.02440	-0.9516	YES
B.2.18.19.1.2	0.00%	76						
B.2.18.19.2.1								
B.2.18.19.2.2	0.00%	2						

Benchmark / Analog

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

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% Provisioning Troubles within 30 Days

Code	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	R&B (POTS)	5.59%	10,673						
B.2.19.1.1.2	R&B (POTS)	2.87%	134,570						
B.2.19.1.2.1	R&B (POTS)	3.77%	53						
B.2.19.1.2.2	R&B (POTS)	0.00%	1						
B.2.19.2.1.1	DS1/DS3	2.07%	338						
B.2.19.2.1.2	DS1/DS3								
B.2.19.2.2.1	DS1/DS3								
B.2.19.2.2.2	DS1/DS3								
B.2.19.3.1.1	R&B	5.55%	10,771	10.11%	89		0.02437	-1.8711	NO
B.2.19.3.1.2	R&B	2.87%	134,713	2.70%	1,962		0.00380	0.4381	YES
B.2.19.3.1.3	R&B	2.97%	70,584	1.94%	1,239		0.00486	2.1200	YES
B.2.19.3.1.4	R&B	2.76%	64,129	4.01%	723		0.00612	-2.0480	NO
B.2.19.3.2.1	R&B	2.70%	74	0.00%	1		0.00000	0.1656	YES
B.2.19.3.2.2	R&B	0.00%	9	0.00%	1		0.00000		YES
B.2.19.3.2.3	R&B	0.00%	5	0.00%	1		0.00000		YES
B.2.19.3.2.4	R&B	0.00%	4						
B.2.19.4.1.1	R&B&D - Disp	5.47%	11,345	22.22%	9		0.07585	-2.2080	NO
B.2.19.4.1.2	R&B&D - Disp	5.47%	11,345	22.22%	9		0.07585	-2.2080	NO
B.2.19.4.2.1	R&B&D - Disp	2.70%	74						
B.2.19.4.2.2	R&B&D - Disp	2.70%	74						
B.2.19.5.1.1	ADSL to Retail	9.46%	666	0.00%	13		0.08196	1.1542	YES
B.2.19.5.1.2	ADSL to Retail	7.99%	1,439						
B.2.19.5.2.1	ADSL to Retail								
B.2.19.5.2.2	ADSL to Retail								
B.2.19.6.1.1	ISDN - BRI	9.26%	54	7.14%	14		0.08693	0.2435	YES
B.2.19.6.1.2	ISDN - BRI	2.22%	45						
B.2.19.6.2.1	ISDN - BRI								
B.2.19.6.2.2	ISDN - BRI								
B.2.19.7.1.1	ADSL to Retail	9.46%	666	0.00%	1		0.29287	0.3230	YES
B.2.19.7.1.2	ADSL to Retail	7.99%	1,439	40.00%	10		0.08605	-3.7199	NO
B.2.19.7.2.1	ADSL to Retail								
B.2.19.7.2.2	ADSL to Retail								
B.2.19.8.1.1	R&B - Disp	5.55%	10,771						
B.2.19.8.1.2	R&B - Disp	5.55%	10,771						
B.2.19.8.2.1	R&B - Disp	2.70%	74						
B.2.19.8.2.2	R&B - Disp	2.70%	74						
B.2.19.9.1.1	R&B (POTS) excl SB Or	5.59%	10,673	25.00%	4		0.11492	-1.6887	NO
B.2.19.9.1.2	R&B (POTS) excl SB Or	2.76%	64,044						
B.2.19.9.2.1	R&B (POTS) excl SB Or	3.77%	53						
B.2.19.9.2.2	R&B (POTS) excl SB Or								
B.2.19.10.1.1	R&B - Disp	5.55%	10,771						
B.2.19.10.1.2	R&B - Disp	5.55%	10,771						
B.2.19.10.2.1	R&B - Disp	2.70%	74						
B.2.19.10.2.2	R&B - Disp	2.70%	74						
B.2.19.11.1.1	R&B (POTS) excl SB Or	5.59%	10,673						
B.2.19.11.1.2	R&B (POTS) excl SB Or	2.76%	64,044						
B.2.19.11.2.1	R&B (POTS) excl SB Or	3.77%	53						
B.2.19.11.2.2	R&B (POTS) excl SB Or								
B.2.19.12.1.1	R&B - Disp	5.55%	10,771	0.00%	1		0.22900	0.2424	YES
B.2.19.12.1.2	R&B - Disp	5.55%	10,771						
B.2.19.12.2.1	R&B - Disp	2.70%	74						
B.2.19.12.2.2	R&B - Disp	2.70%	74						
B.2.19.13.1.1	R&B (POTS) excl SB Or	5.59%	10,673						
B.2.19.13.1.2	R&B (POTS) excl SB Or	2.76%	64,044						
B.2.19.13.2.1	R&B (POTS) excl SB Or	3.77%	53						
B.2.19.13.2.2	R&B (POTS) excl SB Or								
B.2.19.14.1.1	Design	4.01%	574	0.00%	1		0.19629	0.2041	YES
B.2.19.14.1.2	Design	0.00%	136						
B.2.19.14.2.1	Design								
B.2.19.14.2.2	Design								

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.4.1.4	Combo Other/<10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.4.2.1	Combo Other/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.4.2.4	Combo Other/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.5.1.1	XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)		38.49	9				Diagnostic
B.2.22.5.1.2	XDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.5.2.1	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.5.2.2	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.6.1.1	UNE (SDN/<10 circuits/Dispatch/KY(hours)		35.02	9				Diagnostic
B.2.22.6.1.2	UNE (SDN/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.6.2.1	UNE (SDN/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.6.2.2	UNE (SDN/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.7.1.1	Line Sharing/<10 circuits/Dispatch/KY(hours)		18.99	2				Diagnostic
B.2.22.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/KY(hours)		14.00	3				Diagnostic
B.2.22.7.2.1	Line Sharing/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.7.2.2	Line Sharing/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.8.1.2	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.8.2.2	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.9.1.4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.9.2.1	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.9.2.4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.10.1.1	2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.10.1.2	2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.10.2.1	2W Analog Loop w/NP Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.10.2.2	2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.11.1.1	2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.11.1.4	2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.11.2.1	2W Analog Loop w/NP Non-Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.11.2.4	2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.12.1.2	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.12.2.1	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.12.2.2	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.13.1.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.13.2.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(hours)							Diagnostic
B.2.22.14.1.1	Other Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.14.1.2	Other Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.14.2.1	Other Design/<10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.14.2.2	Other Design/>=10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.15.1.1	Other Non-Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.15.1.2	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.15.2.1	Other Non-Design/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.15.2.2	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.16.1.1	INP (Standalone)/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.16.1.2	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.16.2.1	INP (Standalone)/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.16.2.2	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.17.1.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.17.2.1	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.18.1.2	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.18.2.1	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.18.2.2	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic
B.2.22.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)							Diagnostic
B.2.22.19.1.2	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(hours)							Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10 2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 2W Analog Loop w/INP Non-Design<=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Design<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Design<=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Design>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Non-Design<=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Other Design<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Other Design>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Other Non-Design<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Other Non-Design>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 INP (Standalone)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 INP (Standalone)>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 INP (Standalone)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 LNP (Standalone)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 LNP (Standalone)>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 LNP (Standalone)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-14 LNP (Standalone)>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Digital Loop < DSTI/<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Digital Loop < DSTI/>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Digital Loop >= DSTI/<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Digital Loop >= DSTI/>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Digital Loop >= DSTI/>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Non-Mechanized								
P-10 Switch Ports<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Switch Ports>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Switch Ports<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Switch Ports>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Local Interoffice Transport<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Local Interoffice Transport<=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Local Interoffice Transport>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Local Interoffice Transport<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Local Interoffice Transport>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Loop + Port Combinations<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Loop + Port Combinations>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Loop + Port Combinations<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Loop + Port Combinations>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Combo Other<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Combo Other>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Combo Other<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 Combo Other>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 XDSL (ADSL, HDSL, and UCL)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 XDSL (ADSL, HDSL, and UCL)>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 XDSL (ADSL, HDSL, and UCL)<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 XDSL (ADSL, HDSL, and UCL)>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 UNE ISDN<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 UNE ISDN>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 UNE ISDN<10 circuits/DispatchKY(days)	Diagnostic							Diagnostic
P-10 UNE ISDN>=10 circuits/DispatchKY(days)	Diagnostic							Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-14 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-14 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Other Non-Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 INP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-14 LNP (Standardone)/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop < DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Dispatch/KY(days)								Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.1.1.1 Switch Ports/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.1.1.2 Switch Ports/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.1.2.1 Switch Ports/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.1.2.2 Switch Ports/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.2.1.1 Local Interoffice Transport/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.2.1.2 Local Interoffice Transport/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.2.2.1 Local Interoffice Transport/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.2.2.2 Local Interoffice Transport/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.3.1.1 Loop + Port Combinations/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.3.1.2 Loop + Port Combinations/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.3.2.1 Loop + Port Combinations/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.3.2.2 Loop + Port Combinations/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.4.1.1 Combo Other/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.4.1.2 Combo Other/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.4.2.1 Combo Other/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.4.2.2 Combo Other/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.5.1.1 XDSL (ADSL, HDSL, and UCL)/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.5.1.2 XDSL (ADSL, HDSL, and UCL)/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.5.2.1 XDSL (ADSL, HDSL, and UCL)/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.5.2.2 XDSL (ADSL, HDSL, and UCL)/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.6.1.1 UNE ISDN/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.6.1.2 UNE ISDN/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.6.2.1 UNE ISDN/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.6.2.2 UNE ISDN/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.7.1.1 Line Sharing/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.7.1.2 Line Sharing/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.7.2.1 Line Sharing/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.7.2.2 Line Sharing/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.8.1.1 2W Analog Loop Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.8.1.2 2W Analog Loop Design/≤10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.8.2.1 2W Analog Loop Design/≥10 circuits/Dispatch/KY(days)								Diagnostic
B.2.30.8.2.2 2W Analog Loop Design/≥10 circuits/Dispatch/KY(days)								Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.11.2.2	P-14	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/INP Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/INP Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/INP Non-Design/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/INP Non-Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.13.2.2	P-10	Other Design/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.14.1.1	P-10	Other Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.14.1.2	P-10	Other Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.14.2.1	P-10	Other Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone) < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone) < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone) >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone) >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone) < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone) < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone) >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone) >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/ < 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/ < 10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/ >= 10 circuits/Non-Dispatch/KY(days)						Diagnostic

>= 95% w in 15 min

B.2.31	Disconnect Timeliness	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.31	P-13	LNP/KY(%)							Diagnostic
B.2.32.1.1	P	% Completions w/o Notice or < 24 hours							Diagnostic
B.2.32.1.2	P	Switch Ports/Dispatch/KY(%)							Diagnostic
B.2.32.2.1	P	Switch Ports/Non-Dispatch/KY(%)							Diagnostic
B.2.32.2.1	P	Local Interface Transport/Dispatch/KY(%)							Diagnostic
B.2.32.2.1	P	Local Interface Transport/Non-Dispatch/KY(%)							Diagnostic
B.2.32.3.1	P	Loop + Port Combinations/Dispatch/KY(%)							Diagnostic
B.2.32.3.2	P	Loop + Port Combinations/Non-Dispatch/KY(%)							Diagnostic
B.2.32.4.1	P	Combo Other/Dispatch/KY(%)							Diagnostic
B.2.32.4.2	P	Combo Other/Non-Dispatch/KY(%)							Diagnostic
B.2.32.5.1	P	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)							Diagnostic
B.2.32.5.2	P	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)							Diagnostic
B.2.32.6.1	P	UNE ISDN/Dispatch/KY(%)							Diagnostic
B.2.32.6.2	P	UNE ISDN/Non-Dispatch/KY(%)							Diagnostic
B.2.32.7.1	P	Line Sharing/Dispatch/KY(%)							Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P Line Sharing/Non-Dispatch/KY(%)			0.00%	3				Diagnostic
P 2W Analog Loop Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop Design/Non-Dispatch/KY(%)								Diagnostic
P 2W Analog Loop Non-Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop Non-Design/Non-Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/INP Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/INP Design/Non-Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/INP Non-Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/INP Non-Design/Non-Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/LNP Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/LNP Design/Non-Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/LNP Non-Design/Dispatch/KY(%)								Diagnostic
P 2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY(%)								Diagnostic
P Other Design/Dispatch/KY(%)								Diagnostic
P Other Design/Non-Dispatch/KY(%)			0.00%	6				Diagnostic
P Other Non-Design/Dispatch/KY(%)			0.00%	1				Diagnostic
P Other Non-Design/Non-Dispatch/KY(%)								Diagnostic
P INP (Standalone)/Dispatch/KY(%)								Diagnostic
P INP (Standalone)/Non-Dispatch/KY(%)								Diagnostic
P LNP (Standalone)/Dispatch/KY(%)			0.00%	955				Diagnostic
P LNP (Standalone)/Non-Dispatch/KY(%)			0.00%	16				Diagnostic
P Digital Loop < DST/Dispatch/KY(%)								Diagnostic
P Digital Loop < DST/Non-Dispatch/KY(%)								Diagnostic
P Digital Loop >= DST/Dispatch/KY(%)			0.00%	13				Diagnostic
P Digital Loop >= DST/Non-Dispatch/KY(%)								Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Cooperative Test Attempts for xDSL			100.00%	11				YES
P-8 xDSL (ADSL, HDSL and UCL)/KY(%)								YES
P-8 xDSL Other/KY(%)								YES

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Service Order Accuracy								YES
P-11 Design (Specials)<10 circuits/Dispatch/KY(%)			98.00%	100				YES
P-11 Design (Specials)<10 circuits/Non-Dispatch/KY(%)			100.00%	90				YES
P-11 Design (Specials)>=10 circuits/Dispatch/KY(%)			93.10%	29				NO
P-11 Design (Specials)>=10 circuits/Non-Dispatch/KY(%)								YES
P-11 Loops Non-Design<10 circuits/Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design<10 circuits/Non-Dispatch/KY(%)			98.33%	120				YES
P-11 Loops Non-Design>=10 circuits/Dispatch/KY(%)			97.50%	80				YES
P-11 Loops Non-Design>=10 circuits/Non-Dispatch/KY(%)			100.00%	126				YES

Unbundled Network Elements - Maintenance and Repair

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Missed Repair Appointments								YES
M&R-1 Switch Ports/Dispatch/KY(%)								YES
M&R-1 Switch Ports/Non-Dispatch/KY(%)								YES
M&R-1 Local Interface Transport/Dispatch/KY(%)								YES
M&R-1 Local Interface Transport/Non-Dispatch/KY(%)								YES
M&R-1 Loop + Port Combinations/Dispatch/KY(%)								YES
M&R-1 Loop + Port Combinations/Non-Dispatch/KY(%)								YES
M&R-1 Combo Other/Dispatch/KY(%)								YES
M&R-1 Combo Other/Non-Dispatch/KY(%)								YES
M&R-1 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)								YES
M&R-1 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)								YES
M&R-1 UNE (SDN)/Dispatch/KY(%)								YES
M&R-1 UNE (SDN)/Non-Dispatch/KY(%)								YES
M&R-1 Line Sharing/Dispatch/KY(%)								YES
M&R-1 Line Sharing/Non-Dispatch/KY(%)								YES
M&R-1 2W Analog Loop Design/Dispatch/KY(%)								YES
M&R-1 2W Analog Loop Design/Non-Dispatch/KY(%)								YES
M&R-1 2W Analog Loop Non-Design/Dispatch/KY(%)								YES
M&R-1 2W Analog Loop Non-Design/Non-Dispatch/KY(%)								YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)								YES
R&B (POTS)								YES
DS1/DS3								YES
DS1/DS3								YES
R&B								YES
R&B								YES
R&B - Disp								YES
R&B - Disp								YES
ADSL to Retail								YES
ADSL to Retail								YES
ISDN - BRI								YES
ISDN - BRI								YES
ADSL to Retail								YES
ADSL to Retail								YES
R&B - Disp								YES
R&B - Disp								YES
R&B (POTS) excl SB FT								YES
R&B (POTS) excl SB FT								YES

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design	3.48%	402	0.00%	0				YES
Design	0.69%	582	0.00%	0				YES
R&B	7.18%	14,675	33.33%	3		0.14908	-1.7541	NO
R&B	1.93%	7,205	0.00%	2		0.08109	0.1643	YES
R&B (POTS)	7.20%	14,524						
R&B (POTS)	1.32%	7,130						

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY(%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY(%)
B.3.2.1.3	M&R-2	Local Interoffice Transport/Dispatch/KY(%)
B.3.2.1.4	M&R-2	Local Interoffice Transport/Non-Dispatch/KY(%)
B.3.2.2.1	M&R-2	Loop + Port Combinations/Dispatch/KY(%)
B.3.2.2.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.2.3.1	M&R-2	Combo Other/Dispatch/KY(%)
B.3.2.3.2	M&R-2	Combo Other/Non-Dispatch/KY(%)
B.3.2.4.1	M&R-2	XDSL (ADSL, HDSL, and UCL)/Dispatch/KY(%)
B.3.2.4.2	M&R-2	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/KY(%)
B.3.2.5.1	M&R-2	UNE ISDN/Dispatch/KY(%)
B.3.2.5.2	M&R-2	UNE ISDN/Non-Dispatch/KY(%)
B.3.2.6.1	M&R-2	Line Sharing/Dispatch/KY(%)
B.3.2.6.2	M&R-2	Line Sharing/Non-Dispatch/KY(%)
B.3.2.7.1	M&R-2	2W Analog Loop Design/Dispatch/KY(%)
B.3.2.7.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.2.8.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.2.8.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.2.9.1	M&R-2	Other Design/Dispatch/KY(%)
B.3.2.9.2	M&R-2	Other Design/Non-Dispatch/KY(%)
B.3.2.10.1	M&R-2	Other Non-Design/Dispatch/KY(%)
B.3.2.10.2	M&R-2	Other Non-Design/Non-Dispatch/KY(%)
B.3.2.11.1	M&R-2	LNP (Standalone)/Dispatch/KY(%)
B.3.2.11.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY(%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	1.44%	1,011,068						
R&B (POTS)	0.71%	1,011,068						
DS1/DS3	1.01%	8,449	0.00%	32		0.01776	0.5663	YES
DS1/DS3	0.96%	8,449	0.00%	32		0.01794	0.5528	YES
R&B	1.95%	1,084,190	0.83%	25,562		0.00074	7.1201	YES
R&B	0.86%	1,084,190	0.38%	25,562		0.00052	5.5264	YES
R&B&D - Disp	1.24%	1,204,056	0.76%	132		0.00969	0.4974	YES
R&B&D - Disp	1.07%	1,204,056	1.52%	132		0.00969	-0.2844	YES
ADSL to Retail	1.25%	21,088	1.32%	379		0.00537	-0.4614	YES
ADSL to Retail	0.42%	3,560	0.26%	379		0.00580	1.7039	YES
ISDN - BRI	1.07%	3,560	0.35%	564		0.00468	1.1437	YES
ISDN - BRI	1.07%	21,088	0.00%	388		0.00530	2.0207	YES
ADSL to Retail	1.25%	21,088	1.55%	388		0.00573	-0.5137	YES
R&B - Disp	1.35%	1,084,190	0.79%	2,737		0.00223	2.7971	YES
R&B - Disp	1.35%	1,084,190	0.29%	2,737		0.00223	4.7662	YES
R&B (POTS) excl SB FT	1.43%	1,011,068	0.00%	22		0.02550	0.5611	YES
R&B (POTS) excl SB FT	0.81%	1,011,068	0.00%	22		0.01668	0.3670	YES
Design	0.23%	173,273	0.00%	33		0.00839	0.2767	YES
Design	0.34%	173,273	0.00%	33		0.01009	0.3329	YES
R&B	1.35%	1,084,190	2.61%	115		0.01085	-1.1569	YES
R&B	0.66%	1,084,190	1.74%	115		0.00760	-1.4135	YES
R&B (POTS)	1.44%	1,011,068						
R&B (POTS)	0.71%	1,011,068						

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY(%)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY(%)
B.3.3.1.3	M&R-3	Local Interoffice Transport/Dispatch/KY(%)
B.3.3.1.4	M&R-3	Local Interoffice Transport/Non-Dispatch/KY(%)
B.3.3.2.1	M&R-3	Loop + Port Combinations/Dispatch/KY(%)
B.3.3.2.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.3.3.1	M&R-3	Combo Other/Dispatch/KY(%)
B.3.3.3.2	M&R-3	Combo Other/Non-Dispatch/KY(%)
B.3.3.4.1	M&R-3	XDSL (ADSL, HDSL, and UCL)/Dispatch/KY(%)
B.3.3.4.2	M&R-3	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/KY(%)
B.3.3.5.1	M&R-3	UNE ISDN/Dispatch/KY(%)
B.3.3.5.2	M&R-3	UNE ISDN/Non-Dispatch/KY(%)
B.3.3.6.1	M&R-3	Line Sharing/Dispatch/KY(%)
B.3.3.6.2	M&R-3	Line Sharing/Non-Dispatch/KY(%)
B.3.3.7.1	M&R-3	2W Analog Loop Design/Dispatch/KY(%)
B.3.3.7.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.3.8.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.3.8.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.3.9.1	M&R-3	Other Design/Dispatch/KY(%)
B.3.3.9.2	M&R-3	Other Design/Non-Dispatch/KY(%)
B.3.3.10.1	M&R-3	Other Non-Design/Dispatch/KY(%)
B.3.3.10.2	M&R-3	Other Non-Design/Non-Dispatch/KY(%)
B.3.3.11.1	M&R-3	LNP (Standalone)/Dispatch/KY(%)
B.3.3.11.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY(%)
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY(%)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	18.50	14,524			20,514			
R&B (POTS)	5.72	7,130			12,180			
DS1/DS3	4.29	85	0.00	0	4,149			YES
DS1/DS3	2.06	81	0.00	0	2,299			YES
R&B	18.40	14,675	9.23	212	20,462	1.41545	6.4788	YES
R&B	5.69	7,205	2.57	97	12,150	1,24192	2,5156	YES
R&B&D - Disp	18.14	14,925	5.18	2	20,843	20,34368	0,6370	YES
R&B&D - Disp	18.14	14,925	1.71	2	12,360	8,74043	1,8802	YES
ADSL to Retail	46.31	226	2.24	5	127,993	57,86993	0,7616	YES
ADSL to Retail	5.23	264	0.35	1	24,982	7,17468	0,7111	YES
ISDN - BRI	8.71	15	3.61	2	9,531	3,34217	-0,1556	YES
ISDN - BRI	2.84	38	3.36	3	5,573			YES
ADSL to Retail	46.31	226	0.00	0	127,993			YES
ADSL to Retail	5.23	264	3.42	6	24,982	10,31410	0,1752	YES
R&B - Disp	18.40	14,675	3.87	20	20,462	4,57856	3,1737	YES
R&B - Disp	18.40	14,675	1.73	8	12,150	4,29684	3,8795	YES
R&B (POTS) excl SB FT	18.48	14,467	0.00	0	20,503			YES
R&B (POTS) excl SB FT	5.97	6,180	0.00	0	12,111			YES
Design	6.04	402	0.00	0	7,409			YES
Design	2.26	582	0.00	0	5,518			YES
R&B	18.40	14,675	15.96	3	20,462	11,81484	0,2071	YES
R&B	5.69	7,205	0.67	2	12,150	8,59267	0,5848	YES
R&B (POTS)	18.50	14,524			20,514			
R&B (POTS)	5.72	7,130			12,180			

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	18.24%	14,524						
R&B (POTS)	15.19%	7,130						

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-4 Local Interface Transport/Dispatch/KY(%)	18.47%	85	0.00%	0				YES
M&R-4 Local Interface Transport/Non-Dispatch/KY(%)	18.52%	81	0.00%	0				YES
M&R-4 Loop + Port Combinations/Dispatch/KY(%)	18.19%	14,675	16.04%	212	0.02668	0.8056		YES
M&R-4 Loop + Port Combinations/Non-Dispatch/KY(%)	15.13%	7,205	20.62%	97	0.03663	-1.4990		YES
M&R-4 Combo Other/Dispatch/KY(%)	18.32%	14,925	0.00%	1	0.38688	0.4737		YES
M&R-4 Combo Other/Non-Dispatch/KY(%)	18.32%	14,925	0.00%	2	0.27358	0.6698		YES
M&R-4 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	21.24%	226	20.00%	5	0.18492	0.0670		YES
M&R-4 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	15.53%	264	0.00%	1	0.36288	0.4280		YES
M&R-4 UNE ISDN/Dispatch/KY(%)	20.00%	15	50.00%	3	0.30111	-0.9963		YES
M&R-4 UNE ISDN/Non-Dispatch/KY(%)	14.42%	38	33.33%	0	0.23248	-0.6414		YES
M&R-4 Line Sharing/Dispatch/KY(%)	21.24%	226	0.00%	0				YES
M&R-4 Line Sharing/Non-Dispatch/KY(%)	15.53%	264	33.33%	6	0.14954	-1.1906		YES
M&R-4 2W Analog Loop Design/Dispatch/KY(%)	18.19%	14,675	15.00%	20	0.08631	0.3693		YES
M&R-4 2W Analog Loop Design/Non-Dispatch/KY(%)	18.19%	14,675	12.50%	8	0.13642	0.4169		YES
M&R-4 2W Analog Loop Non-Design/Dispatch/KY(%)	18.24%	14,467	0.00%	0				YES
M&R-4 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	15.40%	6,190	0.00%	0				YES
M&R-4 Other Design/Dispatch/KY(%)	24.63%	402	0.00%	0				YES
M&R-4 Other Design/Non-Dispatch/KY(%)	21.82%	582	0.00%	0				YES
M&R-4 Other Non-Design/Dispatch/KY(%)	18.19%	14,675	0.00%	3	0.22273	0.8166		YES
M&R-4 Other Non-Design/Non-Dispatch/KY(%)	15.13%	7,205	0.00%	2	0.25341	0.5970		YES
M&R-4 LNP (Standalone)/Dispatch/KY(%)	18.24%	14,524						
M&R-4 LNP (Standalone)/Non-Dispatch/KY(%)	15.19%	7,130						

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	9.60%	8,642						
R&B (POTS)	4.13%	1,791						
DS1/DS3	1.18%	85	0.00%	0				YES
DS1/DS3	0.00%	81	0.00%	0				YES
R&B	9.58%	8,713	3.05%	131	0.02591	2.5201		YES
R&B	4.14%	1,813	0.00%	52	0.02801	1.4770		YES
R&B&D - Disp	9.38%	9,017	0.00%	1	0.29160	0.3218		YES
R&B&D - Disp	9.38%	9,017	0.00%	2	0.20620	0.4560		YES
ADSL to Retail	38.94%	226	0.00%	5	0.22046	1.7682		YES
ADSL to Retail	4.92%	264	0.00%	1	0.21678	0.2272		YES
ISDN - BRI	13.33%	15	0.00%	2	0.25589	0.5211		YES
ISDN - BRI	2.63%	38	0.00%	3	0.09600	0.2741		YES
ADSL to Retail	38.94%	226	0.00%	0				YES
ADSL to Retail	4.92%	264	0.00%	0				YES
R&B - Disp	9.58%	8,713	0.00%	20	0.06590	1.4543		YES
R&B - Disp	9.58%	8,713	0.00%	8	0.10412	0.9204		YES
R&B (POTS) excl SB FT	9.58%	8,639	0.00%	0				YES
R&B (POTS) excl SB FT	4.14%	1,786	0.00%	0				YES
Design	3.46%	402	0.00%	0				YES
Design	0.69%	582	0.00%	0				YES
R&B	9.58%	8,713	100.00%	1				NO
R&B	4.14%	1,813	0.00%	0				YES
R&B (POTS)	9.60%	8,642						
R&B (POTS)	4.13%	1,791						

Invoice Accuracy	BST - State	BST - Region
B-1 KY(%)	98.70%	3.64
B-2 KY(%)	\$1,015,126.67	1
	99.98%	6.13
	\$1,104,280	1,588
	0.00011	-117.9459
		NO

Unbundled Network Elements - Billing	
B.4.1	
B.4.2	

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests								Diagnostic
	O-7 Local Interconnection Trunks/KY(%)			68.75%	16				Diagnostic
C.1.2	Reject Interval	>= 85% w in 4 days							YES
	O-8 Local Interconnection Trunks/KY(%)			90.91%	11				YES
C.1.3	FOC Timeliness	>= 95% w in 10 days							YES
	O-9 Local Interconnection Trunks/KY(%)			100.00%	17				YES
C.1.4	FOC & Reject Response Completeness	>= 95%							YES
	O-11 Local Interconnection Trunks/KY(%)			100.00%	12				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses)	>= 95%							
	O-11 Local Interconnection Trunks/KY(%)								
Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval	Parity w Retail							YES
	P-4 Local Interconnection Trunks/KY(days)		17.38	16.75	4	6.278	3.84435	0.1628	YES
C.2.2	Held Orders	Parity w Retail							YES
	P-1 Local Interconnection Trunks/KY(days)		0.00	0.00	0				YES
C.2.3	% Jeopardies	Parity w Retail							YES
	P-2 Local Interconnection Trunks/KY(%)		0.00%	0.00%	5		0.00000		YES
C.2.4	Average Jeopardy Notice Interval	95% >= 48 hrs							
	P-2 Local Interconnection Trunks/KY(hours)								
C.2.5	% Missed Installation Appointments	Parity w Retail							YES
	P-3 Local Interconnection Trunks/KY(%)		0.00%	0.00%	4		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days	Parity w Retail							YES
	P-9 Local Interconnection Trunks/KY(%)		0.00%	0.00%	24		0.00000		YES
C.2.7	Average Completion Notice Interval	Parity w Retail							YES
	P-5 Local Interconnection Trunks/KY(hours)		158.27	0.08	4	377.312	231.05549	0.6847	YES
C.2.8	Total Service Order Cycle Time	Diagnostic							Diagnostic
	P-10 Local Interconnection Trunks/KY(days)			19.50	4				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours	Diagnostic							Diagnostic
C.2.10.2	P Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic							Diagnostic
	P Local Interconnection Trunks/Non-Dispatch/KY(%)			0.00%	4				Diagnostic
Service Order Accuracy									
C.2.11.1.1	P-11 Local Interconnection Trunks<10 circuits/Dispatch/KY(%)	>= 95%							YES
C.2.11.1.2	P-11 Local Interconnection Trunks<10 circuits/Non-Dispatch/KY(%)	>= 95%							YES
C.2.11.2.1	P-11 Local Interconnection Trunks>=10 circuits/Dispatch/KY(%)	>= 95%							YES
C.2.11.2.2	P-11 Local Interconnection Trunks>=10 circuits/Non-Dispatch/KY(%)	>= 95%							YES
	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY(%)			100.00%	39				YES
	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY(%)			100.00%	21				YES
	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY(%)			100.00%	5				YES
Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments	Parity w Retail							YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	0		0.00000		YES
	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)		0.00%	0.00%	1				YES
C.3.2.1	Customer Trouble Report Rate	Parity w Retail							YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	13,684		0.00000		YES
	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)		0.07%	0.01%	13,684		0.00024	2.5168	YES
C.3.3.1	Maintenance Average Duration	Parity w Retail	0.00	0.00	0				YES
	M&R-3 Local Interconnection Trunks/Dispatch/KY(hours)								YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY(hours)	0.27	55	0.23	1	0.166	0.16715	0.265	YES	
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY(%)	0.00%	0	0.00%	0				YES	
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY(%)	0.00%	55	0.00%	1		0.00000		YES	
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY(%)	0.00%	0	0.00%	0				YES	
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY(%)	0.00%	55	0.00%	1		0.00000		YES	
	Local Interconnection Trunks - Billing										
C.4.1	B-1	Invoice Accuracy (KY%)	98.70%	\$101,512,867	99.26%	\$510,561		0.00016	-35.3429	YES	
C.4.2	B-2	Mean Time to Deliver Invoices - CABS (Region/calendar days)	4.73	1	4.13	5,087				YES	
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
C.5.1	TGP-1	Trunk Group Performance - Aggregate (KY)								YES	

>0.5% diff 2 consec. Hrs

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Operations Support Systems - Pre-Ordering

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.1.1	>= 99.5%		100.00%					YES
D.1.1.2	>= 99.5%		100.00%					YES
D.1.1.3	>= 99.5%		99.92%					YES
D.1.1.4	>= 99.5%		99.82%					YES
D.1.1.5	>= 99.5%		100.00%					YES
D.1.1.6	>= 99.5%		99.97%					YES
D.1.1.7	>= 99.5%		100.00%					YES
D.1.1.8	>= 99.5%		100.00%					YES

% Interface Availability - BST & CLEC

D.1.2.1	>= 99.5%		99.94%					YES
D.1.2.2	>= 99.5%		99.91%					YES
D.1.2.3	>= 99.5%		100.00%					YES
D.1.2.4	>= 99.5%		99.93%					YES
D.1.2.5	>= 99.5%		99.93%					YES
D.1.2.6	>= 99.5%		99.94%					YES
D.1.2.7	>= 99.5%		100.00%					YES
D.1.2.8	>= 99.5%		100.00%					YES
D.1.2.9	>= 99.5%		100.00%					YES
D.1.2.10	>= 99.5%		100.00%					YES
D.1.2.11	>= 99.5%		100.00%					YES

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

D.1.3.1.1	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	2.47	437,412			YES
D.1.3.1.2	ROS - RSAG, by TN + 2 sec	3.06	8,708	2.47	437,412			YES
D.1.3.2.1	RNS - RSAG, by ADDR + 2 sec	481.26	7,356,994	1.91	539,092			YES
D.1.3.2.2	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.91	539,092			YES
D.1.3.3.1	RNS - ATLAS + 2 sec	2.95	824,299	1.20	94,246			YES
D.1.3.3.2	ROS - ATLAS + 2 sec	2.86	274,199	1.20	94,246			YES
D.1.3.4.1	RNS - DSAP + 2 sec	2.65	1,499,869	2.25	273,201			YES
D.1.3.4.2	ROS - DSAP + 2 sec	2.62	300,052	2.25	273,201			YES
D.1.3.5.1	RNS - CRSCACTS + 2 sec	199.21	5,171,810	3.77	1,347,780			NO
D.1.3.5.2	ROS - CRSCACTS + 2 sec	3.11	540,107	3.77	1,347,780			NO
D.1.3.6.1	RNS - OASISBIG + 2 sec	105.81	9,987,605	3.58	57,790			YES
D.1.3.6.2	ROS - OASISBIG + 2 sec	4.57	648,949	3.58	57,790			YES
D.1.3.7.1	RNS - OASISBIG + 2 sec	105.81	9,987,605	2.34	114,120			YES
D.1.3.7.2	ROS - OASISBIG + 2 sec	4.57	648,949	2.34	114,120			YES

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

D.1.4.1.1	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	1.10	286,699			YES
D.1.4.1.2	ROS - RSAG, by TN + 2 sec	3.06	8,708	1.10	286,699			YES
D.1.4.2.1	RNS - RSAG, by ADDR + 2 sec	481.26	7,356,994	1.59	107,138			YES
D.1.4.2.2	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.59	107,138			YES
D.1.4.3.1	RNS - ATLAS - M/H/Region(Seconds)							Diagnostic
D.1.4.3.2	ROS - ATLAS - M/H/Region(Seconds)							Diagnostic
D.1.4.4.1	RNS - ATLAS - DID/Region(Seconds)			0.92	3,868			Diagnostic
D.1.4.4.2	ROS - ATLAS - DID/Region(Seconds)			0.92	3,868			Diagnostic
D.1.4.5.1	RNS - ATLAS - TN/Region(Seconds)	2.85	824,299	1.10	43,496			YES
D.1.4.5.2	ROS - ATLAS - TN/Region(Seconds)	2.66	274,199	1.10	43,496			YES
D.1.4.6.1	RNS - DSAP + 2 sec	2.65	1,499,869	1.82	334,679			YES
D.1.4.6.2	ROS - DSAP + 2 sec	2.62	300,052	1.82	334,679			YES
D.1.4.7.1	RNS - CRSCACTS + 2 sec	199.21	5,171,810	2.19	234,525			YES
D.1.4.7.2	ROS - CRSCACTS + 2 sec	3.11	540,107	2.19	234,525			YES
D.1.4.8.1	RNS - CRSCACTS + 2 sec							Diagnostic
D.1.4.8.2	ROS - CRSCACTS + 2 sec							Diagnostic
D.1.4.9.1	RNS - CRSCACTS + 2 sec							Diagnostic
D.1.4.9.2	ROS - CRSCACTS + 2 sec							Diagnostic

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair									
% Interface Availability - BST									
D.2.1	>= 99.5%	100.00%							YES
% Interface Availability - CLEC									
D.2.2.1	>= 99.5%	99.98%							YES
D.2.2.2	>= 99.5%	99.89%							YES
% Interface Availability - BST & CLEC									
D.2.3.1	>= 99.5%	99.91%							YES
D.2.3.2	>= 99.5%	99.85%							YES
D.2.3.3	>= 99.5%	100.00%							YES
D.2.3.4	>= 99.5%	100.00%							YES
D.2.3.5	>= 99.5%	100.00%							YES
D.2.3.6	>= 99.5%	100.00%							YES
D.2.3.7	>= 99.5%	99.99%							YES
Average Response Interval <= 4 Seconds									
D.2.4.1	Parity w Retail	84.23%	1,292,823	93.47%	99,033		0.00077	9.9942	NO
D.2.4.2	Parity w Retail	3.66%	35,819	4.42%	860		0.00648	-1.1659	YES
D.2.4.3	Parity w Retail	5.07%	29,513	2.69%	43,412		0.00165	14.3577	NO
D.2.4.4	Parity w Retail	99.53%	1,292,790	99.52%	100,163		0.00022	0.2819	YES
D.2.4.5	Parity w Retail	94.32%	927,520	91.58%	57,081		0.00100	27.4658	NO
D.2.4.6	Parity w Retail	99.75%	91,614	99.73%	5,101		0.00072	0.3092	YES
D.2.4.7	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.4.8	Parity w Retail	25.12%	4,108	23.71%	97		0.04455	0.3166	YES
D.2.4.9	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.4.10	Parity w Retail	99.84%	200,526	99.91%	17,248		0.00031	-2.0088	YES
D.2.4.11	Parity w Retail	84.11%	54,785	83.83%	3,673		0.00623	0.4596	YES
Average Response Interval <= 10 Seconds									
D.2.5.1	Parity w Retail	99.82%	1,292,823	99.24%	99,033		0.00036	-11.8746	YES
D.2.5.2	Parity w Retail	78.20%	35,819	87.67%	860		0.01425	-6.6507	YES
D.2.5.3	Parity w Retail	79.55%	29,513	91.49%	43,412		0.00504	-39.0320	YES
D.2.5.4	Parity w Retail	99.78%	1,292,790	99.79%	100,163		0.00016	-0.7119	YES
D.2.5.5	Parity w Retail	97.72%	927,520	94.94%	57,081		0.00064	43.2056	NO
D.2.5.6	Parity w Retail	99.93%	91,614	99.96%	5,101		0.00039	-0.8938	YES
D.2.5.7	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.5.8	Parity w Retail	96.06%	4,108	96.91%	97		0.01999	-0.4255	YES
D.2.5.9	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.5.10	Parity w Retail	99.99%	200,526	99.99%	17,248		0.00009	-0.7934	YES
D.2.5.11	Parity w Retail	99.30%	54,785	99.16%	3,673		0.00142	1.0345	YES
Average Response Interval > 10 Seconds									
D.2.6.1	Parity w Retail	1.18%	1,292,823	0.76%	99,033		0.00036	11.8746	YES
D.2.6.2	Parity w Retail	21.80%	35,819	12.33%	860		0.01425	6.6507	YES
D.2.6.3	Parity w Retail	20.46%	29,513	8.57%	43,412		0.00904	39.0320	YES
D.2.6.4	Parity w Retail	0.22%	1,292,790	0.21%	100,163		0.00016	0.7119	YES
D.2.6.5	Parity w Retail	2.28%	927,520	5.06%	57,081		0.00064	-43.2056	NO
D.2.6.6	Parity w Retail	0.07%	91,614	0.04%	5,101		0.00039	0.8938	YES
D.2.6.7	Parity w Retail	71.60%	6,394	71.26%	494		0.02106	0.1630	YES
D.2.6.8	Parity w Retail	3.94%	4,108	3.09%	97		0.01999	0.4255	YES
D.2.6.9	Parity w Retail	84.40%	69,356	76.71%	5,797		0.00496	15.4848	YES
D.2.6.10	Parity w Retail	0.01%	200,526	0.01%	17,248		0.00009	0.7934	YES
D.2.6.11	Parity w Retail	0.70%	54,785	0.84%	3,673		0.00142	-1.0345	YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation									
Average Response Time									
E.1.1.1	C-1 Virtual/KY(calendar days)								
E.1.1.2	C-1 Physical Caged/KY(calendar days)								
E.1.1.3	C-1 Physical Cageless/KY(calendar days)								
Average Arrangement Time									
E.1.2.1	C-2 Virtual-Ordinary/KY(calendar days)								
E.1.2.2	C-2 Virtual-Extraordinary/KY(calendar days)								
E.1.2.3	C-2 Physical Caged/KY(calendar days)			12	9				YES
E.1.2.4	C-2 Physical Cageless/KY(calendar days)			56	1				YES
E.1.2.5	C-2 Physical Cageless-Extraordinary/KY(calendar days)								
% Due Dates Missed									
E.1.3.1	C-3 Virtual/KY(%)			0.00%	10				YES
E.1.3.2	C-3 Physical/KY(%)								

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1	O-3 Summary/Region(%)	Diagnostic		86.18%	286,834				Diagnostic
F.1.1.2	O-3 Aggregate/Region(%)	>= 95%		86.18%	286,834				Diagnostic
F.1.1.3	O-3 Residence/Region(%)	>= 90%		87.17%	189,710				NO
F.1.1.4	O-3 Business/Region(%)	>= 85%		75.20%	5,989				NO
F.1.1.5	O-3 UNE/Region(%)			84.86%	91,135				NO
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region(%)	Diagnostic		76.55%	322,931				Diagnostic
F.1.2.2	O-3 Aggregate/Region(%)	Diagnostic		76.55%	322,931				Diagnostic
F.1.2.3	O-3 Residence/Region(%)	Diagnostic		79.69%	207,518				Diagnostic
F.1.2.4	O-3 Business/Region(%)	Diagnostic		55.14%	8,169				Diagnostic
F.1.2.5	O-3 UNE/Region(%)	Diagnostic		72.11%	107,244				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region(%)	>= 85%		94.12%	9,045				YES
F.1.3.2	O-3 Aggregate/Region(%)	>= 85%		94.12%	9,045				YES
F.1.3.3	O-3 Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3 Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1	PO-1 Loops/KY(%)	>= 95% w in 3 bus days		100.00%	3				YES
Loop Makeup Inquiry (Electronic)									
F.2.2	PO-2 Loops/KY(%)	>= 95% w in 1 min		99.56%	239				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	O-10 ADSL ADSL HD SL and UCL/KY(%)	>= 95% w in 5 bus days		100.00%	1				YES
F.3.1.2	O-10 Local Interoffice Transport/KY(%)	>= 95% w in 5 bus days							
General - Ordering									
Average Speed of Answer									
F.4.1	O-12 Region(seconds)	Parity w Retail		197.28	6,134,035	31.52	32.646		YES
General - Maintenance Center									
Average Answer Time									
F.5.1	M&P-6 Region(seconds)	Parity w Retail		18.39	1,790,440	29.67	97.305		NO
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 KY(seconds)	PBD		5.18					PBD
% Answered in 10 seconds									
F.6.2	OS-2 KY(%)	PBD		80.00%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 KY(seconds)	PBD		4.33					PBD
% Answered in 12 seconds									

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 KY(%)	PBD		90.90%					PBD
General - E911									
F.8.1	Mean Interval E-3 KY(hours)	PBD		1.30	1,699				PBD
F.8.2	% Accuracy E-2 KY(%)	PBD		98.76%	84,839				PBD
F.8.3	% Timeliness E-1 KY(%)	PBD		100.00%	1,699				PBD
General - Billing									
F.9.1	Usage Data Delivery Accuracy B-3 Region(%)	Parity w Retail	4,671	99.62%	19,540	0.00063	3.7136		NO
F.9.2	Usage Data Delivery Timeliness B-5 Region(%)	Parity w Retail	24,958	97.37%	330,307,178	0.00101	-0.0056		YES
F.9.3	Usage Data Delivery Completeness B-4 Region(%)	Parity w Retail	24,958	99.79%	330,307,178	0.00058	-11.1730		YES
F.9.4	Mean Time to Deliver Usage B-6 Region(days)	Parity w Retail	3.63	2.62	330,307,178				YES
F.9.5.1	Recurring Charge Completeness B-7 Resale(KY(%)	Parity w Retail	\$3,426,712	99.23%	\$112,235	0.00281	-47.5266		YES
F.9.5.2	B-7 LINE(KY(%)	>= 90%		89.37%	\$55,421				NO
F.9.5.3	B-7 Interconnection(KY(%)	>= 90%		99.79%	\$534				YES
F.9.6.1	Non-Recurring Charge Completeness B-8 Resale(KY(%)	Parity w Retail	\$5,556,877	98.43%	\$175,248	0.00210	-112.7712		YES
F.9.6.2	B-8 LINE(KY(%)	>= 90%		96.77%	\$77,511				YES
F.9.6.3	B-8 Interconnection(KY(%)	>= 90%		99.52%	\$27,040				YES
General - Change Management									
F.10.1	% Software Release Notices Sent On Time CM-1 RY(%)	>= 95% w in 30 days		100.00%	1				YES
F.10.2	Average Software Release Notice Delay Days CM-2 RY(average)	>= 22 days prior to release							
F.10.3	% Change Management Documentation Sent On Time CM-3A RY(%)	>= 95% w in 30 days		0.00%	2				NO
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time CM-3B RY(%)	>= 95% w in 5 days		100.00%	1				YES
F.10.5	Average Documentation Release Delay Days CM-4 RY(average)	>= 22 days prior to release		24	2				YES
F.10.6	% CLEC Interface Outages Sent within 15 Minutes CM-5 RY(%)	>= 97% w in 15 min		100.00%	25				YES
General - New Business Requests									
F.11.1	% New Business Requests Processed within 30 Business Days BFR-1 Region(%)	>= 90% w in 30 bus days							
F.11.2.1	% Quotes Provided within X Business Days BFR-2A Region(%)	>= 90% w in 10 bus days							
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days							
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days							

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering									
Acknowledgement Message Timeliness									
F.12.1.1	O-1 EDI/Region(%)	>= 95% w in 30 min		99.94%	81,061				YES
F.12.1.2	O-1 TAG/Region(%)	>= 95% w in 30 min		100.00%	341,453				YES
Acknowledgement Message Completeness									
F.12.2.1	O-2 EDI/Region(%)	100%		100.00%	81,061				YES
F.12.2.2	O-2 TAG/Region(%)	100%		100.00%	341,453				NO
General - Database Updates									
Average Database Update Interval									
F.13.1.1	D-1 LIDB/KY(hours)	PBD	1.01	1.01	19				PBD
F.13.1.2	D-1 Directory Listings/KY(hours)	PBD	0.10	0.10	24				PBD
F.13.1.3	D-1 Directory Assistance/KY(hours)	PBD	4.50	4.50	21				PBD
% Update Accuracy									
F.13.2.1	D-2 LIDB/KY(%)	>= 95%		100.00%	358				YES
F.13.2.2	D-2 Directory Listings/KY(%)	>= 95%		98.50%	267				YES
F.13.2.3	D-2 Directory Assistance/KY(%)	>= 95%		100.00%	137				YES
F.13.3	D-3 % NXXs / LRNs Loaded by LERG Effective Date Region(%)	100%		100.00%	27				YES
General - Network Outage Notification									
F.14.1	M&R-7 Mean Time to Notify CLEC of Major Network Outages Region(minutes)	Parity w Retail	0	0	0				YES

**BellSouth Monthly State Summary
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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
Collocation - Collocation									
Average Response Time									
E.1.1.1	<= 20 days								
E.1.1.2	<= 30 days								
Average Arrangement Time									
E.1.2.1	<= 50 days								
E.1.2.2	<= 75 days								YES
E.1.2.3	<= 90 days	12		9					YES
E.1.2.4	<= 60 days	56		1					
E.1.2.5	<= 90 days								
% Due Dates Missed									
E.1.3.1	< 5% missed			0.00%	10				YES
E.1.3.2	< 5% missed								