

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering									
% Rejected Service Requests - Mechanized									
A.1.1.1	O-7 Residence/KY(%)	Diagnostic		8.83%	7,123				Diagnostic
A.1.1.2	O-7 Business/KY(%)	Diagnostic		17.35%	196				Diagnostic
A.1.1.3	O-7 Design (Specials)/KY(%)	Diagnostic		100.00%	2				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		27.43%	1,050				Diagnostic
A.1.2.2	O-7 Business/KY(%)	Diagnostic		50.32%	157				Diagnostic
A.1.2.3	O-7 Design (Specials)/KY(%)	Diagnostic							Diagnostic
A.1.2.4	O-7 PBX/KY(%)	Diagnostic							Diagnostic
A.1.2.5	O-7 Centrex/KY(%)	Diagnostic							Diagnostic
A.1.2.6	O-7 ISDN/KY(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7 Residence/KY(%)	Diagnostic		43.69%	103				Diagnostic
A.1.3.2	O-7 Business/KY(%)	Diagnostic		61.61%	112				Diagnostic
A.1.3.3	O-7 Design (Specials)/KY(%)	Diagnostic		36.96%	92				Diagnostic
A.1.3.4	O-7 PBX/KY(%)	Diagnostic		50.00%	18				Diagnostic
A.1.3.5	O-7 Centrex/KY(%)	Diagnostic		100.00%	1				Diagnostic
A.1.3.6	O-7 ISDN/KY(%)	Diagnostic		22.73%	22				Diagnostic
Reject Interval - Mechanized									
A.1.4.1	O-8 Residence/KY(%)	>= 97% w in 1 hr		93.33%	630				NO
A.1.4.2	O-8 Business/KY(%)	>= 97% w in 1 hr		91.18%	34				NO
A.1.4.3	O-8 Design (Specials)/KY(%)	>= 97% w in 1 hr							NO
A.1.4.4	O-8 PBX/KY(%)	>= 97% w in 1 hr		0.00%	2				NO
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		86.36%	292				YES
A.1.7.2	O-8 Business/KY(%)	>= 85% w in 10 hrs		97.62%	84				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%	72				YES
A.1.8.3	O-8 Design (Specials)/KY(%)	>= 85% w in 24 hrs		97.30%	37				YES
A.1.8.4	O-8 PBX/KY(%)	>= 85% w in 24 hrs		88.89%	9				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%	5				YES
FOC Timeliness - Mechanized									
A.1.9.1	O-9 Residence/KY(%)	>= 95% w in 3 hrs		99.94%	6,511				YES
A.1.9.2	O-9 Business/KY(%)	>= 95% w in 3 hrs		100.00%	164				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		87.38%	848				YES
A.1.12.2	O-9 Business/KY(%)	>= 85% w in 10 hrs		97.65%	85				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								
A.1.12.4	>= 85% w in 10 hrs								
A.1.12.5	>= 85% w in 10 hrs								
A.1.12.6	>= 85% w in 10 hrs								
FOC Timefulness - Non-Mechanized									
A.1.13.1	>= 85% w in 36 hrs			100.00%	57				YES
A.1.13.2	>= 85% w in 36 hrs			100.00%	41				YES
A.1.13.3	>= 85% w in 36 hrs			100.00%	61				YES
A.1.13.4	>= 85% w in 36 hrs			100.00%	11				YES
A.1.13.5	>= 85% w in 36 hrs			100.00%					
A.1.13.6	>= 85% w in 36 hrs			100.00%	17				YES
FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	>= 95%			100.00%	304				YES
A.1.14.1.2	>= 95%			100.00%	6,819				YES
A.1.14.2.1	>= 95%			100.00%	196				YES
A.1.14.2.2	>= 95%								
A.1.14.3.1	>= 95%								
A.1.14.3.2	>= 95%								
A.1.14.4.1	>= 95%								
A.1.14.4.2	>= 95%			100.00%	2				YES
A.1.14.5.1	>= 95%								
A.1.14.5.2	>= 95%								
A.1.14.6.1	>= 95%								
A.1.14.6.2	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	>= 95%			100.00%	18				YES
A.1.15.1.2	>= 95%			99.81%	1,032				YES
A.1.15.2.1	>= 95%								
A.1.15.2.2	>= 95%			99.36%	157				YES
A.1.15.3.1	>= 95%								
A.1.15.3.2	>= 95%								
A.1.15.4.1	>= 95%								
A.1.15.4.2	>= 95%								
A.1.15.5.1	>= 95%								
A.1.15.5.2	>= 95%								
A.1.15.6.1	>= 95%								
A.1.15.6.2	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	>= 95%			92.23%	103				NO
A.1.16.2	>= 95%			97.32%	112				YES
A.1.16.3	>= 95%			96.74%	92				YES
A.1.16.4	>= 95%			100.00%	18				YES
A.1.16.5	>= 95%			100.00%	1				YES
A.1.16.6	>= 95%			100.00%	22				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	>= 95%			91.45%	304				NO
A.1.17.1.2	>= 95%			99.27%	6,819				YES
A.1.17.2.1	>= 95%								
A.1.17.2.2	>= 95%			98.98%	196				YES
A.1.17.3.1	>= 95%								
A.1.17.3.2	>= 95%								
A.1.17.4.1	>= 95%								
A.1.17.4.2	>= 95%			100.00%	2				YES
A.1.17.5.1	>= 95%								
A.1.17.5.2	>= 95%								
A.1.17.6.1	>= 95%								
A.1.17.6.2	>= 95%								

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Benchmark /
Analog

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.2.2	P-1 Business/=>10 circuits/Equipment/KY(days)	0	0.00	0				YES
A.2.2.2.2.3	P-1 Business/=>10 circuits/Other/KY(days)	0	0.00	0				YES
A.2.2.3.1.1	P-1 Design (Specials)/<10 circuits/Facility/KY(days)	0	0.00	0				YES
A.2.2.3.1.2	P-1 Design (Specials)/<10 circuits/Equipment/KY(days)	0	0.00	0				YES
A.2.2.3.1.3	P-1 Design (Specials)/<10 circuits/Other/KY(days)	0	0.00	0				YES
A.2.2.3.2.1	P-1 Design (Specials)/>=10 circuits/Facility/KY(days)							
A.2.2.3.2.2	P-1 Design (Specials)/>=10 circuits/Equipment/KY(days)							
A.2.2.3.2.3	P-1 Design (Specials)/>=10 circuits/Other/KY(days)							
A.2.2.4.1.1	P-1 PBX/<10 circuits/Facility/KY(days)	0	0.00	0				YES
A.2.2.4.1.2	P-1 PBX/<10 circuits/Equipment/KY(days)	0	0.00	0				YES
A.2.2.4.1.3	P-1 PBX/<10 circuits/Other/KY(days)	0	0.00	0				YES
A.2.2.4.2.1	P-1 PBX/>=10 circuits/Facility/KY(days)	0	0.00	0				
A.2.2.4.2.2	P-1 PBX/>=10 circuits/Equipment/KY(days)	0	0.00	0				
A.2.2.4.2.3	P-1 PBX/>=10 circuits/Other/KY(days)	0	0.00	0				
A.2.2.5.1.1	P-1 Centrex/<10 circuits/Facility/KY(days)	0	0.00	0				
A.2.2.5.1.2	P-1 Centrex/<10 circuits/Equipment/KY(days)	0	0.00	0				
A.2.2.5.1.3	P-1 Centrex/<10 circuits/Other/KY(days)	0	0.00	0				
A.2.2.5.2.1	P-1 Centrex/>=10 circuits/Facility/KY(days)	0	0.00	0				
A.2.2.5.2.2	P-1 Centrex/>=10 circuits/Equipment/KY(days)	0	0.00	0				
A.2.2.5.2.3	P-1 Centrex/>=10 circuits/Other/KY(days)	0	0.00	0				
A.2.2.6.1.1	P-1 ISDN/<10 circuits/Facility/KY(days)	0	0.00	0				YES
A.2.2.6.1.2	P-1 ISDN/<10 circuits/Equipment/KY(days)	0	0.00	0				YES
A.2.2.6.1.3	P-1 ISDN/<10 circuits/Other/KY(days)	0	0.00	0				YES
A.2.2.6.2.1	P-1 ISDN/>=10 circuits/Facility/KY(days)	0	0.00	0				
A.2.2.6.2.2	P-1 ISDN/>=10 circuits/Equipment/KY(days)	0	0.00	0				
A.2.2.6.2.3	P-1 ISDN/>=10 circuits/Other/KY(days)	0	0.00	0				

% Jeopardies - Mechanized

A.2.4.1	P-2 Residence/KY(%)	117,630	0.67%	5,250	0.00089	-2.9384	NO
A.2.4.2	P-2 Business/KY(%)	10,727	1.59%	189	0.00870	-0.1850	YES
A.2.4.3	P-2 Design (Specials)/KY(%)	570					
A.2.4.4	P-2 PBX/KY(%)	58					
A.2.4.5	P-2 Centrex/KY(%)	210					
A.2.4.6	P-2 ISDN/KY(%)	234	0.00%	1	0.25293	0.2703	YES

% Jeopardies - Non-Mechanized

A.2.5.1	P-2 Residence/KY(%)		1.89%	53			Diagnostic
A.2.5.2	P-2 Business/KY(%)		2.56%	39			Diagnostic
A.2.5.3	P-2 Design (Specials)/KY(%)		0.00%	3			Diagnostic
A.2.5.4	P-2 PBX/KY(%)		0.00%	7			Diagnostic
A.2.5.5	P-2 Centrex/KY(%)						Diagnostic
A.2.5.6	P-2 ISDN/KY(%)		0.00%	1			Diagnostic

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2 Residence/KY(hours)		165.05	34			YES
A.2.7.2	P-2 Business/KY(hours)		243.88	3			YES
A.2.7.3	P-2 Design (Specials)/KY(hours)						
A.2.7.4	P-2 PBX/KY(hours)						
A.2.7.5	P-2 Centrex/KY(hours)						
A.2.7.6	P-2 ISDN/KY(hours)						

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2 Residence/KY(hours)		154.00	1			Diagnostic
A.2.8.2	P-2 Business/KY(hours)		34.00	1			Diagnostic
A.2.8.3	P-2 Design (Specials)/KY(hours)						Diagnostic
A.2.8.4	P-2 PBX/KY(hours)						Diagnostic
A.2.8.5	P-2 Centrex/KY(hours)						Diagnostic
A.2.8.6	P-2 ISDN/KY(hours)						Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2 Residence/KY(%)		97.06%	34			YES
A.2.9.2	P-2 Business/KY(%)		100.00%	3			YES
A.2.9.3	P-2 Design (Specials)/KY(%)						

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	P-2	PBx/KY(%)
A.2.9.4		
A.2.9.5		
A.2.9.6		

	P-2	Residence/KY(%)
A.2.10.1		
A.2.10.2		
A.2.10.3		
A.2.10.4		
A.2.10.5		
A.2.10.6		

	P-3	Residence/<10 circuits/Dispatch/KY(%)
A.2.11.1.1		
A.2.11.1.2		
A.2.11.1.3		
A.2.11.1.4		
A.2.11.1.5		
A.2.11.1.6		
A.2.11.1.7		
A.2.11.1.8		
A.2.11.1.9		
A.2.11.1.10		
A.2.11.1.11		
A.2.11.1.12		
A.2.11.1.13		
A.2.11.1.14		
A.2.11.1.15		
A.2.11.1.16		
A.2.11.1.17		
A.2.11.1.18		
A.2.11.1.19		
A.2.11.1.20		
A.2.11.1.21		
A.2.11.1.22		
A.2.11.1.23		
A.2.11.1.24		
A.2.11.1.25		
A.2.11.1.26		
A.2.11.1.27		
A.2.11.1.28		
A.2.11.1.29		
A.2.11.1.30		

	P-9	Residence/<10 circuits/Dispatch/KY(%)
A.2.12.1.1		
A.2.12.1.2		
A.2.12.1.3		
A.2.12.1.4		
A.2.12.1.5		
A.2.12.1.6		
A.2.12.1.7		
A.2.12.1.8		
A.2.12.1.9		
A.2.12.1.10		
A.2.12.1.11		
A.2.12.1.12		
A.2.12.1.13		
A.2.12.1.14		
A.2.12.1.15		
A.2.12.1.16		
A.2.12.1.17		
A.2.12.1.18		
A.2.12.1.19		
A.2.12.1.20		
A.2.12.1.21		
A.2.12.1.22		
A.2.12.1.23		
A.2.12.1.24		
A.2.12.1.25		
A.2.12.1.26		
A.2.12.1.27		
A.2.12.1.28		
A.2.12.1.29		
A.2.12.1.30		

Benchmark /
Analog

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

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

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	1		0.01411	1.8621	YES
		0.00%	1		0.00032	-0.3647	YES
					0.00000		YES
					0.01513	-5.0521	NO
					0.00405	0.6462	YES
					0.21487	-1.8729	NO
					0.00000		YES
					0.00000		YES

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	5,468	4.85%	371		0.01411	1.8621	YES
	111,984	0.05%	4,928		0.00032	-0.3647	YES
	11	0.00%	1		0.00000		YES
	5,292	8.93%	56		0.01513	-5.0521	NO
	5,349	0.00%	164		0.00405	0.6462	YES
	41	50.00%	2		0.21487	-1.8729	NO
	1						
	488						
	25	0.00%	3		0.00000		YES
	16						
	36	0.00%	7		0.00000		YES
	6						
	78						
	103						
	14						
	16						
	157						
	59	20.00%	5		0.06012	-3.0446	NO
	11						

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	5,265	6.85%	438		0.01403	1.3320	YES
	111,648	6.25%	5,038		0.00252	-12.2429	NO
	16						
	4,345	7.84%	51		0.02143	-2.5541	NO
	5,364	5.16%	213		0.01268	-1.3920	YES
	20						
	535						
	16						
	14						
	28	0.00%	1		0.18866	0.1891	YES
	2						
	102						
	156	0.00%	1		0.07955	0.0796	YES
	13						
	2						
	129						
	115	0.00%	2		0.06622	0.1313	YES

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A.2.23.1.1.1	P-10 Residence/<10 circuits/Dispatch/KY(days)		2.75	8				Diagnostic
A.2.23.1.1.2	P-10 Residence/<10 circuits/Non-Dispatch/KY(days)		1.69	29				Diagnostic
A.2.23.1.2.1	P-10 Residence/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.1.2.2	P-10 Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.2.1	P-10 Business/<10 circuits/Dispatch/KY(days)		6.50	4				Diagnostic
A.2.23.2.1.1	P-10 Business/<10 circuits/Non-Dispatch/KY(days)		2.33	15				Diagnostic
A.2.23.2.2	P-10 Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.3.1	P-10 Design (Specials)/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.3.1.1	P-10 Design (Specials)/<10 circuits/Non-Dispatch/KY(days)		11.00	1				Diagnostic
A.2.23.3.2	P-10 Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.3.2.1	P-10 Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.4.1	P-10 PBX/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.4.1.1	P-10 PBX/<10 circuits/Non-Dispatch/KY(days)		5.43	7				Diagnostic
A.2.23.4.2	P-10 PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.4.2.1	P-10 PBX/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.5.1	P-10 Centrex/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.5.1.1	P-10 Centrex/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.5.2	P-10 Centrex/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.5.2.1	P-10 Centrex/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.6.1	P-10 ISDN/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.6.1.1	P-10 ISDN/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.23.6.2	P-10 ISDN/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.23.6.2.1	P-10 ISDN/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

% Completions w/o Notice or < 24 hours

A.2.24.1.1	P-6 Residence/Dispatch/KY(%)		0.00%	339				Diagnostic
A.2.24.1.2	P-6 Residence/Non-Dispatch/KY(%)		8.37%	4,291				Diagnostic
A.2.24.2.1	P-6 Business/Dispatch/KY(%)		6.45%	31				Diagnostic
A.2.24.2.2	P-6 Business/Non-Dispatch/KY(%)		3.28%	122				Diagnostic
A.2.24.3.1	P-6 Design (Specials)/Dispatch/KY(%)							Diagnostic
A.2.24.3.2	P-6 Design (Specials)/Non-Dispatch/KY(%)		0.00%	3				Diagnostic
A.2.24.4.1	P-6 PBX/Dispatch/KY(%)							Diagnostic
A.2.24.4.2	P-6 PBX/Non-Dispatch/KY(%)		0.00%	7				Diagnostic
A.2.24.5.1	P-6 Centrex/Dispatch/KY(%)							Diagnostic
A.2.24.5.2	P-6 Centrex/Non-Dispatch/KY(%)							Diagnostic
A.2.24.6.1	P-6 ISDN/Dispatch/KY(%)							Diagnostic
A.2.24.6.2	P-6 ISDN/Non-Dispatch/KY(%)							Diagnostic

Service Order Accuracy

A.2.25.1.1.1	P-11 Residence/<10 circuits/Dispatch/KY(%)		92.14%	140				NO
A.2.25.1.1.2	P-11 Residence/<10 circuits/Non-Dispatch/KY(%)		95.38%	130				YES
A.2.25.1.2.1	P-11 Residence/>=10 circuits/Dispatch/KY(%)		100.00%	19				YES
A.2.25.1.2.2	P-11 Residence/>=10 circuits/Non-Dispatch/KY(%)							NO
A.2.25.2.1.1	P-11 Business/<10 circuits/Dispatch/KY(%)		91.33%	150				NO
A.2.25.2.1.2	P-11 Business/<10 circuits/Non-Dispatch/KY(%)		93.85%	130				NO
A.2.25.2.2.1	P-11 Business/>=10 circuits/Dispatch/KY(%)		100.00%	10				YES
A.2.25.2.2.2	P-11 Business/>=10 circuits/Non-Dispatch/KY(%)		84.62%	13				NO
A.2.25.3.1.1	P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)		81.08%	37				NO
A.2.25.3.1.2	P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)		91.84%	98				NO
A.2.25.3.2.1	P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)		100.00%	1				YES
A.2.25.3.2.2	P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)		100.00%	6				YES

Resale - Maintenance and Repair

Res	Res	Res	Bus	Bus	Design			
A.3.1.1.1	M&R-1 Residence/Dispatch/KY(%)	9.20%	16,423	5.46%	549	0.01254	2,9793	YES
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/KY(%)	1.48%	7,723	0.00%	121	0.01105	1,3960	YES
A.3.1.2.1	M&R-1 Business/Dispatch/KY(%)	8.03%	2,179	13.11%	61	0.03528	-1,4409	YES
A.3.1.2.2	M&R-1 Business/Non-Dispatch/KY(%)	2.21%	858	0.00%	25	0.02986	0,7417	YES
A.3.1.3.1	M&R-1 Design (Specials)/Dispatch/KY(%)	4.15%	289	0.00%	7	0.07631	0,5441	YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1 Design (Specials)/Non-Dispatch/KY(%)	467	0.00%	8		0.02328	0.1839	YES
A.3.1.4.1	M&R-1 PBX/Dispatch/KY(%)	48	0.00%	0				YES
A.3.1.4.2	M&R-1 PBX/Non-Dispatch/KY(%)	34	0.00%	0				YES
A.3.1.5.1	M&R-1 Centrex/Dispatch/KY(%)	165	33.33%	3		0.17710	-1.3004	YES
A.3.1.5.2	M&R-1 Centrex/Non-Dispatch/KY(%)	72	0.00%	0				YES
A.3.1.6.1	M&R-1 ISDN/Dispatch/KY(%)	33	0.00%	0				YES
A.3.1.6.2	M&R-1 ISDN/Non-Dispatch/KY(%)	63	0.00%	3		0.07386	0.2149	YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2 Residence/Dispatch/KY(%)	812,974	2.54%	21,596		0.00098	-5.3272	NO
A.3.2.1.2	M&R-2 Residence/Non-Dispatch/KY(%)	812,974	0.56%	21,596		0.00067	5.7989	YES
A.3.2.2.1	M&R-2 Business/Dispatch/KY(%)	199,319	0.96%	6,357		0.00133	1.0033	YES
A.3.2.2.2	M&R-2 Business/Non-Dispatch/KY(%)	199,319	0.39%	6,357		0.00084	0.4450	YES
A.3.2.3.1	M&R-2 Design (Specials)/Dispatch/KY(%)	37,997	0.77%	910		0.00293	-0.0295	YES
A.3.2.3.2	M&R-2 Design (Specials)/Non-Dispatch/KY(%)	37,997	0.88%	910		0.00372	0.9410	YES
A.3.2.4.1	M&R-2 PBX/Dispatch/KY(%)	29,677	0.00%	648		0.00160	1.0128	YES
A.3.2.4.2	M&R-2 PBX/Non-Dispatch/KY(%)	29,677	0.00%	648		0.00134	0.8524	YES
A.3.2.5.1	M&R-2 Centrex/Dispatch/KY(%)	53,057	0.70%	428		0.00271	-1.4408	YES
A.3.2.5.2	M&R-2 Centrex/Non-Dispatch/KY(%)	53,057	0.00%	428		0.00179	0.7591	YES
A.3.2.6.1	M&R-2 ISDN/Dispatch/KY(%)	72,479	0.00%	563		0.00090	0.5043	YES
A.3.2.6.2	M&R-2 ISDN/Non-Dispatch/KY(%)	72,479	0.53%	563		0.00125	-3.5751	NO

Maintenance Average Duration

A.3.3.1.1	M&R-3 Residence/Dispatch/KY(hours)	16,423	18.73	549	24,932	1,08172	3,8908	YES
A.3.3.1.2	M&R-3 Residence/Non-Dispatch/KY(hours)	7,723	5.93	121	18,876	1,72936	1,8753	YES
A.3.3.2.1	M&R-3 Business/Dispatch/KY(hours)	2,179	12.87	61	12,838	1,66660	-2,0092	NO
A.3.3.2.2	M&R-3 Business/Non-Dispatch/KY(hours)	858	3.88	25	5,887	1,19462	-0,9706	YES
A.3.3.3.1	M&R-3 Design (Specials)/Dispatch/KY(hours)	289	2.56	7	8,482	3,24438	1,0420	YES
A.3.3.3.2	M&R-3 Design (Specials)/Non-Dispatch/KY(hours)	467	3.38	8	6,722	2,39672	-0,4507	YES
A.3.3.4.1	M&R-3 PBX/Dispatch/KY(hours)	48	0.00	0	15,877			YES
A.3.3.4.2	M&R-3 PBX/Non-Dispatch/KY(hours)	34	0.00	0	8,663			YES
A.3.3.5.1	M&R-3 Centrex/Dispatch/KY(hours)	165	22.75	3	10,545	6,14336	-2,1539	NO
A.3.3.5.2	M&R-3 Centrex/Non-Dispatch/KY(hours)	72	0.00	0	6,982			YES
A.3.3.6.1	M&R-3 ISDN/Dispatch/KY(hours)	33	0.00	0	3,288			YES
A.3.3.6.2	M&R-3 ISDN/Non-Dispatch/KY(hours)	63	4.78	3	7,812	4,61661	-0,4946	YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4 Residence/Dispatch/KY(%)	16,423	12.39%	549		0.01637	2,9409	YES
A.3.4.1.2	M&R-4 Residence/Non-Dispatch/KY(%)	7,723	13.22%	121		0.03265	0,5226	YES
A.3.4.2.1	M&R-4 Business/Dispatch/KY(%)	2,179	11.48%	61		0.04498	0,5505	YES
A.3.4.2.2	M&R-4 Business/Non-Dispatch/KY(%)	858	8.00%	25		0.07110	0,8911	YES
A.3.4.3.1	M&R-4 Design (Specials)/Dispatch/KY(%)	289	28.57%	7		0.16057	-0,3571	YES
A.3.4.3.2	M&R-4 Design (Specials)/Non-Dispatch/KY(%)	467	25.00%	8		0.14465	-0,2924	YES
A.3.4.4.1	M&R-4 PBX/Dispatch/KY(%)	48	0.00%	0				YES
A.3.4.4.2	M&R-4 PBX/Non-Dispatch/KY(%)	34	0.00%	0				YES
A.3.4.5.1	M&R-4 Centrex/Dispatch/KY(%)	165	33.33%	3		0.18596	-1,1733	YES
A.3.4.5.2	M&R-4 Centrex/Non-Dispatch/KY(%)	72	0.00%	0				YES
A.3.4.6.1	M&R-4 ISDN/Dispatch/KY(%)	33	0.00%	0				YES
A.3.4.6.2	M&R-4 ISDN/Non-Dispatch/KY(%)	63	0.00%	3		0.15973	0,4969	YES

Out of Service > 24 hours

A.3.5.1.1	M&R-5 Residence/Dispatch/KY(%)	10,271	9.26%	422		0.01730	2,8288	YES
A.3.5.1.2	M&R-5 Residence/Non-Dispatch/KY(%)	2,023	3.85%	52		0.03444	0,7491	YES
A.3.5.2.1	M&R-5 Business/Dispatch/KY(%)	1,231	2.33%	43		0.02751	0,3358	YES
A.3.5.2.2	M&R-5 Business/Non-Dispatch/KY(%)	276	0.00%	7		0.03968	0,2739	YES
A.3.5.3.1	M&R-5 Design (Specials)/Dispatch/KY(%)	289	0.00%	7		0.07631	0,5441	YES
A.3.5.3.2	M&R-5 Design (Specials)/Non-Dispatch/KY(%)	467	0.00%	8		0.02328	0,1839	YES
A.3.5.4.1	M&R-5 PBX/Dispatch/KY(%)	33	0.00%	0				YES
A.3.5.4.2	M&R-5 PBX/Non-Dispatch/KY(%)	27	0.00%	0				YES
A.3.5.5.1	M&R-5 Centrex/Dispatch/KY(%)	88	0.00%	1		0.20948	0,2170	YES
A.3.5.5.2	M&R-5 Centrex/Non-Dispatch/KY(%)	35	0.00%	0				YES
A.3.5.6.1	M&R-5 ISDN/Dispatch/KY(%)	33	0.00%	0				YES

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	M&F-5	ISDN/Non-DispatchKY(%)	Benchmark / Analog	ISDN	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2					1.59%	63	0.00%	3		0.07386	0.2149	YES
Resale - Billing												
	Invoice Accuracy											
A.4.1	B-1	KY(%)		BST - State	99.18%	\$98,862,808	99.79%	\$1,516,284		0.00007	-82.3641	YES
	Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)		BST - Region	3.68	1	3.56	1,890				YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-8 Switch Ports/KY(%)	>= 97% w in 1 hr							
O-8 Local Interface Transport/KY(%)	>= 97% w in 1 hr		91.50%	565				NO
O-8 Loop + Port Combinations/KY(%)	>= 97% w in 1 hr							
O-8 Combo Other/KY(%)	>= 97% w in 1 hr		100.00%	16				YES
O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 97% w in 1 hr		100.00%	1				YES
O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 97% w in 1 hr		81.82%	11				NO
O-8 Line Sharing/KY(%)	>= 97% w in 1 hr		82.50%	8				NO
O-8 2W Analog Loop Design/KY(%)	>= 97% w in 1 hr		33.33%	3				NO
O-8 2W Analog Loop Non-Design/KY(%)	>= 97% w in 1 hr							
O-8 2W Analog Loop w/INP Design/KY(%)	>= 97% w in 1 hr							
O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 97% w in 1 hr							
O-14 2W Analog Loop w/LNP Design/KY(%)	>= 97% w in 1 hr							
O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 97% w in 1 hr							
O-8 Other Design/KY(%)	>= 97% w in 1 hr		94.74%	36				NO
O-8 Other Non-Design/KY(%)	>= 97% w in 1 hr		96.65%	179				NO
O-8 INP Standalone/KY(%)	>= 97% w in 1 hr		100.00%	44				YES
O-14 LNP Standalone/KY(%)	>= 97% w in 1 hr							

Reject Interval - Partially Mechanized - 10 hours

O-8 Switch Ports/KY(%)	>= 85% w in 10 hrs							
O-8 Local Interface Transport/KY(%)	>= 85% w in 10 hrs		96.25%	342				YES
O-8 Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs							
O-8 Combo Other/KY(%)	>= 85% w in 10 hrs							
O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 10 hrs		100.00%	4				YES
O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs		100.00%	4				YES
O-8 Line Sharing/KY(%)	>= 85% w in 10 hrs		88.89%	9				YES
O-8 2W Analog Loop Design/KY(%)	>= 85% w in 10 hrs		100.00%	3				YES
O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 10 hrs							
O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 10 hrs							
O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 10 hrs							
O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 10 hrs							
O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 10 hrs							
O-8 Other Design/KY(%)	>= 85% w in 10 hrs		86.67%	15				YES
O-8 Other Non-Design/KY(%)	>= 85% w in 10 hrs		96.61%	59				YES
O-8 INP Standalone/KY(%)	>= 85% w in 10 hrs		97.30%	74				YES
O-14 LNP Standalone/KY(%)	>= 85% w in 10 hrs							

Reject Interval - Non-Mechanized

O-8 Switch Ports/KY(%)	>= 85% w in 24 hrs							
O-8 Local Interface Transport/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
O-8 Loop + Port Combinations/KY(%)	>= 85% w in 24 hrs		97.52%	121				YES
O-8 Combo Other/KY(%)	>= 85% w in 24 hrs							
O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 24 hrs							
O-8 Line Sharing/KY(%)	>= 85% w in 24 hrs							
O-8 2W Analog Loop Design/KY(%)	>= 85% w in 24 hrs		100.00%	2				YES
O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 24 hrs		100.00%	6				YES
O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 24 hrs							
O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 24 hrs							
O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 24 hrs							
O-8 Other Design/KY(%)	>= 85% w in 24 hrs		100.00%	20				YES
O-8 Other Non-Design/KY(%)	>= 85% w in 24 hrs		100.00%	22				YES
O-8 INP Standalone/KY(%)	>= 85% w in 24 hrs		100.00%	3				YES
O-14 LNP Standalone/KY(%)	>= 85% w in 24 hrs		100.00%	14				YES

FOC Timeliness - Mechanized

O-9 Switch Ports/KY(%)	>= 95% w in 3 hrs							
O-9 Local Interface Transport/KY(%)	>= 95% w in 3 hrs		99.89%	1,817				YES
O-9 Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs							
O-9 Combo Other/KY(%)	>= 95% w in 3 hrs							
O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 3 hrs		92.59%	27				NO

B.1.4.1	O-8 Switch Ports/KY(%)	>= 97% w in 1 hr						
B.1.4.2	O-8 Local Interface Transport/KY(%)	>= 97% w in 1 hr	91.50%	565				NO
B.1.4.3	O-8 Loop + Port Combinations/KY(%)	>= 97% w in 1 hr						
B.1.4.4	O-8 Combo Other/KY(%)	>= 97% w in 1 hr	100.00%	16				YES
B.1.4.5	O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 97% w in 1 hr	100.00%	1				YES
B.1.4.6	O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 97% w in 1 hr	81.82%	11				NO
B.1.4.7	O-8 Line Sharing/KY(%)	>= 97% w in 1 hr	82.50%	8				NO
B.1.4.8	O-8 2W Analog Loop Design/KY(%)	>= 97% w in 1 hr	33.33%	3				NO
B.1.4.9	O-8 2W Analog Loop Non-Design/KY(%)	>= 97% w in 1 hr						
B.1.4.10	O-8 2W Analog Loop w/INP Design/KY(%)	>= 97% w in 1 hr						
B.1.4.11	O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 97% w in 1 hr						
B.1.4.12	O-14 2W Analog Loop w/LNP Design/KY(%)	>= 97% w in 1 hr						
B.1.4.13	O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 97% w in 1 hr						
B.1.4.14	O-8 Other Design/KY(%)	>= 97% w in 1 hr	94.74%	36				NO
B.1.4.15	O-8 Other Non-Design/KY(%)	>= 97% w in 1 hr	96.65%	179				NO
B.1.4.16	O-8 INP Standalone/KY(%)	>= 97% w in 1 hr	100.00%	44				YES
B.1.4.17	O-14 LNP Standalone/KY(%)	>= 97% w in 1 hr						

Reject Interval - Partially Mechanized - 10 hours

B.1.7.1	O-8 Switch Ports/KY(%)	>= 85% w in 10 hrs						
B.1.7.2	O-8 Local Interface Transport/KY(%)	>= 85% w in 10 hrs	96.25%	342				YES
B.1.7.3	O-8 Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs						
B.1.7.4	O-8 Combo Other/KY(%)	>= 85% w in 10 hrs						
B.1.7.5	O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 10 hrs	100.00%	4				YES
B.1.7.6	O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs	100.00%	4				YES
B.1.7.7	O-8 Line Sharing/KY(%)	>= 85% w in 10 hrs	88.89%	9				YES
B.1.7.8	O-8 2W Analog Loop Design/KY(%)	>= 85% w in 10 hrs	100.00%	3				YES
B.1.7.9	O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 10 hrs						
B.1.7.10	O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 10 hrs						
B.1.7.11	O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 10 hrs						
B.1.7.12	O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 10 hrs						
B.1.7.13	O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 10 hrs						
B.1.7.14	O-8 Other Design/KY(%)	>= 85% w in 10 hrs	86.67%	15				YES
B.1.7.15	O-8 Other Non-Design/KY(%)	>= 85% w in 10 hrs	96.61%	59				YES
B.1.7.16	O-8 INP Standalone/KY(%)	>= 85% w in 10 hrs	97.30%	74				YES
B.1.7.17	O-14 LNP Standalone/KY(%)	>= 85% w in 10 hrs						

Reject Interval - Non-Mechanized

B.1.8.1	O-8 Switch Ports/KY(%)	>= 85% w in 24 hrs						
B.1.8.2	O-8 Local Interface Transport/KY(%)	>= 85% w in 24 hrs	100.00%	1				YES
B.1.8.3	O-8 Loop + Port Combinations/KY(%)	>= 85% w in 24 hrs	97.52%	121				YES
B.1.8.4	O-8 Combo Other/KY(%)	>= 85% w in 24 hrs						
B.1.8.5	O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 24 hrs	100.00%	1				YES
B.1.8.6	O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 24 hrs						
B.1.8.7	O-8 Line Sharing/KY(%)	>= 85% w in 24 hrs						
B.1.8.8	O-8 2W Analog Loop Design/KY(%)	>= 85% w in 24 hrs	100.00%	2				YES
B.1.8.9	O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 24 hrs	100.00%	1				YES
B.1.8.10	O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 24 hrs	100.00%	6				YES
B.1.8.11	O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 24 hrs						
B.1.8.12	O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 24 hrs						
B.1.8.13	O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 24 hrs						
B.1.8.14	O-8 Other Design/KY(%)	>= 85% w in 24 hrs	100.00%	20				YES
B.1.8.15	O-8 Other Non-Design/KY(%)	>= 85% w in 24 hrs	100.00%	22				YES
B.1.8.16	O-8 INP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	3				YES
B.1.8.17	O-14 LNP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	14				YES

FOC Timeliness - Mechanized

B.1.9.1	O-9 Switch Ports/KY(%)	>= 95% w in 3 hrs						
B.1.9.2	O-9 Local Interface Transport/KY(%)	>= 95% w in 3 hrs	99.89%	1,817				YES
B.1.9.3	O-9 Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs						
B.1.9.4	O-9 Combo Other/KY(%)	>= 95% w in 3 hrs						
B.1.9.5	O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 3 hrs	92.59%	27				NO

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

FOC Timeliness - Partially Mechanized - 10 hours

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

FOC Timeliness - Non-Mechanized

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

FOC & Reject Response Completeness - Mechanized

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

**Benchmark /
Analog**

>= 95% w in 3 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
100.00%		100.00%	2				YES
100.00%		100.00%	60				YES
100.00%		100.00%	44				YES
100.00%		100.00%	7				YES
100.00%		100.00%	24				YES
100.00%		100.00%	782				YES
100.00%		100.00%	1,044				YES

		96.56%	785				YES
		100.00%	2				YES
		85.19%	27				YES
		100.00%	4				YES
		100.00%	16				YES
		100.00%	1				YES
		97.14%	35				YES
		94.87%	78				YES
		98.83%	343				YES

		100.00%	1				YES
		100.00%	86				YES
		100.00%	2				YES
		100.00%	4				YES
		100.00%	12				YES
		100.00%	4				YES
		100.00%	4				YES
		100.00%	30				YES
		100.00%	59				YES
		100.00%	1				YES
		97.87%	47				YES

		100.00%	65				YES
		100.00%	2,295				YES
		100.00%	28				YES
		100.00%	14				YES

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

FOC & Reject Response Completeness - Non-Mechanized

BellSouth ID	Response Type	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.16.1	O-11 Switch Ports/KY(%)	>= 95%								
B.1.16.2	O-11 Local Interoffice Transport/KY(%)	>= 95%			100.00%	2				YES
B.1.16.3	O-11 Loop + Port Combinations/KY(%)	>= 95%			97.54%	203				YES
B.1.16.4	O-11 Combo Other/KY(%)	>= 95%								
B.1.16.5	O-11 XDSL (ADSL, HDSL and UCL)/KY(%)	>= 95%			100.00%	3				YES
B.1.16.6	O-11 ISDN Loop (UDN, UDC)/KY(%)	>= 95%			100.00%	3				YES
B.1.16.7	O-11 Line Sharing/KY(%)	>= 95%			100.00%	15				YES
B.1.16.8	O-11 2W Analog Loop Design/KY(%)	>= 95%			100.00%	5				YES
B.1.16.9	O-11 2W Analog Loop Non-Design/KY(%)	>= 95%			90.91%	11				NO
B.1.16.10	O-11 2W Analog Loop w/INP Design/KY(%)	>= 95%								
B.1.16.11	O-11 2W Analog Loop w/INP Non-Design/KY(%)	>= 95%								
B.1.16.12	O-11 2W Analog Loop w/LNP Design/KY(%)	>= 95%								
B.1.16.13	O-11 2W Analog Loop w/LNP Non-Design/KY(%)	>= 95%			97.96%	49				YES
B.1.16.14	O-11 Other Design/KY(%)	>= 95%			96.30%	81				YES
B.1.16.15	O-11 INP Standalone/KY(%)	>= 95%			100.00%	2				YES
B.1.16.16	O-11 LNP Standalone/KY(%)	>= 95%			98.26%	58				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

BellSouth ID	Response Type	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.17.1.1	O-11 Switch Ports/ED/KY(%)	>= 95%								
B.1.17.1.2	O-11 Local Interoffice Transport/ED/KY(%)	>= 95%								
B.1.17.2.1	O-11 Local Interoffice Transport/ED/KY(%)	>= 95%								
B.1.17.2.2	O-11 Loop + Port Combinations/ED/KY(%)	>= 95%			83.08%	65				NO
B.1.17.3.1	O-11 Loop + Port Combinations/ED/KY(%)	>= 95%			85.10%	2,295				NO
B.1.17.3.2	O-11 Combo Other/ED/KY(%)	>= 95%								
B.1.17.4.1	O-11 Combo Other/ED/KY(%)	>= 95%								
B.1.17.4.2	O-11 XDSL (ADSL, HDSL and UCL)/ED/KY(%)	>= 95%			96.43%	28				YES
B.1.17.5.1	O-11 XDSL (ADSL, HDSL and UCL)/ED/KY(%)	>= 95%			100.00%	14				YES
B.1.17.5.2	O-11 ISDN Loop (UDN, UDC)/ED/KY(%)	>= 95%			0.00%	0				NO
B.1.17.6.1	O-11 ISDN Loop (UDN, UDC)/ED/KY(%)	>= 95%			100.00%	3				YES
B.1.17.6.2	O-11 Line Sharing/ED/KY(%)	>= 95%			86.27%	51				NO
B.1.17.7.1	O-11 Line Sharing/ED/KY(%)	>= 95%			100.00%	19				YES
B.1.17.7.2	O-11 Line Sharing/ED/KY(%)	>= 95%			87.10%	31				NO
B.1.17.8.1	O-11 2W Analog Loop Design/ED/KY(%)	>= 95%			94.74%	19				NO
B.1.17.8.2	O-11 2W Analog Loop Non-Design/ED/KY(%)	>= 95%								
B.1.17.9.1	O-11 2W Analog Loop Non-Design/ED/KY(%)	>= 95%			75.00%	8				NO
B.1.17.9.2	O-11 2W Analog Loop Non-Design/ED/KY(%)	>= 95%								
B.1.17.10.1	O-11 2W Analog Loop w/INP Design/ED/KY(%)	>= 95%								
B.1.17.10.2	O-11 2W Analog Loop w/INP Non-Design/ED/KY(%)	>= 95%								
B.1.17.11.1	O-11 2W Analog Loop w/INP Non-Design/ED/KY(%)	>= 95%								
B.1.17.11.2	O-11 2W Analog Loop w/INP Non-Design/ED/KY(%)	>= 95%								
B.1.17.12.1	O-11 2W Analog Loop w/LNP Design/ED/KY(%)	>= 95%								
B.1.17.12.2	O-11 2W Analog Loop w/LNP Non-Design/ED/KY(%)	>= 95%								
B.1.17.13.1	O-11 2W Analog Loop w/LNP Non-Design/ED/KY(%)	>= 95%								
B.1.17.13.2	O-11 Other Design/ED/KY(%)	>= 95%			37.50%	40				NO
B.1.17.14.1	O-11 Other Design/ED/KY(%)	>= 95%			100.00%	22				YES
B.1.17.14.2	O-11 Other Non-Design/ED/KY(%)	>= 95%			80.51%	898				NO
B.1.17.15.1	O-11 Other Non-Design/ED/KY(%)	>= 95%			100.00%	59				YES
B.1.17.15.2	O-11 INP Standalone/ED/KY(%)	>= 95%								
B.1.17.16.1	O-11 INP Standalone/ED/KY(%)	>= 95%								
B.1.17.16.2	O-11 LNP Standalone/ED/KY(%)	>= 95%								
B.1.17.17.1	O-11 LNP Standalone/ED/KY(%)	>= 95%			100.00%	1,088				YES
B.1.17.17.2	O-11 LNP Standalone/ED/KY(%)	>= 95%								

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

BellSouth ID	Response Type	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1.1	O-11 Switch Ports/ED/KY(%)	>= 95%								
B.1.18.1.2	O-11 Switch Ports/ED/KY(%)	>= 95%								
B.1.18.2.1	O-11 Local Interoffice Transport/ED/KY(%)	>= 95%								
B.1.18.2.2	O-11 Local Interoffice Transport/ED/KY(%)	>= 95%								
B.1.18.3.1	O-11 Loop + Port Combinations/ED/KY(%)	>= 95%			85.29%	34				NO

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B.2.3.9.2.1	P-1	2W Analog Loop Design/=>=10 circuits/Facility/KY (days)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.9.2.2	P-1	2W Analog Loop Design/=>=10 circuits/Equipment/KY (days)	3.00	1			0.000			
B.2.3.9.2.3	P-1	2W Analog Loop Design/=>=10 circuits/Other/KY (days)	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/lt 10 circuits/Facility/KY (days)	29.06	69	0.00	0	34.571			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/lt 10 circuits/Equipment/KY (days)	3.50	2	0.00	0	0.707			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/lt 10 circuits/Other/KY (days)	3.00	1	0.00	0	0.000			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.10.1.1	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.10.1.2	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Equipment/KY (days)	3.50	2	0.00	0	0.707			
B.2.3.10.1.3	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Other/KY (days)	3.00	1	0.00	0	0.000			
B.2.3.10.2.1	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.11.1.1	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.11.1.2	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Equipment/KY (days)	3.50	2	0.00	0	0.707			
B.2.3.11.1.3	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Other/KY (days)	3.00	1	0.00	0	0.000			
B.2.3.11.2.1	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.12.1.1	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.12.1.2	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Equipment/KY (days)	3.50	2	0.00	0	0.707			
B.2.3.12.1.3	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Other/KY (days)	3.00	1	0.00	0	0.000			
B.2.3.12.2.1	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/NP Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.13.1.1	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.13.1.2	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Equipment/KY (days)	3.50	2	0.00	0	0.707			
B.2.3.13.1.3	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Other/KY (days)	3.00	1	0.00	0	0.000			
B.2.3.13.2.1	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/NP Non-Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.14.1.1	P-1	Other Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.14.1.2	P-1	Other Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.14.1.3	P-1	Other Design/lt 10 circuits/Other/KY (days)	0.00	0						
B.2.3.14.2.1	P-1	Other Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.14.2.2	P-1	Other Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.14.2.3	P-1	Other Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			YES
B.2.3.15.1.1	P-1	Other Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.15.1.2	P-1	Other Non-Design/lt 10 circuits/Equipment/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/lt 10 circuits/Other/KY (days)	3.50	2	0.00	0	0.707			YES
B.2.3.15.2.1	P-1	Other Non-Design/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			
B.2.3.16.1.1	P-1	INP (Standardone)/lt 10 circuits/Facility/KY (days)	3.50	2	0.00	0	0.707			
B.2.3.16.1.2	P-1	INP (Standardone)/lt 10 circuits/Equipment/KY (days)	3.00	1	0.00	0	0.000			
B.2.3.16.1.3	P-1	INP (Standardone)/lt 10 circuits/Other/KY (days)	0.00	0						
B.2.3.16.2.1	P-1	INP (Standardone)/lt 10 circuits/Facility/KY (days)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standardone)/lt 10 circuits/Equipment/KY (days)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standardone)/lt 10 circuits/Other/KY (days)	29.06	69	0.00	0	34.571			YES
B.2.3.17.1.1	P-1	LNP (Standardone)/lt 10 circuits/Facility/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.17.1.2	P-1	LNP (Standardone)/lt 10 circuits/Equipment/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standardone)/lt 10 circuits/Other/KY (days)	3.50	2	0.00	0	0.707			YES
B.2.3.17.2.1	P-1	LNP (Standardone)/lt 10 circuits/Facility/KY (days)	3.00	1	0.00	0	0.000			YES
B.2.3.17.2.2	P-1	LNP (Standardone)/lt 10 circuits/Equipment/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.17.2.3	P-1	LNP (Standardone)/lt 10 circuits/Other/KY (days)	17.27	11	0.00	0	12.402			YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/lt 10 circuits/Facility/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/lt 10 circuits/Equipment/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/lt 10 circuits/Other/KY (days)	0.00	0	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/lt 10 circuits/Facility/KY (days)	0.00	0	0.00	0	0.000			YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.18.2.2	Digital Loop < DS1	0						
B.2.3.18.2.3	Digital Loop < DS1	0						
B.2.3.19.1.1	Digital Loop >= DS1	0	0.00	0				YES
B.2.3.19.1.2	Digital Loop >= DS1	0	0.00	0				YES
B.2.3.19.1.3	Digital Loop >= DS1	0	0.00	0				YES
B.2.3.19.2.1	Digital Loop >= DS1	0						
B.2.3.19.2.2	Digital Loop >= DS1	0						
B.2.3.19.2.3	Digital Loop >= DS1	0						

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.5.1	R&B (POTS)	128,357						
B.2.5.2	DS1/ DS3 - Interoffice	342						
B.2.5.3	R&B	128,624	0.20%	1,997		0.00158	1.8666	YES
B.2.5.4	R&B&D - Disp	11,953						
B.2.5.5	ADSL to Retail	2,271	0.00%	11		0.08976	1.0891	YES
B.2.5.6	ISDN - BRI	145	0.00%	8		0.08763	0.7083	YES
B.2.5.7	ADSL to Retail	2,271	0.00%	2		0.21009	0.4653	YES
B.2.5.8	R&B - Disp	128,624						
B.2.5.9	R&B (POTS) excl SB Or	68,493	0.00%	1		0.09531	0.0962	YES
B.2.5.10	R&B - Disp	128,624						
B.2.5.11	R&B (POTS) excl SB Or	68,493						
B.2.5.12	R&B - Disp	128,624						
B.2.5.13	R&B (POTS) excl SB Or	68,493						
B.2.5.14	Design	805						
B.2.5.15	R&B	128,624						
B.2.5.16	R&B (POTS)	128,357						
B.2.5.17	R&B (POTS)	128,357	0.00%	1,204		0.00202	2.4217	YES
B.2.5.18	Digital Loop < DS1	2,689	0.00%	19		0.06576	1.3629	YES
B.2.5.19	Digital Loop >= DS1	119	56.25%	16		0.09084	-4.7122	NO

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.6.1	Diagnostic							Diagnostic
B.2.6.2	Diagnostic							Diagnostic
B.2.6.3	Diagnostic							Diagnostic
B.2.6.4	Diagnostic							Diagnostic
B.2.6.5	Diagnostic							Diagnostic
B.2.6.6	Diagnostic							Diagnostic
B.2.6.7	Diagnostic							Diagnostic
B.2.6.8	Diagnostic							Diagnostic
B.2.6.9	Diagnostic							Diagnostic
B.2.6.10	Diagnostic							Diagnostic
B.2.6.11	Diagnostic							Diagnostic
B.2.6.12	Diagnostic							Diagnostic
B.2.6.13	Diagnostic							Diagnostic
B.2.6.14	Diagnostic							Diagnostic
B.2.6.15	Diagnostic							Diagnostic
B.2.6.16	Diagnostic							Diagnostic
B.2.6.17	Diagnostic							Diagnostic
B.2.6.18	Diagnostic							Diagnostic
B.2.6.19	Diagnostic							Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	>= 48 hrs							
B.2.8.2	>= 48 hrs							
B.2.8.3	>= 48 hrs							
B.2.8.4	>= 48 hrs							
B.2.8.5	>= 48 hrs							
B.2.8.6	>= 48 hrs							
B.2.8.7	>= 48 hrs							
B.2.8.8	>= 48 hrs							
B.2.8.9	>= 48 hrs							
B.2.8.10	>= 48 hrs							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	>= 48 hrs							
B.2.8.2	>= 48 hrs							
B.2.8.3	>= 48 hrs							
B.2.8.4	>= 48 hrs							
B.2.8.5	>= 48 hrs							
B.2.8.6	>= 48 hrs							
B.2.8.7	>= 48 hrs							
B.2.8.8	>= 48 hrs							
B.2.8.9	>= 48 hrs							
B.2.8.10	>= 48 hrs							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	>= 48 hrs							
B.2.8.2	>= 48 hrs							
B.2.8.3	>= 48 hrs							
B.2.8.4	>= 48 hrs							
B.2.8.5	>= 48 hrs							
B.2.8.6	>= 48 hrs							
B.2.8.7	>= 48 hrs							
B.2.8.8	>= 48 hrs							
B.2.8.9	>= 48 hrs							
B.2.8.10	>= 48 hrs							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	>= 48 hrs							
B.2.8.2	>= 48 hrs							
B.2.8.3	>= 48 hrs							
B.2.8.4	>= 48 hrs							
B.2.8.5	>= 48 hrs							
B.2.8.6	>= 48 hrs							
B.2.8.7	>= 48 hrs							
B.2.8.8	>= 48 hrs							
B.2.8.9	>= 48 hrs							
B.2.8.10	>= 48 hrs							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.1	>= 48 hrs							
B.2.8.2	>= 48 hrs							
B.2.8.3	>= 48 hrs							
B.2.8.4	>= 48 hrs							
B.2.8.5	>= 48 hrs							
B.2.8.6	>= 48 hrs							
B.2.8.7	>= 48 hrs							
B.2.8.8	>= 48 hrs							
B.2.8.9	>= 48 hrs							
B.2.8.10	>= 48 hrs							

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.11	2W Analog Loop w/INP Non-Design/KY(hours)							
B.2.8.12	2W Analog Loop w/LNP Design/KY(hours)							
B.2.8.13	2W Analog Loop w/LNP Non-Design/KY(hours)							
B.2.8.14	Other Design/KY(hours)							
B.2.8.15	Other Non-Design/KY(hours)							
B.2.8.16	INP (Standalone)/KY(hours)							
B.2.8.17	LNP (Standalone)/KY(hours)							
B.2.8.18	Digital Loop < DS1/KY(hours)		237.02	9				YES
B.2.8.19	Digital Loop >= DS1/KY(hours)							
Average Jeopardy Notice Interval - Non-Mechanized								
B.2.9.1	Switch Ports/KY(hours)							Diagnostic
B.2.9.2	Local Interface Transport/KY(hours)		269.00	2				Diagnostic
B.2.9.3	Loop + Port Combinations/KY(hours)		324.67	9				Diagnostic
B.2.9.4	Combo Other/KY(hours)							Diagnostic
B.2.9.5	XDSL (ADSL, HDSL, and UCL)/KY(hours)							Diagnostic
B.2.9.6	UNE ISDN/KY(hours)							Diagnostic
B.2.9.7	Line Sharing/KY(hours)							Diagnostic
B.2.9.8	2W Analog Loop Design/KY(hours)							Diagnostic
B.2.9.9	2W Analog Loop Non-Design/KY(hours)							Diagnostic
B.2.9.10	2W Analog Loop w/INP Design/KY(hours)							Diagnostic
B.2.9.11	2W Analog Loop w/INP Non-Design/KY(hours)							Diagnostic
B.2.9.12	2W Analog Loop w/LNP Design/KY(hours)							Diagnostic
B.2.9.13	2W Analog Loop w/LNP Non-Design/KY(hours)							Diagnostic
B.2.9.14	Other Design/KY(hours)							Diagnostic
B.2.9.15	Other Non-Design/KY(hours)							Diagnostic
B.2.9.16	INP (Standalone)/KY(hours)							Diagnostic
B.2.9.17	LNP (Standalone)/KY(hours)							Diagnostic
B.2.9.18	Digital Loop < DS1/KY(hours)		178.00	3				Diagnostic
B.2.9.19	Digital Loop >= DS1/KY(hours)							Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized								
B.2.10.1	Switch Ports/KY(%)							Diagnostic
B.2.10.2	Local Interface Transport/KY(%)		100.00%	3				YES
B.2.10.3	Loop + Port Combinations/KY(%)							
B.2.10.4	Combo Other/KY(%)							
B.2.10.5	XDSL (ADSL, HDSL, and UCL)/KY(%)							
B.2.10.6	UNE ISDN/KY(%)							
B.2.10.7	Line Sharing/KY(%)							
B.2.10.8	2W Analog Loop Design/KY(%)							
B.2.10.9	2W Analog Loop Non-Design/KY(%)							
B.2.10.10	2W Analog Loop w/INP Design/KY(%)							
B.2.10.11	2W Analog Loop w/INP Non-Design/KY(%)							
B.2.10.12	2W Analog Loop w/LNP Design/KY(%)							
B.2.10.13	2W Analog Loop w/LNP Non-Design/KY(%)							
B.2.10.14	Other Design/KY(%)							
B.2.10.15	Other Non-Design/KY(%)							
B.2.10.16	INP (Standalone)/KY(%)							
B.2.10.17	LNP (Standalone)/KY(%)							
B.2.10.18	Digital Loop < DS1/KY(%)		100.00%	9				YES
B.2.10.19	Digital Loop >= DS1/KY(%)							
% Jeopardy Notice >= 48 hours - Non-Mechanized								
B.2.11.1	Switch Ports/KY(%)							Diagnostic
B.2.11.2	Local Interface Transport/KY(%)							Diagnostic
B.2.11.3	Loop + Port Combinations/KY(%)		100.00%	2				Diagnostic
B.2.11.4	Combo Other/KY(%)		100.00%	9				Diagnostic
B.2.11.5	XDSL (ADSL, HDSL, and UCL)/KY(%)							Diagnostic
B.2.11.6	UNE ISDN/KY(%)							Diagnostic
B.2.11.7	Line Sharing/KY(%)							Diagnostic
B.2.11.8	2W Analog Loop Design/KY(%)							Diagnostic
B.2.11.9	2W Analog Loop Non-Design/KY(%)							Diagnostic

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	831	0.00%	14		0.06099	0.8878	YES
B.2.18.5.1.2	1,414						
B.2.18.5.2.1	3						
B.2.18.5.2.2	109	0.00%	14		0.02707	0.3389	YES
B.2.18.6.1.1	31						
B.2.18.6.1.2							
B.2.18.6.2.1							
B.2.18.6.2.2	831	0.00%	2		0.16022	0.3380	YES
B.2.18.7.1.1	1,414						
B.2.18.7.1.2	3						
B.2.18.7.2.1							
B.2.18.7.2.2	10,838						
B.2.18.8.1.1	66						
B.2.18.8.1.2	66						
B.2.18.8.2.1	66						
B.2.18.8.2.2	57,460	0.00%	1		0.20584	0.2154	YES
B.2.18.9.1.1	52						
B.2.18.9.1.2							
B.2.18.9.2.1							
B.2.18.9.2.2	10,838						
B.2.18.10.1.1	66						
B.2.18.10.1.2	66						
B.2.18.10.2.1	57,460						
B.2.18.10.2.2	52						
B.2.18.11.1.1							
B.2.18.11.1.2							
B.2.18.11.2.1							
B.2.18.11.2.2							
B.2.18.12.1.1							
B.2.18.12.1.2							
B.2.18.12.2.1							
B.2.18.12.2.2							
B.2.18.13.1.1							
B.2.18.13.1.2							
B.2.18.13.2.1							
B.2.18.13.2.2							
B.2.18.14.1.1							
B.2.18.14.1.2							
B.2.18.14.2.1							
B.2.18.14.2.2							
B.2.18.15.1.1							
B.2.18.15.1.2							
B.2.18.15.2.1							
B.2.18.15.2.2							
B.2.18.16.1.1							
B.2.18.16.1.2							
B.2.18.16.2.1							
B.2.18.16.2.2							
B.2.18.17.1.1							
B.2.18.17.1.2							
B.2.18.17.2.1							
B.2.18.17.2.2							
B.2.18.18.1.1							
B.2.18.18.1.2							
B.2.18.18.2.1							
B.2.18.18.2.2							
B.2.18.19.1.1							
B.2.18.19.1.2							
B.2.18.19.2.1							
B.2.18.19.2.2							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	5.42%	831	0.00%	14		0.06099	0.8878	YES
ADSL to Retail	0.76%	1,414						
ADSL to Retail	0.00%	3						
ADSL to Retail	0.92%	109	0.00%	14		0.02707	0.3389	YES
ISDN - BRI	3.23%	31						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	5.42%	831	0.00%	2		0.16022	0.3380	YES
ADSL to Retail	0.76%	1,414						
ADSL to Retail	0.00%	3						
ADSL to Retail	4.40%	10,838						
R&B - Disp	4.40%	10,838						
R&B - Disp	6.06%	66						
R&B - Disp	6.06%	66						
R&B - Disp	4.43%	10,760	0.00%	1		0.20584	0.2154	YES
R&B (POTS) excl SB Or	7.69%	52						
R&B (POTS) excl SB Or	4.40%	10,838						
R&B (POTS) excl SB Or	4.40%	10,838						
R&B (POTS) excl SB Or	6.06%	66						
R&B (POTS) excl SB Or	6.06%	66						
R&B (POTS) excl SB Or	4.43%	10,760						
R&B (POTS) excl SB Or	0.12%	57,460						
R&B (POTS) excl SB Or	7.69%	52						
R&B (POTS) excl SB Or	4.40%	10,838						
R&B (POTS) excl SB Or	4.40%	10,838						
R&B (POTS) excl SB Or	6.06%	66						
R&B (POTS) excl SB Or	6.06%	66						
R&B (POTS) excl SB Or	4.43%	10,760						
R&B (POTS) excl SB Or	0.12%	57,460						
R&B (POTS) excl SB Or	7.69%	52						
R&B (POTS) excl SB Or	2.12%	661						
Design	0.00%	69						
Design								
Design								
Design	0.00%	11						
R&B	4.40%	10,838	0.00%	6		0.08376	0.5254	YES
R&B	0.06%	117,487						
R&B	6.06%	66						
R&B	0.00%	23						
R&B (POTS)	4.43%	10,760						
R&B (POTS)	0.06%	117,333						
R&B (POTS)	7.69%	52						
R&B (POTS)	0.00%	1						
R&B (POTS)	4.43%	10,760						
R&B (POTS)	0.06%	117,333	0.32%	1,253		0.00069	-3.7824	NO
R&B (POTS)	7.69%	52						
R&B (POTS)	0.00%	1						
R&B (POTS)	4.67%	1,006	0.00%	5		0.00000		YES
Digital Loop < DS1	0.73%	1,649	0.00%	28		0.04043	1.1555	YES
Digital Loop < DS1	0.00%	3						
Digital Loop < DS1	3.03%	66	0.00%	21		0.04295	0.7056	YES
Digital Loop >= DS1	0.00%	41						
Digital Loop >= DS1	0.00%	11						

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% Provisioning Troubles within 30 Days	
B.2.19.11.1	P-9 Switch Ports/<10 circuits/Dispatch/KY(%)
B.2.19.11.2	P-9 Switch Ports/<10 circuits/Non-Dispatch/KY(%)
B.2.19.12.1	P-9 Switch Ports/>=10 circuits/Dispatch/KY(%)
B.2.19.12.2	P-9 Switch Ports/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.2.1	P-9 Local Interoffice Transport/<10 circuits/Dispatch/KY(%)
B.2.19.2.2	P-9 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY(%)
B.2.19.2.2.1	P-9 Local Interoffice Transport/>=10 circuits/Dispatch/KY(%)
B.2.19.2.2.2	P-9 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.3.1	P-9 Loop + Port Combinations/<10 circuits/Dispatch/KY(%)
B.2.19.3.1.1	P-9 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)
B.2.19.3.1.2	P-9 Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)
B.2.19.3.1.3	P-9 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.3.1.4	P-9 Loop + Port Combinations/<10 circuits/Dispatch/KY(%)
B.2.19.3.2	P-9 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)
B.2.19.3.2.1	P-9 Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)
B.2.19.3.2.2	P-9 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.3.2.3	P-9 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(%)
B.2.19.3.2.4	P-9 Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)
B.2.19.4.1	P-9 Combo Other/<10 circuits/Dispatch/KY(%)
B.2.19.4.1.1	P-9 Combo Other/>=10 circuits/Dispatch/KY(%)
B.2.19.4.2	P-9 Combo Other/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.4.2.1	P-9 Combo Other/>=10 circuits/Dispatch In/KY(%)
B.2.19.5.1	P-9 XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)
B.2.19.5.1.1	P-9 XDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)
B.2.19.5.1.2	P-9 XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(%)
B.2.19.5.1.3	P-9 XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.5.2	P-9 UNE ISDN/<10 circuits/Dispatch/KY(%)
B.2.19.5.2.1	P-9 UNE ISDN/>=10 circuits/Dispatch/KY(%)
B.2.19.6.1	P-9 UNE ISDN/<10 circuits/Non-Dispatch/KY(%)
B.2.19.6.1.1	P-9 UNE ISDN/>=10 circuits/Dispatch/KY(%)
B.2.19.6.2	P-9 UNE ISDN/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.6.2.1	P-9 UNE ISDN/>=10 circuits/Dispatch/KY(%)
B.2.19.7.1	P-9 Line Sharing/<10 circuits/Dispatch/KY(%)
B.2.19.7.1.1	P-9 Line Sharing/>=10 circuits/Dispatch/KY(%)
B.2.19.7.2	P-9 Line Sharing/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.7.2.1	P-9 Line Sharing/>=10 circuits/Dispatch/KY(%)
B.2.19.7.2.2	P-9 Line Sharing/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.8.1	P-9 2W Analog Loop Design/<10 circuits/Dispatch/KY(%)
B.2.19.8.1.1	P-9 2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)
B.2.19.8.2	P-9 2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)
B.2.19.8.2.1	P-9 2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)
B.2.19.8.2.2	P-9 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.9.1	P-9 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.9.1.1	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.9.1.4	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.9.2	P-9 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.9.2.1	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.9.2.4	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.10.1	P-9 2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY(%)
B.2.19.10.1.1	P-9 2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(%)
B.2.19.10.1.2	P-9 2W Analog Loop w/NP Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.10.2	P-9 2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY(%)
B.2.19.10.2.1	P-9 2W Analog Loop w/NP Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.10.2.2	P-9 2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(%)
B.2.19.11.1	P-9 2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.11.1.1	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.11.1.4	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.11.2	P-9 2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.11.2.1	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.11.2.4	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.12.1	P-9 2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY(%)
B.2.19.12.1.1	P-9 2W Analog Loop w/NP Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.19.12.1.2	P-9 2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(%)
B.2.19.12.2	P-9 2W Analog Loop w/NP Design/<10 circuits/Non-Dispatch/KY(%)
B.2.19.12.2.1	P-9 2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY(%)
B.2.19.13.1	P-9 2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.13.1.1	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.13.1.4	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.13.2	P-9 2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.19.13.2.1	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.19.13.2.4	P-9 2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.19.14.1	P-9 Other Design/<10 circuits/Dispatch/KY(%)
B.2.19.14.1.1	P-9 Other Design/>=10 circuits/Dispatch/KY(%)
B.2.19.14.2	P-9 Other Design/<10 circuits/Non-Dispatch/KY(%)
B.2.19.14.2.1	P-9 Other Design/>=10 circuits/Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
R&B (POTS)	5.85%	9,610						
R&B (POTS)	3.18%	117,012						
R&B (POTS)	8.33%	36						
R&B (POTS)	2.46%	366						
DS1/DS3								
DS1/DS3								
DS1/DS3	5.79%	9,710	6.67%	105	0.02291	-0.3836	YES	
R&B	3.17%	117,226	3.57%	1,430	0.00466	-0.8429	YES	
R&B	3.10%	59,894	3.17%	821	0.00609	-0.1145	YES	
R&B	3.25%	57,332	4.11%	609	0.00723	-1.1791	YES	
R&B	6.12%	49	50.00%	2	0.17295	-2.5370	NO	
R&B	0.00%	4						
R&B	0.00%	3						
R&B	0.00%	1						
R&B	0.00%	10,390	7.14%	14	0.06145	-0.2524	YES	
R&B&D - Disp	5.59%	10,390						
R&B&D - Disp	6.12%	49						
R&B&D - Disp	6.12%	49						
ADSL to Retail	8.54%	679	0.00%	11	0.08495	1.0055	YES	
ADSL to Retail	8.19%	1,136						
ADSL to Retail								
ADSL to Retail	3.95%	76	10.00%	10	0.06550	-0.9240	YES	
ISDN - BRI	2.08%	48						
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	8.54%	679	0.00%	2	0.19793	0.4316	YES	
ADSL to Retail	8.19%	1,136	0.00%	3	0.19850	0.5165	YES	
ADSL to Retail								
ADSL to Retail								
R&B - Disp	5.79%	9,710						
R&B - Disp	5.79%	9,710						
R&B - Disp	6.12%	49						
R&B - Disp	6.12%	49						
R&B (POTS) excl SB Or	5.85%	9,610	0.00%	5	0.10487	0.5571	YES	
R&B (POTS) excl SB Or	3.25%	57,209						
R&B (POTS) excl SB Or	8.33%	36						
R&B (POTS) excl SB Or	5.79%	9,710						
R&B - Disp	5.79%	9,710						
R&B - Disp	6.12%	49						
R&B - Disp	6.12%	49						
R&B (POTS) excl SB Or	5.85%	9,610						
R&B (POTS) excl SB Or	3.25%	57,209						
R&B (POTS) excl SB Or	8.33%	36						
R&B (POTS) excl SB Or	5.79%	9,710						
R&B - Disp	5.79%	9,710						
R&B - Disp	6.12%	49						
R&B - Disp	6.12%	49						
R&B (POTS) excl SB Or	5.85%	9,610						
R&B (POTS) excl SB Or	3.25%	57,209						
R&B (POTS) excl SB Or	8.33%	36						
R&B (POTS) excl SB Or	5.79%	9,710						
R&B - Disp	2.79%	680						
R&B (POTS) excl SB Or	0.00%	103						
Design								
Design								

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-9	Other Design/=>10 circuits/Non-Dispatch/KY(%)							
P-9	Other Non-Design/<10 circuits/Dispatch/KY(%)							
P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY(%)							
P-9	Other Non-Design/>=10 circuits/Dispatch/KY(%)							
P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY(%)							
P-9	INP (Standardone)/<10 circuits/Dispatch/KY(%)							
P-9	INP (Standardone)/<10 circuits/Non-Dispatch/KY(%)							
P-9	INP (Standardone)/>=10 circuits/Dispatch/KY(%)							
P-9	INP (Standardone)/>=10 circuits/Non-Dispatch/KY(%)							
P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY(%)							
P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(%)							
P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY(%)							
P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(%)							
P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY(%)							
P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(%)							
P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(%)							
P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(%)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Design							
	R&B	9,710	0.00%	3		0.13484	0.4292	YES
	R&B	117,226	0.00%	1		0.17529	0.1810	YES
	R&B	49						
	R&B	4						
	R&B (POTS)	9,610						
	R&B (POTS)	117,012						
	R&B (POTS)	36						
	R&B (POTS)	9,610						
	R&B (POTS)	117,012	0.00%	958		0.00569	5.5835	YES
	R&B (POTS)	36						
	R&B (POTS)	833	4.76%	2		0.05756	0.4449	YES
	R&B (POTS)	1,394						
	Digital Loop < DS1							
	Digital Loop < DS1							
	Digital Loop < DS1							
	Digital Loop >= DS1	80	0.00%	28		0.00000		YES
	Digital Loop >= DS1	76						
	Digital Loop >= DS1							
	Digital Loop >= DS1	2						

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-5	Switch Ports/<10 circuits/Dispatch/KY(%)							
P-5	Switch Ports/<10 circuits/Non-Dispatch/KY(%)							
P-5	Switch Ports/>=10 circuits/Dispatch/KY(%)							
P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY(%)							
P-5	Local Interface Transport/<10 circuits/Dispatch/KY(%)							
P-5	Local Interface Transport/<10 circuits/Non-Dispatch/KY(%)							
P-5	Local Interface Transport/>=10 circuits/Dispatch/KY(%)							
P-5	Local Interface Transport/>=10 circuits/Non-Dispatch/KY(%)							
P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)							
P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)							
P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)							
P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)							
P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)							
P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)							
P-5	Combo Other/<10 circuits/Dispatch/KY(%)							
P-5	Combo Other/<10 circuits/Non-Dispatch/KY(%)							
P-5	Combo Other/>=10 circuits/Dispatch/KY(%)							
P-5	Combo Other/>=10 circuits/Non-Dispatch/KY(%)							
P-5	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Dispatch/KY(%)							
P-5	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Non-Dispatch/KY(%)							
P-5	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Dispatch/KY(%)							
P-5	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Non-Dispatch/KY(%)							
P-5	UNE (SDN)/<10 circuits/Dispatch/KY(%)							
P-5	UNE (SDN)/<10 circuits/Non-Dispatch/KY(%)							
P-5	UNE (SDN)/>=10 circuits/Dispatch/KY(%)							
P-5	UNE (SDN)/>=10 circuits/Non-Dispatch/KY(%)							
P-5	Line Sharing/<10 circuits/Dispatch/KY(%)							
P-5	Line Sharing/<10 circuits/Non-Dispatch/KY(%)							
P-5	Line Sharing/>=10 circuits/Dispatch/KY(%)							
P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY(%)							
P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)							
P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)							
P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)							
P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)							
P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)							
P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY(%)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	R&B (POTS)	10,754			39,100			
	R&B (POTS)	117,154			8,315			
	R&B (POTS)	52			2,859			
	R&B (POTS)	1			0,000			
	R&B (POTS)	143.14			286.589			
	DS1/DS3 - interface							
	DS1/DS3 - interface							
	DS1/DS3 - interface							
	R&B							
	R&B	10,892	0.23	104	38,979	3,84052	0.7796	YES
	R&B	117,308	0.34	1,882	8,318	0.19327	1.6317	YES
	R&B	59,813	0.34	1,077	9,363	0.28847	1.6281	YES
	R&B	57,495	0.35	805	7,040	0.24985	0.6114	YES
	R&B	66	49.29	2	2,539	1.82204	-26.7798	NO
	R&B	23			13,587			
	R&B	6			0,126			
	R&B	17			15,805			
	R&B	11,487			138,688			
	R&B&D - Disp							
	R&B&D - Disp	66			2,539			
	R&B&D - Disp	830			9,995			
	R&B&D - Disp	830	4.32	11	2,361	3.03339	-0.7706	YES
	ADSL to Retail	1,413						
	ADSL to Retail	3						
	ADSL to Retail	109	0.93	9	43,986	15,25532	1.9445	YES
	ISDN - BRI	31			5,505			
	ISDN - BRI							
	ISDN - BRI							
	ADSL to Retail	830			9,995			
	ADSL to Retail	1,413			2,361			
	ADSL to Retail	3			1,876			
	ADSL to Retail							
	R&B - Disp	10,832			38,979			
	R&B - Disp	10,832			8,318			
	R&B - Disp	66			2,539			
	R&B - Disp	66			13,587			
	R&B (POTS) excl SB Or	10,754	0.02	1	39,100		0.0815	YES
	R&B (POTS) excl SB Or	57,405			7,040			

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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	P-5	Combo Other/<10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.4.2.4	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch In/KY(hours)	26.62	3				Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.5.2.2	P-5	UNE ISDN/<10 circuits/Dispatch/KY(hours)	27.29	5				Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Dispatch/KY(hours)	0.02	2				Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.7.2.2	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(hours)						Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.14.1.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.18.2.2	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)						Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(hours)						Diagnostic

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B.2.26.6.2.2	P-10	LINE	ISDN/=>10 circuits/Non-Dispatch/KY(days)	Diagnostic	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.14.1.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.14.2.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.18.2.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.28.1.1.1	Total Service Order Cycle Time (offered) - Mechanized												
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY(days)		Diagnostic									Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(days)		Diagnostic									Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.28.18.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.28.18.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.28.19.1.1	P-10	Digital Loop > DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.28.19.1.2	P-10	Digital Loop > DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.2.1.1	P-10	Local Interface Transport/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.2.1.2	P-10	Local Interface Transport/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.2.2.1	P-10	Local Interface Transport/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.2.2.2	P-10	Local Interface Transport/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.5.1.1	P-10	XDSL (ADSL, HDSL, and UCL)/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.5.1.2	P-10	XDSL (ADSL, HDSL, and UCL)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.5.2.1	P-10	XDSL (ADSL, HDSL, and UCL)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.5.2.2	P-10	XDSL (ADSL, HDSL, and UCL)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/NP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/NP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/NP Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/NP Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/NP Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/NP Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<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
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/Dispatch/KY(days)						Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/INP Design<10 circuits/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.2.30.13.1.1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/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.2.30.14.1.1	P-10	Other Design<10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.14.2.1	P-10	Other Design>=10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.14.2.2	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 (Standardone)<10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.16.1.2	P-10	INP (Standardone)<10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.16.2.1	P-10	INP (Standardone)>=10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.16.2.2	P-10	INP (Standardone)>=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.17.1.1	P-14	LNP (Standardone)<10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.17.1.2	P-14	LNP (Standardone)<10 circuits/Non-Dispatch/KY(days)						Diagnostic
B.2.30.17.2.1	P-14	LNP (Standardone)>=10 circuits/Dispatch/KY(days)						Diagnostic
B.2.30.17.2.2	P-14	LNP (Standardone)>=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

Disconnect Time/Iness	P-13	LNP/KY(%)	NO
B.2.31		56.56%	970

% Completions w/o Notice or < 24 hours	P-6	Switch Ports/Dispatch/KY(%)	Diagnostic
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY(%)	Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY(%)	Diagnostic
B.2.32.2.1	P-6	Local Interface Transport/Dispatch/KY(%)	Diagnostic
B.2.32.2.2	P-6	Local Interface Transport/Non-Dispatch/KY(%)	Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY(%)	Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY(%)	Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY(%)	Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY(%)	Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	Diagnostic
B.2.32.6.1	P-6	UNE (SDN)/Dispatch/KY(%)	Diagnostic
B.2.32.6.2	P-6	UNE (SDN)/Non-Dispatch/KY(%)	Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY(%)	Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY(%)	Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-6 Line Sharing/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop Non-Design/Dispatch/KY(%)	Diagnostic		0.00%	1				Diagnostic
P-6 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/INP Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/INP Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/INP Non-Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/INP Non-Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/LNP Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/LNP Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/LNP Non-Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 Other Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 Other Design/Non-Dispatch/KY(%)	Diagnostic		0.00%	3				Diagnostic
P-6 Other Non-Design/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 Other Non-Design/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 INP (Standalone)/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 INP (Standalone)/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 LNP (Standalone)/Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 LNP (Standalone)/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
P-6 Digital Loop < DS1/Dispatch/KY(%)	Diagnostic		0.00%	1,246				Diagnostic
P-6 Digital Loop < DS1/Non-Dispatch/KY(%)	Diagnostic		0.00%	26				Diagnostic
P-6 Digital Loop >= DS1/Dispatch/KY(%)	Diagnostic		0.00%	15				Diagnostic
P-6 Digital Loop >= DS1/Non-Dispatch/KY(%)	Diagnostic							Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	110				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	23				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)								
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)								
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.75%	89				YES
P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)			97.20%	143				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	110				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	23				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)								
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)								
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.75%	89				YES
P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)			97.20%	143				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	110				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	23				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)								
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)								
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.75%	89				YES
P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)			97.20%	143				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	110				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	23				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)								
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)								
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.75%	89				YES
P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)			97.20%	143				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	110				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	23				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)								
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)								
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.09%	110				YES
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.75%	89				YES
P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)			97.20%	143				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-8 XDSL (ADSL, HDSL, and UCL)/KY(%)			100.00%	14				YES
P-8 XDSL Other/KY(%)								

Unbundled Network Elements - Maintenance and Repair

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-1 Switch Ports/Dispatch/KY(%)	R&B (POTS)	18,602						
M&R-1 Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	8,581						
M&R-1 Local Interface Transport/Dispatch/KY(%)	DS1/DS3	136						
M&R-1 Local Interface Transport/Non-Dispatch/KY(%)	DS1/DS3	108						
M&R-1 Loop + Port Combinations/Dispatch/KY(%)	R&B	18,787	0.01754	2,271				YES
M&R-1 Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	8,659	-0.1063	0				YES
M&R-1 Combo Other/Dispatch/KY(%)	R&B	19,087	0.01145	273				YES
M&R-1 XDSL (ADSL, HDSL, and UCL)/Dispatch/KY(%)	R&B - Disp	19,087	0.20185	2				YES
M&R-1 XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/KY(%)	R&B - Disp	19,087	0.28545	1				YES
M&R-1 UNE (ISDN)/Dispatch/KY(%)	ADSL to Retail	368	0.00000	0				YES
M&R-1 UNE (ISDN)/Non-Dispatch/KY(%)	ADSL to Retail	22	0.00000	11				YES
M&R-1 Line Sharing/Dispatch/KY(%)	ISDN - BRI	46	0.00000	2				YES
M&R-1 Line Sharing/Non-Dispatch/KY(%)	ISDN - BRI	267	0.00000	1				YES
M&R-1 2W Analog Loop Design/Dispatch/KY(%)	ADSL to Retail	968	25.00000	4				NO
M&R-1 2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	18,787	0.00000	17				YES
M&R-1 2W Analog Loop Non-Design/Dispatch/KY(%)	R&B - Disp	18,787	0.00000	8				YES
M&R-1 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	18,552	0.00000	0				YES
M&R-1 2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	7,685	0.00000	0				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/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/Dispatch(KY)(%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch(KY)(%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch(KY)(%)

Customer Trouble Report Rate

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

Maintenance Average Duration

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

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch(KY)(%)
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
2.78%	503	0.00%	0				YES
0.55%	730	0.00%	0				YES
9.11%	18,787	9.09%	11		0.08680	0.0025	YES
1.65%	8,659	0.00%	7		0.04684	0.3328	YES
9.06%	18,602						
1.55%	8,581						

1.84%	1,012,293						
0.85%	1,012,293						
1.60%	8,526	0.00%	32		0.02237	0.7131	YES
1.27%	8,526	0.00%	32		0.01993	0.6355	YES
1.73%	1,085,050	1.04%	26,216		0.00082	8.3908	YES
0.80%	1,085,050	0.45%	26,216		0.00056	6.1629	YES
1.58%	1,205,503	1.39%	144		0.01049	0.1854	YES
1.58%	1,205,503	0.69%	144		0.01049	0.8476	YES
1.13%	23,633	0.27%	377		0.00552	1.5668	YES
1.56%	23,633	0.00%	377		0.00648	2.4038	YES
0.82%	3,569	2.00%	549		0.00360	-3.8541	NO
1.29%	3,569	0.36%	549		0.00520	1.7765	YES
1.13%	23,633	0.23%	434		0.00515	1.7468	YES
1.56%	23,633	0.92%	434		0.00604	1.0513	YES
1.73%	1,085,050	0.65%	2,610		0.00258	4.1885	YES
1.73%	1,085,050	0.31%	2,610		0.00258	5.5257	YES
1.83%	1,012,293	0.00%	22		0.02886	0.6350	YES
0.76%	1,012,293	0.00%	22		0.01868	0.4087	YES
0.29%	173,803	0.00%	33		0.00937	0.3090	YES
0.42%	173,803	0.00%	33		0.01128	0.3723	YES
1.73%	1,085,050	9.57%	115		0.01227	-6.3840	NO
0.80%	1,085,050	6.09%	115		0.00833	-6.3487	NO
1.84%	1,012,293						
0.85%	1,012,293						

R&B (POTS) excl SB FT
R&B (POTS) excl SB FT

R&B (POTS) excl SB FT
R&B (POTS) excl SB FT

R&B (POTS) excl SB FT
R&B (POTS) excl SB FT

21.37	18,602			24.222			
8.53	8,581			18.108			
4.48	136	0.00	0	4.223			YES
1.81	108	0.00	0	2.629			YES
21.26	18,787	11.43	273	24.154	1.47248	6.6782	YES
8.46	8,659	5.16	119	18.045	1.66548	1.9915	YES
20.97	19,087	1.39	2	24.042	17.00089	1.1519	YES
40.13	267	0.60	1	18.153	18.15311	1.1284	YES
2.93	368	2.40	1	58.066	58.17422	0.6486	YES
5.27	22	3.44	11	12.266			YES
2.45	46	2.55	2	9.022	6.51706	-0.0158	YES
40.13	267	1.57	1	58.066	58.17422	0.6629	YES
2.93	368	25.95	4	12.266	6.16625	-3.7323	NO
21.26	18,787	1.14	6	18.045	6.38113	3.1541	YES
21.36	18,552	0.00	0	24.216			YES
9.12	7,685	0.00	0	18.693			YES
5.47	503	0.00	0	7.546			YES
2.29	730	0.00	0	6.245			YES
21.26	18,787	11.78	11	24.154	7.28498	1.3011	YES
8.48	8,659	0.89	7	18.045	6.82302	1.1132	YES
21.37	18,602			24.222			
8.53	8,581			18.108			

16.82%	18,602						
14.87%	8,581						

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B.3.4.2.1	M&R-4	Local Interface Transport/Dispatch/KY(%)
B.3.4.2.2	M&R-4	Local Interface Transport/Non-Dispatch/KY(%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY(%)
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY(%)
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY(%)
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY(%)
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY(%)
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY(%)
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY(%)
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY(%)
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY(%)
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY(%)
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY(%)
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY(%)
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY(%)
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
DS1/DS3	17.65%	136	0.00%	0				YES
DS1/DS3	14.81%	108	0.00%	0				YES
R&B	16.77%	18,787	12.45%	273	0.02278	1.8959		YES
R&B	14.77%	8,659	11.76%	119	0.03275	0.9179		YES
R&B&D - Disp	16.83%	19,087	0.00%	2	0.26459	0.6362		YES
R&B&D - Disp	16.83%	19,087	0.00%	1	0.37417	0.4489		YES
ADSL to Retail	23.97%	267	0.00%	0	0.42770	0.5604		YES
ADSL to Retail	16.85%	368	0.00%	0				YES
ISDN - BRI	13.64%	22	9.09%	11	0.12673	0.3587		YES
ISDN - BRI	10.87%	46	0.00%	2	0.22483	0.4835		YES
ADSL to Retail	23.97%	267	0.00%	1	0.42770	0.5604		YES
ADSL to Retail	16.85%	368	0.00%	4	0.18816	0.8954		YES
R&B - Disp	16.77%	18,787	11.76%	17	0.09066	0.5524		YES
R&B - Disp	16.77%	18,787	0.00%	8	0.13212	1.2694		YES
R&B (POTS) excl SB FT	16.79%	18,552	0.00%	0				YES
R&B (POTS) excl SB FT	15.00%	7,685	0.00%	0				YES
Design	22.86%	503	0.00%	0				YES
Design	17.12%	730	0.00%	0				YES
R&B	16.77%	18,787	18.18%	11				YES
R&B	14.77%	8,659	14.29%	7	0.11268	-0.1251		YES
R&B (POTS)	16.82%	18,602			0.13416	0.0362		YES
R&B (POTS)	14.87%	8,581						YES

Out of Service > 24 hours		
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY(%)
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY(%)
B.3.5.2.1	M&R-5	Local Interface Transport/Dispatch/KY(%)
B.3.5.2.2	M&R-5	Local Interface Transport/Non-Dispatch/KY(%)
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY(%)
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY(%)
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY(%)
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY(%)
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY(%)
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY(%)
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY(%)
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY(%)
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY(%)
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	12.97%	11,502						YES
R&B (POTS)	5.79%	2,239						YES
DS1/DS3	0.74%	136	0.00%	0				YES
DS1/DS3	0.00%	108	0.00%	0				YES
R&B	12.90%	11,595	6.08%	181	0.02511	2.7179		YES
R&B	5.79%	2,333	0.00%	52	0.03274	1.7675		YES
R&B&D - Disp	12.65%	11,944	0.00%	2	0.23494	0.6377		YES
R&B&D - Disp	12.65%	11,944	0.00%	1	0.33225	0.3803		YES
ADSL to Retail	45.32%	267	0.00%	1	0.49873	0.9087		YES
ADSL to Retail	3.80%	368	0.00%	0				YES
ISDN - BRI	0.00%	22	0.00%	11	0.00000	0.2064		YES
ISDN - BRI	2.17%	46	0.00%	2	0.10654			YES
ADSL to Retail	45.32%	267	0.00%	0				YES
ADSL to Retail	3.80%	368	0.00%	0				YES
R&B - Disp	12.90%	11,595	0.00%	17	0.08136	1.5857		YES
R&B - Disp	12.90%	11,595	0.00%	8	0.11856	1.0882		YES
R&B (POTS) excl SB FT	12.97%	11,501	0.00%	0				YES
R&B (POTS) excl SB FT	5.79%	2,238	0.00%	0				YES
Design	2.78%	503	0.00%	0				YES
Design	0.55%	730	0.00%	0				YES
R&B	12.90%	11,595	0.00%	8				YES
R&B	5.79%	2,333	0.00%	4	0.11856	1.0882		YES
R&B (POTS)	12.97%	11,502						YES
R&B (POTS)	5.79%	2,239						YES

Unbundled Network Elements - Billing	
Invoice Accuracy	
B-1	KY(%)
Mean Time to Deliver Invoices - CRIS	
B-2	Region/business days

BST - State	\$98,662,808	99.97%	\$1,027,645	0.00003	-88.8108	YES
BST - Region	1	7.51	1.643			NO

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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								
	O-7 Local Interconnection Trunks/KY(%)	89.57%	23						Diagnostic
C.1.2	Reject Interval								
	O-8 Local Interconnection Trunks/KY(%)	100.00%	16						YES
C.1.3	FOC Timeliness								
	O-9 Local Interconnection Trunks/KY(%)	100.00%	14						YES
C.1.4	FOC & Reject Response Completeness								
	O-11 Local Interconnection Trunks/KY(%)	100.00%	16						YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses)								
	O-11 Local Interconnection Trunks/KY(%)								
Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval								
	P-4 Local Interconnection Trunks/KY(days)	16.00	11	17.00	2	9.132	7.02013	-0.1424	YES
C.2.2	Held Orders								
	P-1 Local Interconnection Trunks/KY(days)	0.00	0	0.00	0				YES
C.2.3	% Jeopardies								
	P-2 Local Interconnection Trunks/KY(%)	0.00%	12	0.00%	2		0.00000		YES
C.2.4	Average Jeopardy Notice Interval								
	P-2 Local Interconnection Trunks/KY(hours)								
C.2.5	% Missed Installation Appointments								
	P-3 Local Interconnection Trunks/KY(%)	0.00%	11	0.00%	2		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days								
	P-9 Local Interconnection Trunks/KY(%)	0.00%	384	0.00%	244		0.00000		YES
C.2.7	Average Completion Notice Interval								
	P-5 Local Interconnection Trunks/KY(hours)	104.79	10	0.10	2	136.402	105.65629	0.9608	YES
C.2.8	Total Service Order Cycle Time								
	P-10 Local Interconnection Trunks/KY(days)			18.00	2				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours								
C.2.10.2	P-6 Local Interconnection Trunks/Dispatch/KY(%)			0.00%	2				Diagnostic
	P-6 Local Interconnection Trunks/Non-Dispatch/KY(%)								Diagnostic
C.2.11.1.1	Service Order Accuracy								
	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY(%)			100.00%	60				YES
C.2.11.1.2				100.00%	33				YES
C.2.11.2.1				100.00%	4				YES
C.2.11.2.2				100.00%	11				YES
Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments								
C.3.1.2	M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	0.00%	0	0.00%	0				YES
	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)	0.00%	79	0.00%	25		0.00000		YES
C.3.2.1	Customer Trouble Report Rate								
C.3.2.2	M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	0.00%	79,615	0.00%	14,430		0.00000		YES
	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)	0.10%	79,615	0.17%	14,430		0.00029	-2.5972	NO
C.3.3.1	Maintenance Average Duration								
	M&R-3 Local Interconnection Trunks/Dispatch/KY(hours)	0.00	0	0.00	0				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)	0.16	79	0.05	25	0.154	0.03526	3.1971	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%	79	0.00%	25		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%	79	0.00%	25		0.00000		YES
Local Interconnection Trunks - Billing									
C.4.1	Invoice Accuracy B-1 KY(%)	99.18%	\$98,862,808	99.74%	\$535,523		0.00012	-45.8215	YES
C.4.2	Mean Time to Deliver Invoices - CABS B-2 Region(calendar days)	4.84	1	4.55	5,933				YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING									
C.5.1	Trunk Group Performance - Aggregate TGP-1 KY				0				YES

>0.5% dif z consec. Hrs

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ID	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering									
% Interface Availability - CLEC									
D.1.1.1	OSS-2 EDI/Region(%)	>= 99.5%		99.71%					YES
D.1.1.2	OSS-2 HAL/Region(%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2 LENS/Region(%)	>= 99.5%		99.99%					YES
D.1.1.4	OSS-2 LEO MAINFRAME/Region(%)	>= 99.5%		100.00%					YES
D.1.1.5	OSS-2 LEO UNIX/Region(%)	>= 99.5%		100.00%					YES
D.1.1.6	OSS-2 LESOG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2 TAG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.8	OSS-2 PSIMS/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC									
D.1.2.1	OSS-2 ATLAS/COFF/Region(%)	>= 99.5%		100.00%					YES
D.1.2.2	OSS-2 BOCRIS/Region(%)	>= 99.5%		100.00%					YES
D.1.2.3	OSS-2 DSAP/Region(%)	>= 99.5%		100.00%					YES
D.1.2.4	OSS-2 RSAG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.5	OSS-2 SOCS/Region(%)	>= 99.5%		100.00%					YES
D.1.2.6	OSS-2 SONGS/Region(%)	>= 99.5%		100.00%					YES
D.1.2.7	OSS-2 DOE/Region(%)	>= 99.5%		99.99%					YES
D.1.2.8	OSS-2 LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2 COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2 DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2 SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1,286,294	0.91	504,236				YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	8,618	0.91	504,236				YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712,69	0.91	245,558				YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4,82	0.91	245,558				YES
D.1.3.3.1	OSS-1 ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1390,23	0.88	80,157				YES
D.1.3.3.2	OSS-1 ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2,61	0.88	80,157				YES
D.1.3.4.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2,68	0.53	814				YES
D.1.3.4.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2,58	0.53	814				YES
D.1.3.5.1	OSS-1 CRSECSR/Region(seconds)	RNS - CRSECSR + 2 sec	3,20	1.08	1,411,250				YES
D.1.3.5.2	OSS-1 CRSECSR/Region(seconds)	ROS - CRSECSR + 2 sec	2,95	1.08	1,411,250				YES
D.1.3.6.1	OSS-1 COFF/Region(seconds)	RNS - OASISBIG + 2 sec	4,46	0.63	61,284				YES
D.1.3.6.2	OSS-1 COFF/Region(seconds)	ROS - OASISBIG + 2 sec	3,81	0.63	61,284				YES
D.1.3.7.1	OSS-1 PSIMS(ORR)/Region(seconds)	RNS - OASISBIG + 2 sec	4,46	0.03	135,245				YES
D.1.3.7.2	OSS-1 PSIMS(ORR)/Region(seconds)	ROS - OASISBIG + 2 sec	3,81	0.03	135,245				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1,440,12	1.10	320,617				YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2,96	1.10	320,617				YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712,69	1.62	100,047				YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4,82	1.62	100,047				YES
D.1.4.3.1	OSS-1 ATLAS - MI/H/Region(seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MI/H/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic							Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region(seconds)	Diagnostic							Diagnostic
D.1.4.5.2	OSS-1 ATLAS - TN/Region(seconds)	Diagnostic							Diagnostic
D.1.4.6.1	OSS-1 DSAP/Region(seconds)	RNS - ATLAS - TN + 2 sec	1390,23	1.35	28,997				YES
D.1.4.6.2	OSS-1 DSAP/Region(seconds)	ROS - ATLAS - TN + 2 sec	2,61	1.35	28,997				YES
D.1.4.7.1	OSS-1 TAG/Region(seconds)	RNS - DSAP + 2 sec	2,68	1.58	296,206				YES
D.1.4.7.2	OSS-1 TAG/Region(seconds)	ROS - DSAP + 2 sec	2,58	1.58	296,206				YES
D.1.4.8.1	OSS-1 CRSEIN/Region(seconds)	RNS - CRSECSR + 2 sec	3,20	1.75	303,005				YES
D.1.4.8.2	OSS-1 CRSEIN/Region(seconds)	ROS - CRSECSR + 2 sec	2,95	1.75	303,005				YES
D.1.4.9.1	OSS-1 CRSECSR/Region(seconds)	RNS - CRSECSR + 2 sec							YES
D.1.4.9.2	OSS-1 CRSECSR/Region(seconds)	ROS - CRSECSR + 2 sec							YES

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

	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%	100.00%							YES
D.2.2.2	>= 99.5%	100.00%							YES
% Interface Availability - BST & CLEC									
D.2.3.1	>= 99.5%	100.00%							YES
D.2.3.2	>= 99.5%	100.00%							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%	100.00%							YES
Average Response Interval <= 4 Seconds									
D.2.4.1	Parity w Retail	94.91%	1,461,548	84.17%	103,950		0.00071	10.4715	NO
D.2.4.2	Parity w Retail	3.07%	42,058	3.22%	932		0.00572	-0.2529	YES
D.2.4.3	Parity w Retail	4.30%	31,712	2.41%	45,761		0.00148	12.7534	NO
D.2.4.4	Parity w Retail	99.67%	1,461,528	99.69%	107,247		0.00018	-1.1412	YES
D.2.4.5	Parity w Retail	78.95%	1,077,972	70.39%	62,560		0.00168	51.0968	NO
D.2.4.6	Parity w Retail	99.78%	100,510	99.37%	5,419		0.00065	6.3576	NO
D.2.4.7	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.4.8	Parity w Retail	23.94%	5,309	13.59%	103		0.04245	2.4376	NO
D.2.4.9	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.4.10	Parity w Retail	99.84%	216,010	99.91%	17,183		0.00031	-2.1734	YES
D.2.4.11	Parity w Retail	82.97%	59,426	81.81%	3,860		0.00624	1.8585	NO
Average Response Interval <= 10 Seconds									
D.2.5.1	Parity w Retail	96.99%	1,461,548	99.34%	103,950		0.00032	-10.9212	YES
D.2.5.2	Parity w Retail	76.81%	42,058	86.16%	932		0.01353	-5.4284	YES
D.2.5.3	Parity w Retail	77.94%	31,712	92.02%	45,761		0.00303	-46.4821	YES
D.2.5.4	Parity w Retail	99.81%	1,461,528	99.86%	107,247		0.00014	-3.7332	YES
D.2.5.5	Parity w Retail	90.95%	1,077,972	83.33%	62,560		0.00118	64.5270	NO
D.2.5.6	Parity w Retail	99.93%	100,510	99.87%	5,419		0.00036	1.7778	NO
D.2.5.7	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.5.8	Parity w Retail	96.89%	5,309	96.12%	103		0.01726	0.4492	YES
D.2.5.9	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.5.10	Parity w Retail	99.99%	216,010	99.99%	17,183		0.00009	-0.0457	YES
D.2.5.11	Parity w Retail	99.17%	59,426	96.96%	3,860		0.00151	1.3717	YES
Average Response Interval > 10 Seconds									
D.2.6.1	Parity w Retail	1.01%	1,461,548	0.66%	103,950		0.00032	10.9212	YES
D.2.6.2	Parity w Retail	21.19%	42,058	13.84%	932		0.01353	5.4284	YES
D.2.6.3	Parity w Retail	22.06%	31,712	7.96%	45,761		0.00303	46.4821	YES
D.2.6.4	Parity w Retail	0.19%	1,461,528	0.14%	107,247		0.00014	3.7332	YES
D.2.6.5	Parity w Retail	9.05%	1,077,972	16.67%	62,560		0.00118	-64.5270	NO
D.2.6.6	Parity w Retail	0.07%	100,510	0.13%	5,419		0.00036	-1.7778	NO
D.2.6.7	Parity w Retail	71.65%	6,754	66.84%	594		0.01929	2.4944	YES
D.2.6.8	Parity w Retail	3.11%	5,309	3.88%	103		0.01726	-0.4492	YES
D.2.6.9	Parity w Retail	84.22%	73,801	80.52%	7,083		0.00453	8.1625	YES
D.2.6.10	Parity w Retail	0.01%	216,010	0.01%	17,183		0.00009	0.0457	YES
D.2.6.11	Parity w Retail	0.83%	59,426	1.04%	3,860		0.00151	-1.3717	YES

BellSouth Monthly State Summary Kentucky, March 2002

	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	<= 20 days								
E.1.1.2	<= 30 days								
E.1.1.3	<= 30 days			9	1				YES
Average Arrangement Time									
E.1.2.1	<= 50 days								
E.1.2.2	<= 75 days								
E.1.2.3	<= 90 days			61	2				YES
E.1.2.4	<= 60 days								
E.1.2.5	<= 90 days								
% Due Dates Missed									
E.1.3.1	< 5% missed			0.00%	2				YES
E.1.3.2	< 5% missed								

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

	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		85.28%	292,144				Diagnostic
F.1.1.2	O-3 Aggregate/Region(%)	Diagnostic		85.28%	292,144				Diagnostic
F.1.1.3	O-3 Residence/Region(%)	>= 95%		86.49%	179,724				NO
F.1.1.4	O-3 Business/Region(%)	>= 90%		72.55%	5,893				NO
F.1.1.5	O-3 UNE/Region(%)	>= 85%		83.86%	106,591				NO
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region(%)	Diagnostic		75.79%	328,722				Diagnostic
F.1.2.2	O-3 Aggregate/Region(%)	Diagnostic		75.79%	328,722				Diagnostic
F.1.2.3	O-3 Residence/Region(%)	Diagnostic		79.16%	196,368				Diagnostic
F.1.2.4	O-3 Business/Region(%)	Diagnostic		50.63%	8,488				Diagnostic
F.1.2.5	O-3 UNE/Region(%)	Diagnostic		72.17%	123,886				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region(%)	>= 85%		92.25%	9,334				YES
F.1.3.2	O-3 Aggregate/Region(%)	>= 85%		92.25%	9,334				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%	9				YES
Loop Makeup Inquiry (Electronic)									
F.2.2	PO-2 Loops/KY(%)	>= 95% w in 1 min		99.08%	325				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	O-10 HDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 5 bus days							
F.3.1.2	O-10 Local Interoffice Transport/KY(%)	>= 95% w in 5 bus days							
General - Ordering									
Average Speed of Answer									
F.4.1	O-12 Region(seconds)	Parity w Retail		141.64	6,349,116	30.33		33,199	YES
General - Maintenance Center									
Average Answer Time									
F.5.1	M&P-6 Region(seconds)	Parity w Retail		43.10	1,484,337	26.35		82,571	YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 KY(seconds)	PBD				6.08			PBD
% Answered in 10 seconds									
F.6.2	OS-2 KY(%)	PBD				76.40%			PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 KY(seconds)	PBD				4.26			PBD
% Answered in 12 seconds									

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

	DA-2	KY(%)	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		PBD			1.11	1,824				PBD
F.8.2	% Accuracy		PBD			97.34%	85,841				PBD
F.8.3	% Timeliness		PBD			100.00%	1,824				PBD
General - Billing											
F.9.1	Usage Data Delivery Accuracy		Partly w Retail	100.00%	4,716	100.00%	21,351	0.00000			YES
F.9.2	Usage Data Delivery Timeliness		Partly w Retail	98.37%	26,457	93.11%	384,063,119	0.00078		67.5131	NO
F.9.3	Usage Data Delivery Completeness		Partly w Retail	99.38%	26,457	99.89%	384,063,119	0.00048		-10.5279	YES
F.9.4	Mean Time to Deliver Usage		Partly w Retail	3.49	26,457	3.05	384,063,119				YES
Recurring Charge Completeness											
F.9.5.1	B-7 Resale(KY%)		Partly w Retail	86.40%	\$2,722,184	98.75%	\$98,900	0.00301		-41.0518	YES
F.9.5.2	B-7 UNE(KY%)		>= 90%			99.53%	\$37,427				YES
F.9.5.3	B-7 Interconnection(KY%)		>= 90%			89.30%	\$340				NO
Non-Recurring Charge Completeness											
F.9.6.1	B-8 Resale(KY%)		Partly w Retail	94.78%	\$3,340,312	96.65%	\$160,269	0.00249		-7.5172	YES
F.9.6.2	B-8 UNE(KY%)		>= 90%			99.07%	\$77,096				YES
F.9.6.3	B-8 Interconnection(KY%)		>= 90%			99.06%	\$50,846				YES
General - Change Management											
F.10.1	% Software Release Notices Sent On Time		>= 95% w in 30 days								
F.10.2	Average Software Release Notice Delay Days		>= 22 days prior to release								
F.10.3	% Change Management Documentation Sent On Time		>= 95% w in 30 days			100.00%	2				YES
F.10.4	Average Documentation Release Delay Days		>= 95% w in 5 days								
F.10.5	% CLEC Interface Outages Sent within 15 Minutes		>= 22 days prior to release								
F.10.6	CM-5 KY(%)		>= 97% w in 15 min			100.00%	10				YES
General - New Business Requests											
F.11.1	% New Business Requests Processed within 30 Business Days		>= 90% w in 30 bus days			100.00%	1				YES
F.11.2.1	BFR-2A Region(%)		>= 90% w in 10 bus days			100.00%	1				YES
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								

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

	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	>= 95% w in 30 min			100.00%	93,807				YES
F. 12.1.2	>= 95% w in 30 min			100.00%	334,739				YES
Acknowledgement Message Completeness									
F. 12.2.1	100%			100.00%	93,807				YES
F. 12.2.2	100%			100.00%	334,739				NO
General - Database Updates									
Average Database Update Interval									
F. 13.1.1	PBD	0.29	21	0.29	21				PBD
F. 13.1.2	PBD	0.09	26	0.09	26				PBD
F. 13.1.3	PBD	4.29	26	4.29	26				PBD
% Update Accuracy									
F. 13.2.1	>= 95%			100.00%	588				YES
F. 13.2.2	>= 95%			99.38%	324				YES
F. 13.2.3	>= 95%			100.00%	177				YES
% NXs / LRNs Loaded by LERG Effective Date									
F. 13.3	100%			96.77%	30				NO
General - Network Outage Notification									
Mean Time to Notify CLEC of Major Network Outages									
F. 14.1	Party w Retail	739	2	218	2				YES

BellSouth Monthly State Summary
Kentucky, March 2002
(Georgia Format)

	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	C-1	Virtual/KY (calendar days)						
E.1.1.2	<= 30 days	C-1	Physical Caged/KY (calendar days)	9	1				YES
E.1.1.3	<= 30 days	C-1	Physical Cageless/KY (calendar days)						
Average Arrangement Time									
E.1.2.1	<= 50 days	C-2	Virtual-Ordinary/KY (calendar days)						
E.1.2.2	<= 75 days	C-2	Virtual-Extraordinary/KY (calendar days)						
E.1.2.3	<= 90 days	C-2	Physical Caged/KY (calendar days)	61	2				YES
E.1.2.4	<= 60 days	C-2	Physical Cageless/KY (calendar days)						
E.1.2.5	<= 90 days	C-2	Physical Cageless-Extraordinary/KY (calendar days)						
% Due Dates Missed									
E.1.3.1	< 5% missed	C-3	Virtual/KY (%)	0.00%	2				YES
E.1.3.2	< 5% missed	C-3	Physical/KY (%)						